

# WORKING TOGETHER



Easy Read

## Our approach



We design, plan and provide support together, where people who use our services, their support networks and staff are equal.



You're the expert in your life and we help you to lead your own recovery.



As well as getting support, you can have a say about what happens at your local service and how our organisations are run because we work together at all levels.



Everyone has useful, valuable and unique skills, interests and experiences. Bringing together people with different knowledge and opinions helps us to be creative and come up with even better ideas.



By finding out what is important to the people we support and making decisions together we can improve how we support the ambitions and meet the needs of the people who use our services.



As well as making our services better, working together can be rewarding for everyone by helping us to discover things we like or are good at.



This can help us to see the impact we can have on ourselves and other people. This builds confidence and helps people to get experience which might be useful for employment, as well as having lots of fun and meeting new people.

## Some of the things we plan to do over the next three years



With the people we support:

Share access to records with you so that you can see and update your own support plan and notes.



Update our systems so we can capture your skills, experiences and interests as well as support needs, to show our 'whole person' approach.



## In our local services:

Make sure that you have the chance to change, agree and take part in plans to make our services better.



Support you to learn how to hire new staff and check the quality of their work.



Support you to learn how to use your own voice to get involved with your community and challenge negative views about mental health.



Work together to make our plans about including everyone in digital services.



Work with you to make our communications better so that the language and ways we work are always accessible and inclusive.



Expand the training available to people using our services as well as designing and delivering our training together.



Make it easier for people who use our services to be involved with and be part of our management and governance structures, including our Board.

**You can get involved in a way that suits you.**



It's best to start by thinking about what you like and are good at, and then talking over opportunities available that you might be interested in.

[www.recoveryfocus.org.uk](http://www.recoveryfocus.org.uk)



For more information speak to a member of staff or visit:  
[www.recoveryfocus.org.uk](http://www.recoveryfocus.org.uk)

# Co-production



Our way of working, rooted in the ideas of co-production, is based on 4 key ideas:



1.

We take a 'glass half-full' approach and support people to discover their skills, interests and hopes and not just their needs.

2.

We nurture support networks, helping people to share their experiences and support each other, giving empathy and hope, as well as helping people to actively get involved with their communities.





3.

We share roles and decision-making between staff and people using services where everyone is equal. Everyone plays their part and are seen and valued and people are supported to take part in a way that is meaningful for them.

4.

We know that while we cannot make people recover, we can inspire and support them to lead their own recovery.

**We've agreed a charter which helps us to be clear about how we do things so that everyone knows what to expect.**



**We work together to make sure you benefit from our services**

- You have control to shape your own support plan.
- We make sure that you have tools that help you measure and think about your progress.
- We discover your interests, skills and experiences and don't just focus on your needs.



- We include people who are important to you in discussions if you want to.

## We make decisions together



- We discuss your options about your support and work together to create solutions.



- We give you accessible and helpful information about your choices.



- We make sure that chances for you to be part of decision-making at your local service and at different levels of the organisation are clear.

## We respect each other and our environment



- We listen to each other.



- We try to keep to time when things are planned and we give each other as much notice as possible if we're running late or need to cancel.



- We work together to make a safe environment and report any worries about our facilities.

## We work together to keep improving our services



- We make sure there are chances for you to give us feedback.

Dear Betty Smith,  
Thank you for giving us your feedback.  
We are going to make some changes to.....



- We let you know what we are doing in response to any feedback we receive.



- You have chances to use your skills, knowledge and experience to help improve the quality of your local service.

## We help you to use and develop your skills and social networks



- We support you to give to the organisation through voluntary or paid opportunities at all levels and in a range of areas, if you want to.



- We give you information about what these opportunities involve and how you will be recognised for the work you put in.



- We support you to explore activities in your community that you are interested in and are important to you.

- We create opportunities to champion mental health and substance misuse problems and challenge negative attitudes together.



