

# **WEST DUNBARTONSHIRE COUNCIL**

## **Report by the Executive Director of Social Work and Health**

**Social Work and Health Committee: 10 December 2008**

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**Subject: Scottish Service User Conference: Been There, Seen it, Done it!  
Conference Report and Guidance Document**

### **1 Purpose**

- 1.1** The purpose of this report is to provide Councillors and Members of the Social Work and Health Committee with information regarding the production of the Report of the First Scottish Service User Involvement Conference, held on Wednesday 17<sup>th</sup> September 2008.
- 1.2** This is the third report submitted to Committee in relation to the event, the first gave Information leading to and inviting your support and participation in this high visibility event.
- 1.3** The second provided information about the successes of the Conference and some of the highlights that West Dunbartonshire should rightly be proud of.
- 1.4** Members also agreed to receive a copy of the final report of the Conference at a future meeting.

### **2 Background**

- 2.1** The first Scottish Service User Involvement Conference: Been There, Seen It, Done It! attracted 288 delegates from all over Scotland.
- 2.2** The majority of those who attended were service users.
- 2.3** The main purpose of the event was to enable clients, service users, service providers and policy makers to come together to discuss how we could develop a Scotland-wide Service User/Client Involvement Network.
- 2.4** As a result of the publication of recent policy documents, the Scottish Government, have expressed their desire to ensure that clients/service, users are integral to the development of their own treatment and care.
- 2.5** Services should be planned and developed with the needs of the client/service user and indeed those who support them, acknowledged as an essential part of service planning and delivery.

- 2.6** This conference which was organised and facilitated by staff and clients, from West Dunbartonshire was the first attempt, within Scotland, at developing a “ground up” approach to ensuring delivery of those policy documents and the specific user involvement elements within them.

### **3. Main Issues**

- 3.1** Feedback from the conference has been positive, however, FAST, and Addiction Services staff, were keen to see the development of a conference report which would confirm the anecdotal feedback received thus far.
- 3.2** Scottish Government is keen to ensure that the Report could be used as a tool to assist others who are planning similar events in the future.
- 3.3** It is also envisaged that the Report would be used to highlight the recommendations and progress already made against them.
- 3.4** It is further hoped that this document will assist in the establishment of the Scottish Service User Involvement Network, which was one of the desired outcomes of the Been There, Seen It, Done It! Conference held on 17<sup>th</sup> September 2008.

### **4. The Report**

- 4.1** The report has been compiled by Outside the Box, a Voluntary Organisation with a proven track record of producing comprehensive reports, and other supports for developing and expanding groups and organisations.
- 4.2** FAST have played an integral part in the production of the Report as have representatives from addiction services.
- 4.3** The report describes the planning, preparation and marketing of the Conference.
- 4.4** It talks about facilitation, debriefing and looking after each other during all stages of the Conference.
- 4.5** As indicated previously it gives hints and tips for those from other areas who are considering organising similar events.
- 4.6** The report provides some quotes received on the day through different evaluation tools i.e. evaluation forms, Vox Box and Graffiti Wall.
- 4.7** It provides a rough breakdown of the costs associated with the first conference and talks about how to manage the financial side of organising future events, which would aid in the shared responsibility of establishing a Service User Involvement Network.

## **5. Conference Recommendations**

- 5.1** A full list of recommendations is contained within the Conference Report, however, a list highlighting some of those recommendations is noted below:
- 5.2** Drive forward the establishment of a Scottish Service User Involvement Network.
- 5.3** Develop appropriate communication networks throughout Scotland.
- 5.4** Develop a nationally agreed definition of Service User Involvement.
- 5.5** Disentangle service user involvement and service user recovery.
- 5.6** Develop opportunities for sharing and learning from good practice.
- 5.7** Develop the ability of, and provide opportunities for, service users to influence decision making at both local and national levels.
- 5.8** Ensure that those recovering from drug or alcohol problems are not re-housed in areas where they would be destined to fail i.e. those areas where there are dealers, or peers that were influential in maintaining their current or previous relationship with addiction.

## **6. What Next?**

- 6.1** Since the conference the members of the Future of Addiction Services Team have:
- met with representatives from SURF (Renfrewshire), ASSURE (East End of Glasgow), LEAP (Edinburgh), Jericho House (Dundee) DTTO (Campbell Town), Fullerton Community Health House (Ayrshire)
  - participated in a meeting with David Clark, Professor of Neuroscience and co-editor of Drink and Drug News, who flew up from Cardiff to meet with the Group to discuss how to progress with the development of a Scotland wide Network
  - explored the possibility of, and taken their first steps towards establishing a virtual network of service users across Scotland
  - taken part in a number of national meetings regarding the establishment of a User Recovery Network
  - met with representatives of the Social Work Inspection Agency

- participated in the Road to Recovery Road presentation being delivered by Fergus Ewing, Minister for Community Safety and Ronnie McColl, CoSLA spokesperson for health and wellbeing
- booked their place at the Second UK Wide Service User Conference being held in Birmingham on 28<sup>th</sup>/29<sup>th</sup> January 2009

## **7. Official Launch**

- 7.1** Members will be provided with copies of the formal report before the Committee on 10 December 2008.
- 7.2** The launch is being planned for 2.00pm on 12<sup>th</sup> December 2008.
- 7.3** FAST would therefore like to formally invite all members of the Social Work and Health Committee to participate in that launch.
- 7.4** Representatives from other areas, across Scotland, will be asked to participate in the event which will also be used as a Conference “reunion” which will enable the planning of future meetings of the Scottish Service User Involvement Network.

## **8. Personnel Issues**

- 8.1** There are currently no personnel issues linked to the First Scottish Service User Involvement Conference, however, that may alter as the recommendations from the conference evaluation are progressed.

## **9. Financial Implications**

- 9.1** The Drug Policy Unit have indicated that they will provide £2,000 towards the production of the final report.
- 9.2** Outside the box are currently assisting FAST in an application for further funding through Drinkaware Grants to cover the development of both the group, the report and indeed the progression of the recommendations contained within the report.
- 9.3** Therefore there should be no specific financial implications for Addiction services or West Dunbartonshire Council generally.

## **10. Risk Analysis**

- 10.1** There are no risks associated with the launch of the Conference Report.

## **11. Recommendations**

- 11.1** Elected Members are asked to:

- 11.2** Note the contents of this report from the Executive Director of Social Work and Health
- 11.3** Note the progress made in relation to the establishment of a virtual service user involvement network and the level of activity generated by FAST in attempting to establish a Scottish Service User Involvement Network.
- 11.4** Acknowledge the invitation to the official launch of the conference report, and where possible participate in that launch which is planned for 12noon - 2pm on Friday 12<sup>th</sup> December 2008.
- 11.5** Continue to offer support for the establishment of a Scottish Service User Involvement Network.

William W Clark

Executive Director of Social Work and Health Department

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**Person to Contact:** Helen Weir, Strategy Officer, Addiction Services,  
Department of Social Work and Health Services,  
Main Building, Dumbarton Joint Hospital, Cardross Road,  
Dumbarton G82

Telephone: 01389-812018

Email: [helen.weir@west-dunbarton.gov.uk](mailto:helen.weir@west-dunbarton.gov.uk)

**Background Papers:**

Road To Recovery: A New Approach to Tackling  
National Quality Standards for Substance Misuse  
Plan for Action on Alcohol Problems: Update  
West Dunbartonshire Corporate Action Plan (CAP) for  
Alcohol and Drugs

**Wards Affected:** All wards