**With Inclusion in Mind**

# Civic Engagement and Participation in Decision-Making

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## Contents

This set of action points looks at what helps people with mental health problems become engaged in influencing decisions about opportunities that will help people be included, and about services in their local area. They are drawn from policy documents, good practice guides and standards, research findings and the experience of people in Scotland who have tried to influence :

- decisions about mental health services and related matters

- opportunities that will help people be included

- services in their local area.

**The first part** of this set of action points is an introduction which explains the links to *With Inclusion in Mind* and other policies and guidance on good practice. It also looks at why it is important that people who live with mental health problems or other disabilities are part of the plans made by and for communities.

**Part 2** explains why this can be difficult and what helps people to get involved in decisions.

**Part 3** has suggestions to help make participation work better for everyone.

- There are action points for people with mental health problems and members of mental health support groups. These cover how to influence decisions and take part in discussions. They also include suggestions on ways to support your own and other people's wellbeing.

- There are actions for other community groups.

- There are actions for people with responsibility for hearing the views of people in that local community, such as the people leading Community Planning.

- There are suggestions for people who have responsibility for mental health services and resources to promote good mental health and wellbeing.
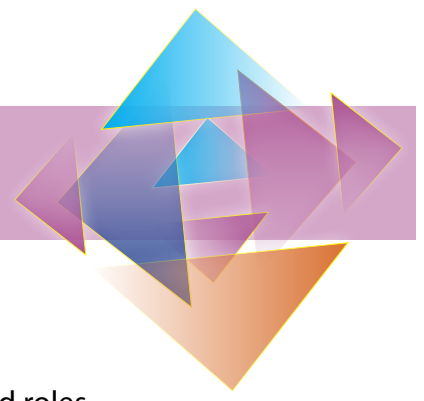
**Part 4** has links to the documents referred to in the action points and to other useful resources around citizenship and participation.

## Acknowledgements

# Part 1: Context

## About this set of action points

The action points show what people with a range of experiences and roles can do to help create and use opportunities for people who have mental health problems to be part of civic engagement.

- People in mental health groups and individuals can use the paper to find out more about how they can make their voices heard on the full range of issues that are important to them.

- People in public bodies, such as local authorities and NHS Boards, and in Government working groups, can use it to help them plan how to make engagement opportunities more accessible to people with mental health problems.

- People in other community groups and bodies which aim to raise issues from everyone living in a local area, can also use it to help make sure that people with mental health problems can contribute across the range of issues.

The action points are informed by a project which looked at people's experiences around influencing mental health services and of taking part in wider matters that affected local communities. The participation project was funded by the Mental Health Division of the Scottish Executive (now the Scottish Government) as part of the National Programme for Improving Mental Health and Wellbeing.

The project focussed on the experiences of people who have mental health problems. But the ideas here will also be useful for people who have other disabilities or who tend to be excluded for other reasons.

## About *With Inclusion in Mind*

In 2007 the Scottish Government published *With Inclusion in Mind*. It gave guidance on the ways local authorities and other organisations can promote wellbeing and social development for people who have mental health problems. For local authorities, this is part of meeting their responsibilities under sections 25-31 of the Mental Health (Care and Treatment) (Scotland) Act, 2003.

- The Mental Health (Care and Treatment) (Scotland) Act 2003 refers to people who have a 'mental disorder' and this includes people who have a learning disability, people who have a cognitive impairment leading to a condition such as dementia and people who have a personality disorder, as well as people who have a mental health problem. The examples and suggestions in *With Inclusion in Mind* also cover this broader range of people.

- *With Inclusion in Mind* focuses on a person's wellbeing and social development, rather than responding only to their illness or current situation.

- *With Inclusion in Mind* encourages local authorities to achieve this by making mainstream services as accessible and responsive as possible, with more specialist support where needed, rather than starting with separate services for people with mental health needs.  This is consistent with other statutory duties, such as those in the Disability Discrimination Act, 2005.

