

S. U. News

The newsletter for Ealing Service Users

Service User Involvement and Representation

In this second article we look at how service user involvement and representation operates in Ealing at a user, service and strategic level.

1. At an individual level

The responsibilities of providers and service users rights are ensured, by the prudent management of RISE staff within a clinical governance framework and by regular forums at the various treatment centres (led by Build on Belief) where individuals' issues can be reported in the knowledge that not only will they be dealt with by the relevant manager but reported to the RISE Partnership Governance Board through its Service User Representative .

If raising problems verbally with key workers doesn't resolve the issue a simple complaint procedure also exists, with forms at all of the treatment centres, that ensures an individual's issue is not only dealt with by the relevant RISE staff but that its outcome will be reported to a meeting with the DAAT and SURGE, the Service User representatives that are funded by the DAAT to independently represent Service Users interests.

2. At a service level

To ensure that services meet the needs of users RISE have consulted through, for example, the marketing group and the new building design group both of which comprise RISE staff and Service Users. Service issues can be raised through the monthly forums and complaint procedure described above and by monthly Service Users meetings at 131 Uxbridge Road (run by the RISE Service User Representative), in the future Service User led audits of different elements of the service provision will be undertaken.



The Alcohol and Drugs Recovery Programme Board

3. At a strategic level

To ensure Service User representation at a strategic level members of SURGE attend a number of meeting on behalf of Service users, these comprise:

- The Alcohol and Drugs Recovery Programme Board- this group plans the overall approach to drugs and alcohol across the Borough of Ealing It is Chaired by the Director of Public Health and includes:
 - The DAAT
 - RISE Senior managers
 - Children's Services
 - Probation
 - Community Safety
 - The Police
 - Licensing

Local health priorities in Ealing include childhood obesity, alcohol misuse and ageing well.

- The Contract Review and Service implementation Meeting - this meeting of RISE managers, the DAAT and SURGE members ensures that the contract between the Council and RISE is being complied with and that any

improvements, variations and targets are being met.

- The London User Involvement Council - is hosted by Public Health England (London) and is attended by Service Users and Service User co-ordinators from across the 33 London Boroughs.

Service User Involvement is universally recognised as a proven method of ensuring that appropriate services are provided to the right clients and that the way the services are delivered is constantly reviewed and scrutinised. It is as incumbent upon Service Users to ensure they receive the quality of services they deserve.

If you wish to know more about representation and how you might get involved contact details are at the end of the Newsletter.



The Campaign to save the Max Glatt unit continues. The effect of the closure will have a significant affected on Ealing service users due to the increased pressure on the Council's budgets. So if you haven't already .

Please sign the Petition via www.savemaxglattunit.com

Ealing Health Profile 2014

Public Health England has recently published Health Profiles for the London Boroughs. This is a summary of their findings for Ealing.

The health of people in Ealing is varied compared with the England average. Deprivation is higher than average and about 24.6%, (17,200) children live in poverty.

Life expectancy for women is higher than the England average. Life expectancy is 5.8 years lower for men and 4.1 years lower for women in the most deprived areas of Ealing than in the least deprived areas.

Ealing is better than the England average for Smoking, teenage pregnancy, adult obesity, and skin cancer but worse than average for poverty homelessness, violent crime, child obesity, drug misuse, diabetes and TB.

The whole report can be found at www.healthwatchealing.co.uk/

Service User Voice

The monthly Service User meeting for all Ealing RISE Service Users is held at the Social Café on the 2nd Tuesday of each month 2-30pm to 3-30pm (£5 voucher for attendees).

The next three dates for your diaries are:

- 9th September
- 14th October
- 11th November

Free Social Activities

18th September 4:30pm
Dinosaur crazy golf Northolt 16 places
Children welcome

Call Sean Kelly on 07858400543 for more details, to book a place and to get confirmation of dates and times.

About Your Newsletter

If you would like to provide articles on what's happening to drug and alcohol services in Ealing or help edit the newsletter please let us know, contact details below.

If you wish to be included on our e-mail mailing list, please e-mail "newsletter" to the e-mail address below, conversely if you no longer wish to receive the newsletter, e-mail "stop" and we will remove you from our list.

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Ealing Service Users Newsletter

e-mail: info@surgealing.org.uk
write to : SURGEaling 131 Uxbridge Road, London W13 9AU
or visit : www.surgealing.org.uk