



SDF
Scottish Drugs
Forum

Informing
Supporting
Representing
Leading

NATIONAL QUALITY DEVELOPMENT TEAM

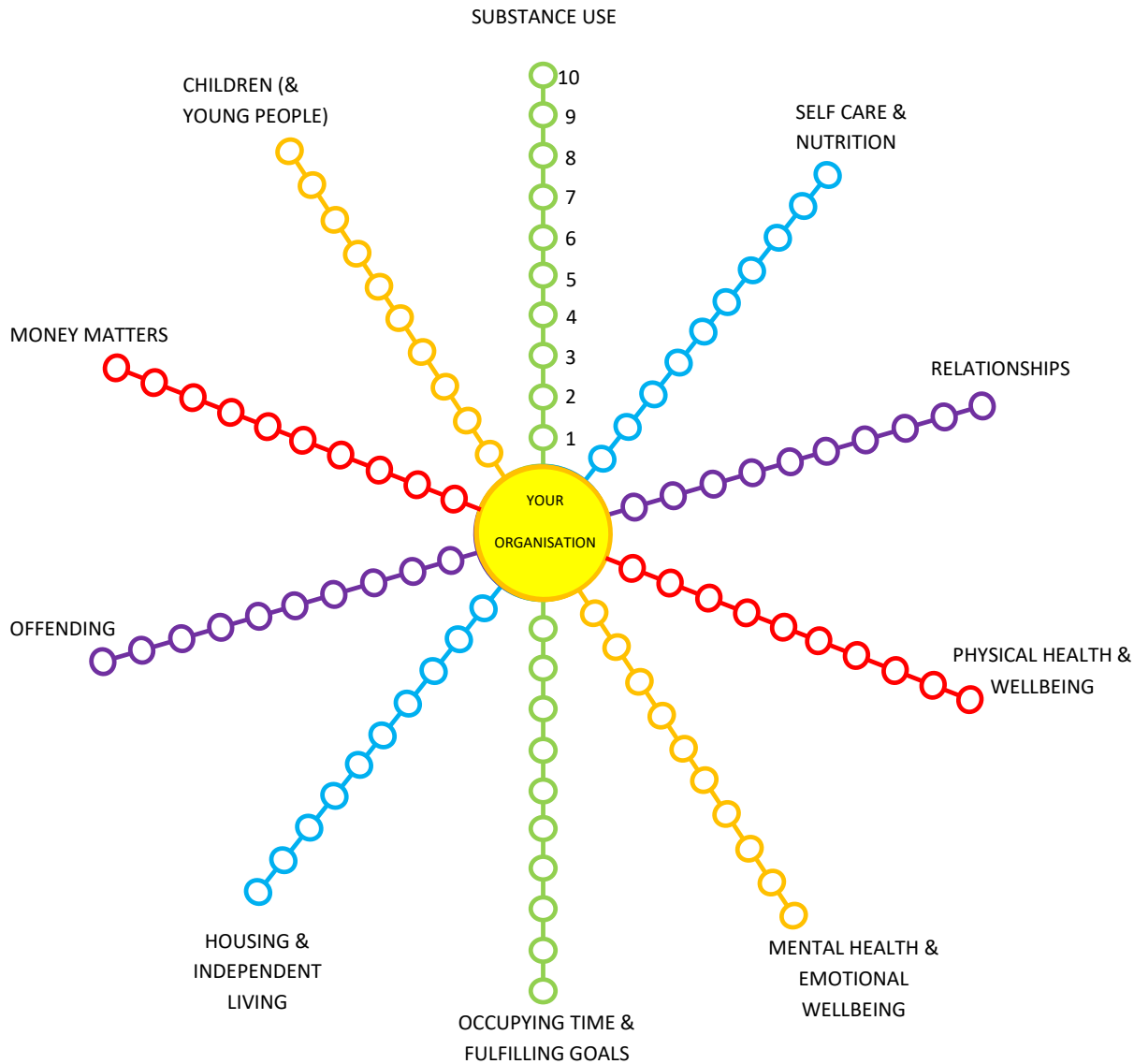
National Support to Develop ROSC & User Involvement

A national resource of expertise on drug issues

www.sdf.org.uk
www.scottishdrugservices.com

Argyll & Bute ADP - ROSC Development Process

1. Identify 2 pilot localities out of 6 in ADP area
2. ADP monitored development work through substance misuse forums
3. Consult with service staff, service users and stakeholders across local services, using questionnaires & focus groups
4. Map local services: core business and partnerships template
5. Hold local ROSC partners event to identify strengths and development priorities
6. Confirm and implement workplan
7. £20k from ADP for Workforce Development to support ROSC
8. Develop written partnership working agreement
9. Report



Please score your organisation in relation to all ten areas of the web.

This will give an idea of which types of support and/or expertise your organisation can offer.

Score of 1 (centre of the web) = very little or no involvement in this area.

Score of 10 (outside of the web) = main focus of your organisations work.

Organisation name: _____

Contact person: _____

Email _____

Tel: _____

Address: _____

Brief description (optional): _____

Partnership Working Agreement – content options

- Service description and contact details are included in ROSC partnership pathway documentation
- Both partners recognise each other's role as key ROSC partner
- Referral criteria
- Referrals between partners
- Service user consent is obtained for referral and agreed level of information-sharing and joint working as appropriate
- Joint work, review and workforce development activities
- Information-sharing
- Joint case working
- Joint review arrangements
- Contract includes specification for monitoring and review of partnership effectiveness
- There is shared responsibility for monitoring of partnership working by partners at service management level

Developing User Involvement in Dumfries and Galloway

- Role of user involvement in service quality
- 8 services included - mixture of third sector, health and social work
- Built on previous work undertaken by ADP
- ADP provided additional funding which paid for sessional development support worker
- Process took 18 months

Steps in the Process

1. Developing a strategic approach
2. Securing staff buy-in
3. Identifying resources and lead role
4. Development planning
5. Being inclusive

...Steps in the Process

6. Levels of user involvement
7. Recruitment, training and support
8. Reviewing progress
9. Using material gathered to inform performance reporting and service development
10. Putting a sustainability plan in place

Learning from Pilot

1. Determining service 'readiness' for user involvement
2. Strategic approach provides solid foundation
3. Providing adequate resources to support it
4. Ensuring commitment and prioritisation
5. Commonalities across service users group – learning from other sectors
6. Specific considerations for users of drug & alcohol services
7. Recording systematically

...more learning

8. Realistic objectives / timescales
9. Incentivisation can motivate involvement
10. Willingness to share power – e.g. doing ‘with’ rather than ‘to’
11. Managing service user expectations
12. Relatively common within third sector; less so in statutory sector
13. Developing community of practice – needs support

Service User Involvement

A Manager's Perspective

Justin Murray

Specialist Drug and Alcohol Service

Service User Involvement-

“Whit, mair work?”

- Another tick box exercise
- “Where will I get the time for this?”
- Service Users will not be interested
- “Naebody will turn up”
- Good old Scottish Government just keep piling it on

12 Months Later

- Two , three, four even five heads are better than one
- “ I would never have thought of that”
- The Service Users have some brilliant ideas, suggestions, energy, drive
- Ya beauty, other people are doing the work!!

User Involvement Toolkit - Contents

- Toolkit is based on learning from process
- Includes photo-copiable resources
- Currently in preparation for publishing later in year
- Intended for use with NQD support

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Find drug services in your area:

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Hepatitis Scotland

www.hepatitisscotland.org.uk

Take Home Naloxone

www.naloxone.org.uk

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