**"There are several reasons why action is needed under these Sections of the Mental Health Act:**

- **There is an opportunity gap between the general public and people with mental illness, personality disorder or learning disabilities. This is unjust.**

- **Removing barriers to participation often leads to changes that make life better for us all.**

- **Scottish society will be enriched if everyone contributes.**

- **A diverse community with high levels of participation will enhance the positive mental health and wellbeing of the whole population."**

*With Inclusion in Mind*

One of the themes of *With Inclusion in Mind* is civic engagement in decision-making - all the ways in which people can contribute their experiences and ideas to the decisions that are made about the services and opportunities that affect their lives and their community.

The range of issues that affect people's mental health and wellbeing is wide.  So people may want to contribute to decisions on any or all of the topics which are explored in *With Inclusion in Mind:*

- Housing
- Communities
- Employment
- Personal finances and getting advice and information about them
- Parenting
- Statutory education
- Lifelong learning
- Volunteering and other opportunities to make a contribution
- Civic engagement
- Arts and cultural activities
- Healthy living
- Health and social care services.

In late 2007, the Scottish Government also published *Towards a Mentally Flourishing Scotland*. This was a discussion paper which described the Government's ideas for activities to support the future of Mental Health Improvement in Scotland over 2008 – 2011. An action plan which is based on the discussion paper and subsequent consultation is expected to be published in early 2009.

The discussion paper highlights the importance of remembering to take account of people's mental health **and** their mental wellbeing. It identifies the range of factors which protect our mental wellbeing – enable us to flourish – and the factors which make it more likely that people will experience mental health problems or poorer wellbeing. The topics which *With Inclusion in Mind* covers ensure that people have access to services and other supports which promote good mental health and wellbeing and reduce the factors which work against this. The Promoting Wellbeing Chart on page 6 is adapted from the summary of *Towards a Mentally Flourishing Scotland*. It shows the protective factors and the risk factors.

People who have lived experience of mental health problems have experience and ideas which can benefit their communities when people are planning action to promote good mental health and wellbeing for everyone. So effective civic engagement is going to be an important feature of taking forward *With Inclusion in Mind, Towards a Mentally Flourishing Scotland* and many other policies and practical developments.

These action points were developed to complement the other resources available to local authorities, other public bodies and community groups – including groups led by people who have lived experience of mental health problems – when implementing *With Inclusion in Mind.*

## Promoting Wellbeing Chart: Examples of protective factors and risk factors for mental health and wellbeing

| | Things that help – protective factors | Things that make problems more likely – risk factors |
|---|---|---|
| | Civic engagement can encourage decisions that lead to more of these | Civic engagement can encourage decisions that lead to fewer of these or reduce the social consequences |
| **What happens for each person** | Feeling good about yourself<br><br>Good coping skills<br><br>Good relationship with your family<br><br>Being good at mixing with other people<br><br>Good physical health | Not feeling good about yourself<br><br>Not knowing how to cope<br><br>Physical disability or a learning disability |
| **People's social contacts** | Having continuing relationships with people who cared about you when you were a young child<br><br>Supportive caring parents/family<br><br>Good communication skills<br><br>Friends who support you<br><br>Feeling part of your community<br><br>Community participation | Few relationships with people who cared about you when you were a young child<br><br>Abuse and violence<br><br>Getting separated from and/or losing someone you cared about<br><br>Being rejected by your peers – people in a similar situation to you<br><br>Having few friends and social contacts – not feeling part of your community |
| **What happens in a community** | Having a safe and secure place to live<br><br>Having enough money and knowing that your income is secure<br><br>Having a job<br><br>A good experience at school or later learning<br><br>Access to support services | Violence and crime in your neighbourhood<br><br>Poverty<br><br>Not knowing if your income will continue<br><br>Unemployment<br><br>Being homeless<br><br>Feeling that you failed at school<br><br>Being treated differently from other people<br><br>Lack of support services |

# Civic engagement

There are opportunities for people in Scotland to take part in influencing or making decisions around the services and other opportunities that exist, both at a national level and in each local area. Some of these routes are open to everyone in a community, while others are designed to enable people with an interest in mental health issues – especially people who have lived experience of mental health problems and their carers – to focus on planning for services that will support people's mental health. Both routes are needed to help ensure that local provision can help promote everyone's mental health and their wellbeing.

There are also policies which require or encourage participation by the people who will be affected by the decisions that public bodies make in specific situations. These are examples of policy and practice initiatives which focus on ways to improve how people who use services can participate in those services.

