

Service User Involvement Partnership (Greater Glasgow & Clyde)

Who are we?

The Service User Involvement Partnership (SUIP) is a new approach to service user involvement in the substance misuse field across Greater Glasgow & Clyde. The Partnership is guided by a Steering Group of volunteer members with experience of using substance misuse services and representatives of the partner organisations including Alcohol Action Team (AAT) and Drug Action Team (DAT) staff, voluntary sector reps, Glasgow Addiction Services (GAS), Community Health & Care Partnerships/Community Health Partnerships (CHCP/CHP) Addiction Managers and Alcohol Focus Scotland/Scottish Drugs Forum Managers.

The SUIP is jointly hosted and managed by Alcohol Focus Scotland (AFS) and Scottish Drugs Forum (SDF). We are funded by the Greater Glasgow & Clyde Alcohol & Drug Action Teams (AAT & DAT) for a period of two years from April 2008 and the project contract is managed by Glasgow Addiction Services (GAS).

Service User Involvement

The project has adopted the following definition of service user involvement (SUI) from the National Quality Standards for Substance Misuse Services Good Practice Guide on Service User Involvement:

- “The active participation of people who, because they have used services, can bring their knowledge and experience to contribute to the design, planning, delivery and evaluation of services at a local, regional and national levels.”

What we do

The partnership, with local partners and services, supports the development of a clear structure and process to enable participation by service users that provides positive gains at personal, service, city wide and policy levels. To this end the partnership seeks to:

- Provide an authoritative voice and source of information on SUI
- Champion SUI work with local services and staff
- Promote and develop good practice exchange on SUI
- Support staff development activity on SUI
- Promote and encourage best practice and consistency on SUI work
- Report regularly on the work of the partnership.

Who we work with

The project works actively with a range of alcohol and drug service providers, including staff who are facilitating service user groups or activities, and service users within and across local CHCP/CHPs. These include:

- Community Addiction Teams and other statutory addiction services,
- Voluntary sector providers,
- Secondary health services, community and residential services.

The partnership seeks to use the particular skills, knowledge and experience of volunteer service users wherever possible. For the initial stages of the project it has been agreed that host agencies will provide a first point of contact for services within CHCP/CHP areas as follows:

- AFS – West & North Glasgow, West Dunbartonshire, Renfrewshire, Inverclyde and East Renfrewshire
- SDF – East Dunbartonshire, East, South East & South West Glasgow.

Next Steps

Project staff are carrying out an initial mapping of SUI practice within and across CHCP/CHP areas over the next few months. This will establish the range of current approaches to SUI, identify and promote good practice and begin to identify the potential support needs of services, staff and service users in taking forward SUI work. As this is being done staff offer support and input to local SUI initiatives alongside local services/ staff and service users.

Contact Details

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