

# 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 your individual support, you can influence what happens at your local service and how our organisations are run because we work together at all levels.**

Everyone has 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's 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 and enabling 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 reflect our holistic, 'glass half-full' approach.

### In our local services:

- Ensure that you have the opportunity to influence, agree and take part in plans to improve and develop our services.
- Enable you to recruit and appraise our staff.

### In society:

- Enable you to use your own voice to engage with your community and challenge stigma.
- Shape our digital inclusion plans together.

### At an organisational and group level:

- Work with you to improve our communications so that the language and approaches we use are always accessible and inclusive.
- Expand the training available to people using our services as well as designing and delivering our training together.
- Establish clear pathways for people who use our services to engage 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 discussing opportunities available that you might be interested in.

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

RECOVERY  
FOCUS

# WORKING TOGETHER

RICHMOND  
FELLOWSHIP  
MAKING RECOVERY REALITY

2  
care

CAN  
Touching lives and  
changing futures

CROFTLANDS  
TRUST  
BUILDING LIFE CONFIDENCE

my time

aquarius

# Co-production

Our way of working, rooted in the theory 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.

3

We nurture support networks, enabling people to share their experiences and support each other, providing empathy and hope, as well as helping people to actively engage with their communities.

2

We share roles and decision-making between staff and people using services where everyone is equal. Everyone's contribution is **recognised** 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 reflect on 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 opportunities 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 provide a safe environment and report any concerns about our facilities.

### We work together to keep improving our services

- We make sure there are opportunities for you to give us feedback.
- We let you know what we are doing in response to any feedback we receive.
- You have opportunities to use your skills, knowledge and experience to help improve the quality of your local service.

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

- We support you to contribute 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 stigma together.

 **WORKING TOGETHER**