- The Disability Equality Duty is derived from the Disability Discrimination Act, 2005. It applies to all public bodies and requires them to pay 'due regard' to the promotion of equality for disabled people in every area of their work. The definition of disability includes people with mental health problems and others covered by the Mental Health (Care and Treatment) (Scotland) Act 2003 and *With Inclusion in Mind*.

- There is a statutory requirement on NHS boards to encourage involvement of people who use their services in planning and developing services in Section 7 of the National Health Service Reform (Scotland) Act 2003. Better Health, Better Care, which was published in 2007, sets out polices and good practice for health care services, including involvement, representation and participation by people who use health services and their carers.

- *The National Standards for Community Engagement* was launched by Communities Scotland (now the Scottish Government) in 2005. It sets out 10 standards which are aimed at making participation easier and more inclusive for individual people and community groups and more effective for all of the people and bodies involved. The Standards are for everyone, so encourage good practice on the part of community groups as well as from the public bodies. The Standards have been endorsed by a range of public bodies, and are expected to be the benchmark for all public engagement by the Scottish Government, local authorities and the NHS, and other public bodies.

- The *Principles and Standards of Citizen Leadership* were published in 2008. They were developed by the User and Carer Forum which supports the Scottish Government's Changing Lives programme. Changing Lives is the programme which sets out, and is supporting the implementation of, the future direction for social work services in Scotland.

- The *Principles and Standards of Citizen Leadership* sets out 8 principles and standards which should underpin the opportunities and support for people who use social care and related services when they want to influence the decisions that are made about services and other matters which affect people in these circumstances. It highlights the importance of people having control over the services they use themselves, as well as having support to take on leadership roles. The standards and a companion report also highlight the importance of staff who work in services learning how to give people who use services the leadership roles they should have.

# Part 2: People's experience of what helps them to be part of civic engagement

This project looked at what helps anyone engage in decision-making and then at any additional barriers experienced by people who are living with mental health problems. The points raised by the people who took part in the project were very similar to those raised by people in many other situations and found in other studies describing research or good practice around participation and other aspects of civic engagement.

## Factors which affect people in any situation

These are the factors which encourage engagement by people in any situation.

- People believe their contribution will make a difference
- The level of effort needed to take part is realistic
- The engagement processes are the right ones
- The focus of the participation matches people's concerns
- People know how to use the engagement processes
- There is enough trust and there are enough communication routes among the people in the community
- People build relationships
- There are benefits for the people taking part

### *People believe their contribution will make a difference*

People are more likely to get involved if the particular situation, or their own previous experience, encourages people to believe that people's views can change the decisions that are going to be made. Getting a different viewpoint onto the agenda can also be part of making a difference – 'we didn't change the outcome but now other people are addressing our concerns as part of the implementation'.

People will also put more effort into issues that matter a lot to them and less into other matters – and this may be very different from the importance that public bodies attach to the issues.

## The level of effort needed to take part is realistic

People have other things happening in their lives as well as getting involved in community activities.  Practical help by public bodies to reduce the time and effort people need to give can encourage more individual people and groups to take part.  These are some examples:

- many different ways for people to contribute

- discussion sessions at convenient times and locations

- support such as travel expenses, help with travel, childcare and arrangements for people who are carers to take part

- translators.

## The engagement processes are the right ones

Different people are comfortable taking part in different ways.  We heard of situations where staff in public bodies and community groups were using different methods and processes which made people feel welcome and suited their situations. But we also heard about some public bodies which only used a few methods for gathering people's experiences and views.

### The focus of the engagement matches people's concerns

One aspect of this is whether ordinary people can set the agendas or whether the agenda is imposed.  Another aspect is how groups can raise issues which are part of several agendas.

**Quotes and examples from the civic engagement project**

Some older women from ethnic minority communities who had experience of mental health problems for themselves or as carers wanted advice on pensions and welfare rights matters, but there seemed to be no services that were relevant to them.  They were not sure how to raise the issue.

"People ask us, is this a BME community issue, an issue about welfare rights advice for everyone in this area, an older people's issue or a mental health services issue?  We think it is all of these.  What do you do when each body or planning group you go to says that participation on this issue is dealt with by someone else?"

