Service User Participation Strategy 2010/2012

Dublin Simon Community's Vision

Everyone who is homeless, or is at risk of becoming homeless has the support they need to access and maintain a home of their own.

Dublin Simon Community's Mission

To provide high quality services to the most marginalised homeless persons to eliminate long term homelessness.

Dublin Simon Community's Strategic Plan 2009/2011

Be a sustainable organisation, attracting resources and supporting service users to reach their full potential.

Service User Participation Working Group's Mission

To support service users to reach their full potential through the development of an effective Service User Participation Strategy.

Strategy Objectives

1. To raise awareness, in an accessible format, of the options for participation/involvement within Dublin Simon Community.
2. To provide an initial range of opportunities for service user participation/involvement in Dublin Simon Community.
3. To put in place support structures to facilitate service user participation/involvement in Dublin Simon Community.
4. To develop initiatives to build organisational capacity to fully integrate service user participation/involvement into our way of working.
5. To monitor and evaluate the effectiveness of the strategy at appropriate intervals.

Objective 1 - To raise awareness, in an accessible format, of the options for participation/involvement within Dublin Simon Community. **Key Actions**	**Timeframe**
1.1 To agree on a clear and consistent organisational message in relation to Service User Participation and to ensure its communication to all service users, staff and volunteers.	Q1 '11
1.2 To communicate options for participation to current and former service users.	On-going
1.3 To communicate options for participation to all staff and volunteers.	On-going
1.4 To ensure that all communications are easily accessible to service users, staff and volunteers.	On-going
1.5 To ensure there is always a point of contact within the organisation for service users who express an interest in participation.	On-going

Objective 2 - To provide an initial range of opportunities for service user participation/involvement in Dublin Simon Community. **Key Actions**	**Timeframe**
2.1 Review Residents Meetings as a means of an effective form of service user participation and make recommendations to improve process as required.	Q3 '11
2.2 Develop **Part Time Volunteer Programme** for service users.	Q2 '11
2.3 Establish **forums** for service users **to share ideas and debate issues** affecting them.	On-going
2.4 Provide support for Service Users to form groups/committees within the organisation.	On-going
2.5 Review all Dublin Simon Community **social activities** currently offered to service users.	Q2 '11
2.6 Review use of **suggestion boxes** in services in Dublin Simon Community.	Q2 ' 11
2.7 Provide opportunities for Service Users to get **involved in fundraising and communication activities** on behalf of Dublin Simon Community.	On-going
2.8 Provide information on **S.C.I. National Service User Meetings**.	On-going
2.9 Work with learning and development to ensure a functioning service user participation **training and development programme is in place.**	On-going
2.10 Continue to coordinate monthly **service user development group meetings** and intiatives.	

Objective 3 - To identify and put in place support structures to facilitate Service User involvement within Dublin Simon Community.Key Actions	Timeframe
3.1 To put in place appropriate support structures to minimise barriers to participation for service users.	On-going
3.2 To put place appropriate support structures to enable staff and volunteers to implement actions as described in the strategy.	On-going
3.3 To ensure that the organisation identifies and makes available required resources to facilitate service user participation.	On-going
Objective 4 - To develop initiatives to build organisational capacity to fully integrate Service User Participation into our way of working.Key Actions	**Timeframe**
4.1 Research best practice and previous sector experience with regard to service user participatin and methods to build organisational capacity.	On-going
4.2 Identify short and long term goals to build organisational capacity.	Q2 ' 11
4.3 Identify initiatives to roll out in organisation which may build organisational capacity to integrate service user participation into our way of working.	Q2'11
4.4 Implement identified initiatives.	On-going
4.5 Evaluate success and effectiveness of initiatives implemented.	Q4'12
Objective 5 - To monitor and evaluate the effectiveness of the strategy at appropriate intervals Key Actions	**Timeframe**
5.1 Conduct overall evaluation of service user participation strategy and objectives.	Q4 '11