

Examples of Best Practice in the Local Scene

Contents of presentation

- Service User involvement in Social Work and other practice
- Service User Involvement in the community setting
- Different levels of service user involvement
- Constraints
- Questions

Service User Involvement

Social Work and other practice

- Listening to the service user
- Explaining the services, procedures
- Drawing out plan of action with service user
- Encouraging service user to make own decisions (self determination)
- Doing things *with* them and not *for* them

Service User Involvement

Social Work and other practice

- Involvement in case conferences
- Regular review on plan of action
- Sharing information only through consent
- Access of service user to senior staff
- Advocating rights with service providers

Community Development Work

Community Development is a process whereby residents are encouraged to participate in the improvement of the quality of life in the community.

It motivates participation, involvement and decision making.

Service User Involvement

Community Work

- Building formal and informal links with the community
- Responding to needs as determined by residents
- Bringing other services providers closer to the service users
- Providing skills training and support for better participation
- Using processes that enhance personal development

ACCESS

The Community Resource Centre

- Provides a range of services under one roof, increasing accessibility
- Presents a possibility for service providers to :
 1. See the community in a more holistic way
 2. Work jointly with other services
 3. Provide an opportunity for user involvement
 4. Provide more relevant services

Levels of Involvement

Level 1 : Needs of residents identified by workers

Level 2 : Networking with community leaders (leaders voice difficulties of residents)

Level 3 : Joint projects with local and external entities (participation of service users)

Level 4 : Projects co-ordinated by residents

Level 1

Identification of needs by workers

- Youth Project
- Course for Carers of persons with Mental Health problems

Both in planning stages

Level 2

Networking with leaders in the community

Work with Foundation for Educational Services and Local Council (STEPS)

- Outreach for potential participants
- Discussing project with participants to suit them better
- Evaluation of service by participants

Level 3

Joint projects with local and external entities

Women's project, joint project with ETC

- Planning of provision of service with the potential participants
- Designing the skills training course with the participants
- Skills training including soft skills for personal development
- Joint evaluation with the participants

Level 4

Projects co-ordinated by residents

- Klabbisajf

Run by local young people for children of Cottonera (supported project)

- Abacus (Community Drama)

Script, preparation and presentation by residents

- Foundation for Persons with Disability (Bormla)

Residents were supported to form the Foundation.
It is run by its own committee

More examples of Service User Involvement

- Management committee – Homestart
- Research on needs of disability and elderly in Senglea
- Committee to set up Smart Kids
- Representation of service users and/or residents on Access Management Committee and Board of Directors

Constraints

- Lack of service user culture (both providers and from service users*)
- Policy makers – too distant from reality of service users
- Language, jargon
- Social exclusion, lack of skills
- Lack of sufficient knowledge on citizens' rights

**THANK YOU FOR YOUR
ATTENTION**