

## Who are we?

We're charities that have come together to form a new group because we all want to improve the support we can provide for people experiencing mental health, substance misuse and other complex problems.

Our new group is made up of:



Between us we've a track record of **more than 200 years** of developing and running personalised services that champion social inclusion and recovery.

But we want to do more and do better for you in a way that truly puts your recovery at the heart of our organisations. This booklet sets out some of our ideas and we'd love to hear your thoughts on them.

We've enclosed a short questionnaire for you to fill in and send to us or hand in to your support worker to pass on. Alternatively you can complete the questions online by visiting our website: [www.richmondfellowship.org.uk](http://www.richmondfellowship.org.uk)

Please submit your responses by: **5 June 2015**



If you need any help filling in the questionnaire or need it in an alternative format such as large print or different language then please speak to your support worker or contact our communications team on: [communications@richmondfellowship.org.uk](mailto:communications@richmondfellowship.org.uk) call: **0207 6973342**

Please submit your responses by: **5 June 2015**

JOIN IN OUR  
**BIG**  
CONVERSATION

We want **your ideas** for how we can involve you more in our organisations



# About co-production

We believe that you're a unique person so you should have the opportunity to take control of your life and to develop new meanings and purposes. We concentrate on you and your individual needs, choices and aspirations, rather than on diagnostic categories or labels.

We want to build relationships with you where we work as equal partners to design, plan and provide support together. This is called co-production and we want to make it real in all our organisations.

We recognise that we all have valuable skills, knowledge, experience and resources that could be

harnessed to improve the quality of life for individuals and our communities. That means you and your support network as well as our staff and volunteers.

So we want to create opportunities for you to be more actively involved at all levels of the work that we do including:

- your own recovery support plan
- how your service is run
- how our organisations are run
- championing mental health issues and challenging stigma in society.

# Co-production in practice

## Your recovery:

This could involve you being more in charge of decisions about your support plan and having more access and control over your personal records.

## Your service:

This might involve you taking part in decisions about improving the service or recruiting staff; becoming a peer supporter or running activities; or taking the lead on an issue such as being a green champion in your service.

## Our organisation:

This could involve you being represented on our Board and committees; working with us to develop new support models and bid to run new services; planning and delivering staff training; or helping to improve our systems and processes.

## Our society:

You could become a mental health champion / ambassador and act as one of our media spokespeople, blog on our website or speak at events.

# Being equal partners

To underline the principle that we work as equal partners to design, plan and provide support together we're thinking about creating a charter. This would be a formal way for us to set out what you can expect from our services and what we can expect from you as someone we're supporting.

We've already had conversations with some of the people we're supporting to come up with statements we might include in a charter but we'd love to hear your ideas.

## What you can expect from us

- we'll work with you to make sure you get the most benefit from our services
- we'll listen to you
- we'll make sure there are ways for you to influence our organisations, should you wish to
- we'll work with you so that you can take an active role in your community.

## What we'd expect from you

- you treat our staff, visitors and all other people with dignity and respect
- you respect the environment in which you're being supported
- you arrive on time for appointments or let us know in advance if you can't attend
- you take responsibility for the outcomes of your decisions.