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Meaningful and inclusive involvement starts with a commitment to shared principles and values.

- Have you discussed and agreed some principles & values for your involvement activity? (see Description column for some suggestions)
- Have you discussed your approach to ensuring the inclusion of diverse and marginalised communities?
- Have you agreed a set of groundrules or a 'group agreement'? (These should describe how you would like to work together over the course of this work)
- Were the groundrules developed collaboratively?
- Do you review them regularly?
The purpose of involvement needs to be clearly stated and shared with everyone involved in the activity, project, organisation.

- Is the purpose of the involvement activity clearly stated and written down?
- Is the purpose widely shared with others in your community, organisation or project?
- Is the purpose of involvement understood by everyone involved?
- Is everyone involved clear about their role in the involvement activity? (Do you have role or job descriptions for everyone who has a role?)
The people who are involved need to reflect the nature and purpose of the involvement. A diversity of service users and carers should be involved at all levels and at all stages of the involvement activity, project or organisation...

- Can you describe the population relevant to this involvement activity? (For example, is it everyone in your locality, or a specific group of people who use a particular service?)
- Do the people involved in the involvement activity reflect that population? (Have you engaged with local diverse and marginalised communities)
- If not, have you tried different ways of engaging with people and communities to ensure that you include and work with local diverse and marginalised communities?
- Have you established monitoring procedures so that you can record who is involved throughout the activity - and at what level in the organisation/project?
- Do you have a strategy for welcoming new people?
1. Do you have access to pre-existing guidelines about involvement?

**Engagement**

2. Have you made information about the involvement activity and opportunities widely available to your community?
3. Is there a range of different ways for people to get involved?
4. Is your recruitment process fair and transparent? (People can understand the process and how your decisions are made)
Communication:

5. Are you communicating clearly and regularly with people about what you are doing?
6. Are you communicating without the use of jargon (and explaining any words that people may not be familiar with)?
7. Are you providing feedback to people about the outcomes of their involvement and any decisions made?
8. Are you using different methods of communication (e.g. post, telephone, email, social media) - to ensure that no one is excluded?
9. Have you considered the different support needs that people may have, e.g.: administrative support, supervision, emotional support?

10. Have you established opportunities for people to make use of peer support or peer mentoring?

11. Have you provided training to enable people to participate effectively and develop their skills?

- Note: Training shared by and with service users, carers and professionals taking part in an involvement process, can help to build a sense of team work.
Practical issues:

12. Do you have a policy, procedure and budget for the payment of fees and expenses?

   **Note: this should include the payment of childcare, carer and personal assistance costs.**

13. Have you provided everyone with clear information about your payments policy and any effects payment can have on the receipt of welfare benefits?

14. Are you able to make payments to people on the day - or very soon after?

15. Are the venues you use for meetings fully accessible to people with disabilities?
Impact (1)

Any involvement activity needs to make a difference to the lives and the experiences of service users and carers.

16. What were the intended outcomes? Have these been achieved?
17. What difference has involvement made to the project, activity, service, organisation?
18. What difference has involvement made to the end result of the project/activity?
19. How did everyone feel about the process of involvement?
20. Did the involvement of service users and carers make a difference beyond the activity itself – to the organisation, experience of service users/carers?
Impact (2)

Areas to consider when looking at Impact:

• Ethos/culture
• Policy and Planning
• Delivery
• Outcomes and outputs
• Diversity and equality of opportunity
• The experience of the service
The End... thank you!

If you have any feedback about the indicators, please contact me: alison.faulkner2@btinternet.com