



A Good-Practice Guide to Valuing, Supporting and Respecting Service- User Activity

Endorsed by the National Mental Health
Partnership (NMHP)

Written and produced by Together's Service-
user Directorate

“Service-user involvement adds value and our developing ideas and ways of working need to be positively encouraged... We feel it is very important to provide some guidance on how to set up a process leading to the design and implementation of a payments policy.”

“The need to value, reward and support service-user activity goes far beyond the issue of payment, so we have also examined evaluation, accountability, safety, support, supervision and mediation.”

“We see this as an opportunity to raise awareness about the effectiveness of working as part of a group.”



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A useful source of information for commissioners, providers, service-user-led groups and people who access services, the guide covers:

- ★ ownership
- ★ independence
- ★ valuing involvement
- ★ payment methods
- ★ employing staff
- ★ evaluation and accountability
- ★ safety and support
- ★ mediation.

For more information, contact Together's Service-user Directorate

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Don't miss your chance to buy the accompanying 48-page book: *Service-users Together* which can be ordered for £10 from Pavilion Publishing.

This good-practice resource sets out a principled value base for service-user involvement. It establishes Together's standing as an organisation committed to the wellbeing of everyone who uses services, and lays out a vision for the empowerment of local and national groups.

Contact Together's Service-user Directorate on 01903 733443 for more information. To order your copy call Pavilion on 0870 890 1080.

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