

## Putting People First

# Service User & Carer Reference Group – Role Responsibilities

### 1. Programme Background

**Putting People First**, a Government report\*, was published in December 2007 and expressed the Government's vision that access to high quality support should be universal and available in every community.

This will ensure older people, people with chronic conditions, disabled people and people with mental health problems have the best possible quality of life and equality of independent living.

### 2. Purpose of group

- To ensure the inclusion of key stakeholders through all aspects of the programme.
- To engage with people throughout the life of the programme who will benefit from its outcomes; service users, their representatives, their families and carers.
- To learn from service users who have experience of the receiving services delivered by Devon County Council.
- To act as a reference group for individual projects and the wider programme.
- To bring expert challenge and support.

### 3. Description of responsibilities

To draw on the experiences and those of other service users and carers to ensure that their needs are considered within the programme and any other related activities.

This involves:

- contributing to the discussions and decision-making of the group.
- attending the meetings where possible – there will be a minimum of six per year.
- conveying the views of other service users and carers on specific issues, differentiating between personal views and those of others.
- maintaining confidentiality in relation to documentation, verbal and other information and discussions when required or agreed.
- ensuring that all issues and concerns of service users and carers are taken into account when the group is drawing up recommendations.
- reading briefing papers and project documents in advance of meetings.
- taking a broad view of a variety of topic areas in relation to the **Putting People First** agenda and to express these views appropriately through active participation.
- contributing to discussions ensuring that service user and carer priorities are reflected without representing one particular constituent group above others.

- raising awareness of any studies known to them (for instance service user surveys) which highlight issues that may inform the work of the group.

#### 4. Person specification

- Personal experience of Devon County Council's Adult & Community Services, either as a service user or as a carer.
- Previous experience of consulting other service users, taking forward their views and providing feedback is desirable
- Regular contact with other service users and/or carers.
- Confidentiality, when appropriate.

#### 5. Skills

To be able to:

- communicate well and be focused and concise
- actively listen
- solve problems
- work within a group environment
- think strategically and see the bigger picture.

#### 6. Experience

- To have actively networked with other service users.
- To have previous experience of consulting other service users, taking forward their views and providing feedback.
- To have some understanding of the organization and structure of Devon County Council's Adult & Community Services, its current care pathway and its decision-making and consultation processes.

#### 7. What the *Putting People First* Programme offers

- Expenses for service user and carers for attending *Putting People First* Reference Group business.
- Engagement to develop skills and knowledge.

\* Find the report on *Putting People First* online: [www.cpa.org.uk/cpa/puttin\\_people\\_first.pdf](http://www.cpa.org.uk/cpa/puttin_people_first.pdf)