By working to the 4Pi framework we can make the best of working together which should improve outcomes for all.
What is 4Pi?

4Pi is a simple framework to help individuals and organisations to involve people in their work. Involvement is at the centre of co-production; both have the same aims in mind: to enable people to work in partnership to achieve common goals. Both can help people to become actively involved in their own care, in their communities, in service delivery and evaluation and in organisational governance and strategy.

The lived experience of mental health service users and carers is at the centre of the 4Pi framework. However, the framework has universal relevance: it is a practical way to enable services, organisations and individuals to work in partnership and to make involvement work well for everyone.

The 4Pi National Involvement Standards have been signed up to by a range of organisations. It is cited in the NHS England Five Year Forward View for Mental Health report and the Department of Health Social Work for Better Mental Health Programme.

What does 4Pi stand for

**PRINCIPLES** - How do we relate to each other?

**PURPOSE** – Why are we involving people?

Why are we becoming involved?

**PRESENCE** – Who is involved?

Are the right people involved in the right places?

**PROCESS** – How are people involved?

**IMPACT** – What difference does involvement make?

How can we tell that we have made a difference?

The 4Pi framework will help ensure you are clear about the purpose of involvement, the individuals and groups who will be present and their role in the process. That process and the desired impact of involvement will be explained from beginning to end. When a project is complete it is important to feedback on what has been achieved to those involved. By working to the 4Pi framework you will make the best of working together which should improve outcomes for all.
The core purpose of involving people must be to improve lives. Developing good practice policies and procedures for involvement has no meaning if those policies and procedures do not improve individual experiences and the quality and efficiency of services.

Good involvement has many benefits for all concerned - for individuals, communities, services, professionals and organisations. These are the benefits we identified in our main report ‘Involvement for Influence: the 4Pi Standards for Involvement’ – www.nsun.org.uk:

- Involvement in individual care and treatment can increase self-esteem, improve individual outcomes and increase people’s satisfaction with services. The greatest benefits result when people agree with the purpose of their treatment and when they have choice and control.

- Involvement in communities can build resilience, provide opportunities for peer support and mentoring and increase our social capital.

- Involvement in services can lead to enhanced quality of care, improved quality of life, a reduction in compulsory admissions, improved relationships between staff and service users, and improved outcomes for service users; it can also lead to improved outcomes for providers.

- Involvement in planning, commissioning and governance can improve information and access for service users, and have positive effects on decision-making processes and staff attitudes and behaviour. It is vital that service users are involved in defining the outcomes of services for these benefits to be maximised.

4Pi can help services meet their statutory obligations. Apart from the benefits and the moral imperative to involve people in their care and treatment, development and delivery of services, services also need to meet the requirements of national regulatory and inspection bodies, such as NICE, the CQC and the Health and Social Care Act.
# Training and consultancy

<table>
<thead>
<tr>
<th>Option</th>
<th>Offer</th>
<th>Outline</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Presentation</td>
<td>Presentation with supporting materials</td>
<td>1.5 hrs</td>
</tr>
<tr>
<td>B</td>
<td>Workshop</td>
<td>Presentation followed by workshop - understanding each of the standards</td>
<td>Half day</td>
</tr>
<tr>
<td>C</td>
<td>Training Day</td>
<td>Full day. Presentation workshop - understanding each of the standards: How to achieve them</td>
<td>1 day</td>
</tr>
<tr>
<td>D</td>
<td>Training Sessions</td>
<td>Using the 4Pi standards to support involvement within your organisation</td>
<td>2-3 days</td>
</tr>
<tr>
<td>E</td>
<td>Bespoke consultancy</td>
<td>Training and consultancy to be co-designed with you.</td>
<td>Several days</td>
</tr>
</tbody>
</table>

- **COST**: Training is charged at a day rate that reflects the level and detail of work required.
- **Training sessions**: using presentations and small group workshops, we can introduce the principles and practices underlying involvement and the 4Pi framework;
- **Consultations**: we can work with service users, carers, staff and other local stakeholders to find out their priorities for involvement;
- **Graphic recording and graphic facilitation**: we work with Engage Visually to produce graphic recordings of training sessions, that enable the learning to be shared in a creative way across your organisation;
- **Development of Involvement strategies, charters and policies based on 4Pi**: using results from consultations, we can draft documents for you to work with;
- **Indicator and outcome development**: we can work with you to develop the indicators and outcomes meaningful to you/your organisation;
- **Evaluation and review**: we can support the evaluation of your involvement work. (We recommend a cycle of learning and review, rather than a one-off approach to evaluation).
**4Pi in action - extracts and quotes**

**The McPin Foundation**

McPin is a research charity that places the lived experience of people affected by mental health problems at the heart of their research. McPin has used the 4Pi framework to assess their plans for public involvement in the design and development of one of their research programmes, PARTNERS2. They also plan to use the 4Pi framework to evaluate the impact of their PPI approach and strategies on the research project, ensuring that they assess principles, purpose, presence and process to measure the impact.

**CLAHRC North West London**

CLAHRC NWL is one of 13 CLAHRCs (Collaboration for Leadership in Applied Health Research and Care) across England. They are funded by the National Institute for Health Research (NIHR) to speed up the time it takes to put evidence into practice in healthcare to improve patient care. CLAHRC NWL’s public involvement team introduced the 4Pi framework to their colleagues in 2013, to help teams to plan their involvement. It was well received by healthcare professionals who find it provides direction and a clear way to frame their involvement plans. The cyclical approach of 4Pi complements CLAHRC NWL’s systematic approach for quality improvement; it emphasises reflective learning and continuous improvement through planning and testing out plans in practice.

**Lincolnshire Partnership Mental Health Foundation Trust**

We have worked with Lincolnshire PFT over several months to help them consult with service users, carers and staff in developing an involvement strategy and charter for the Trust. The graphic facilitation has enabled the discussions to be shared across a wide geographical area. Involvement and leadership training with service users and carers in 2017 will aim to embed the learning and co-design a final Involvement Charter.

**Turning Point**

Turning Point is a social enterprise, providing specialist and integrated services which focus on improving lives and communities across mental health, learning disability, substance misuse, primary care, the criminal justice system and employment. Turning Point introduced the 4Pi standards in a meeting for intended sign-off but it was decided that some elements of involvement needed further discussion within the context of a Recovery approach. As a result, Turning Point arranged two Recovery Days and invited services users and staff who were interested in recovery or involvement. They were delighted by the levels of enthusiasm and contributions which made the day a real success; all mental health services were well represented with over 30 delegates attending. All contributions fed into the overall recovery and involvement planning processes, which includes input into the Service User version of the Mental Health Strategy, development of a Recovery Charter and a Recovery checklist.

**Rethink**

NSUN worked with the Involvement workers in Rethink over a period of several months to support their consultations with service users, carers and staff about their Involvement Strategy using the 4Pi framework. With the hard work and commitment of everyone involved, a Charter and poster have been developed and the next step is to turn these into a framework to monitor the outcomes of involvement.