

PARTICIPATION STANDARD

17 July 2009

INITIAL REACTIONS AND GENERAL UNDERSTANDING

Standards for meetings,

- evening meetings, time to read information
- Agenda setting: standard items on the agenda – near the top of the agenda
- 7 clear working days
- Cherry picking of reps
- Openness and transparency, should be able to say what you want
- Minutes should be easy to find publicly
- Minutes shouldn't have personal opinions/comments; should check first; review prior to publish
- Standard for minutes
- Meetings priority to make sure it is the group's ideas not the individual's; clarity over group or individual viewpoint at meetings
- Training for attending meetings
- Staff should also be included – away days
- Participation at all levels
- Co-chair to keep meetings under control – would be good if a member of the public

Consistency of standards across Scotland

- Serious changes are required in some areas, need to listen to the community
- Patchy in areas regarding service user involvement
- Should look at numbers regarding representation
- Process for involving stakeholders, organisations paid enough to do so; scrutinise the involvement
- Consistency of approach is don't have one body which oversees the process of involvement
- Complexity regarding commissioning services

Stigma

- Mental health should be singled out, if raise complaint it can't be about the complainant

Need to be able to scrutinise

- Understanding research

Partnership agreements

- Partnership standard – mutual governance
- Implementation is what is important
- Need to build relationships
- Mental health is further on, e.g. peer support, training
- Talking points – Joint improvement teams
- Separate one on outcomes
- Outcomes should be included in ground level

POSITIVE COMMENTS ON THE STANDARD

- Opportunity to input detailed comments; just needs a bit more to make it work well
- Both versions are helpful; have copies of both
- What range does it cover? What about children?
- Easier version should have less jargon – Support for those with reading/writing difficulties by asking what they want – equality/impact assessments

MOST IMPORTANT ISSUES

- Must be meaningful or no point
- Partnership/equals/user – LED isn't reflected
- Team process, captain of the team
- Getting underneath to find the truth/meaning
- Need to reflect and learn from difficulties/finding problems – it's a good thing!
- Meeting/info on time/looking at their style of meetings
- Route to being involved (especially if individual)
- Info on local services/orgs/charities