

# Together we Can



**Head Office**  
Open House  
13 Whitethorn St  
London  
E3 4DA  
Tel: 020 7510 1081

**Newham Office**  
505 Barking rd  
Plaistow  
London  
E13 8PS  
Tel: 020 8548 9037

Email: [info@mithn.org.uk](mailto:info@mithn.org.uk)

Web: [www.mithn.org.uk](http://www.mithn.org.uk)

Mind in Tower Hamlets  
and Newham



For better  
mental health

# Guide to Service User Involvement



## What is Service user Involvement?

Service User Involvement can take many different forms and be done in many different ways. It is about providing opportunities to:

- ensure that people who use our services have a genuine opportunity to be heard
- make real, sustainable changes in the planning, design and delivery of our services and activities.
- Ensure that services are developed to meet the needs of service users
- Ensure that services provided are of a good quality

## Why get involved?

We understand that you are the expert on what works well, things which could be developed and any improvements which may be necessary. Your active involvement means a great deal to us and can be beneficial to you through:

- Providing an opportunity to be valued and heard.
- Enabling you to develop a sense of empowerment.
- Providing opportunities to share and allow others to benefit from our unique experience and expertise.
- Providing opportunities for developing new skills and interests.
- Meet other people with shared interests
- Ensuring that services received are relevant to service user needs.
- Providing opportunities for individuals to become champions for other mental health service users

## How you can get involved?

There are a number of ways you can get involved, and at a number of levels depending on your time, what you can offer and how you feel. You can:

- Become a service user representative at the Mithn service user involvement forum. This means attending regular meetings and getting the views of people who use the service or activity you represent and providing feedback
- Having a more active involvement in the activity or service you attend. This means sharing your views as part of sessions, taking a responsible role and supporting the activity or service provided.
- Attending consultation events about our services
- Providing feedback through annual questionnaires and Mithn website
- Taking part in recruitment panels
- Become a Mind member. Membership is £1 to service users who are unemployed. This means being invited to Annual general meetings and being able to vote on decisions made.
- Become a Volunteer.

However you choose to get involved, we will ensure that this is supported and encouraged across our range of services and activities. You can speak to any staff member for more information.