### People know how to use the engagement processes

Once you have found which body is responsible for what action there is still a lot to find out, such as how to present your case, build relationships with potential allies and follow up to see that progress is being maintained.  Staff and elected representatives in public bodies and people in other community groups can give – or withhold – help and encouragement to people and groups with limited experience on how to use the processes effectively.

**Quotes and examples from the civic engagement project**

"We just need practice, a chance to learn how to do it."

Some people talked about the benefits of seeing capacity building as a process, and of having more opportunities for mentoring or buddying, or learning from other people, rather than only having access to short, structured training courses.

One person had been on training, where the emphasis was all on the 'ordinary' people learning to work with the formal decision-making structures. She was disappointed that they did not have time to look at how people in various community groups worked together.  She also thought it was wrong that there was no attention to how the statutory bodies could make it a fairer and better partnership.

### There is enough trust and there are enough communication routes among the people in the community

This includes contact between groups which have different or competing interests.  Again, there are processes which encourage – and others which discourage – co-operation and shared learning between groups with different and sometimes competing interests.

## People build relationships

All the evidence points to strong relationships as a factor in effective long-term engagement, particularly in wider community issues and including people who tend to be left out. Time helps: the longer individuals and groups work together, the stronger the relationship will become.  Again, there are actions that formal bodies and community groups can take to encourage good relationships.

*Quotes and examples from the civic engagement project*

**In one area, people with mental health problems were involved in Local Panels which brought together people with a range of disabilities to comment on wider regeneration and planning issues as well as on disability issues.  One person described how the people at the Panel he went to took time to get to know each other and enjoy each other's company.  This way, people understood what was behind each other's concerns – "the friendships help get the business done".**

**Some people talked about the importance of physical places which encouraged relationships and trust.**

- **One aspect was space where people knew they were safe from abuse and discrimination.**
- **Another aspect was an atmosphere that encouraged collective activity.**
- **Sometimes this meant a place where people who shared an interest came together.**
- **Sometimes it meant a place where people from different interests or backgrounds met but which was not dominated or owned by one organisation or group.**

## There are benefits for the people taking part

The literature has many examples and evidence of the benefits to people that come from participation, such as gaining skills and self-confidence, and getting experience that is useful when getting into work or education.

*Quotes and examples from the civic engagement project*

**The people asking for people's time should be more explicit about the benefits for individuals – 'you are investing your time and we are grateful.  But we hope that you also feel it is a good investment for you.'**

**Another suggestion was to put a lot more emphasis on the potential therapeutic and mental health-promoting value of getting involved.**

**"In my project we used to ask, 'how can you participate in mental health issues?' Now we are asking, 'how does participation impact upon your mental health?'"**

## Additional factors that affect people with mental health problems

We also heard of additional factors around civic engagement which are important for many people who have had long-term or serious mental health problems.

- People are able to make choices and changes in their own lives

- People are thinking about wellbeing and about wider community responses

- People feel that they and their experiences are valued

- People know the wider context is there and see people with mental health problems as a positive and integral part of it

- People decide to put their energies into wider community issues as well as, or instead of, putting them into mental health issues

- The remit and focus of mental health user networks lets the group participate in wider community matters

- People can overcome any personal barriers facing them

### *People are able to make choices and changes in their own lives*

If people have no, or very little, opportunity or support to participate in what happens to them, they are less likely to participate in wider matters.  Many people with long-standing experience of mental health problems described how they have had little say in decisions about their own treatment and care.

*Quotes and examples from the civic engagement project*

"When someone has effectively been denied choice, or told that they do not have the insight and ability to make reasonable choices, it can take many years to rebuild their skills and confidence."

Some of the people and groups said that in their experience people receiving treatment or support from mental health services today had much more participation in planning their care than had been common a few years ago.

Some people talked about the ideas around recovery and how this would help people to feel they had more control over their lives.

Some people thought that recent policies, including the provisions of the Mental Health (Care and Treatment) (Scotland) Act 2003, should mean that in future more people with serious mental health problems will have more active involvement in their own care.

## People are thinking about wellbeing and about wider community responses

The focus on mental health and wellbeing, rather than only on illness, is a major shift in thinking in Scotland. It may take some time for individual people to think about their own wellbeing when for years they have been asked only about their condition and symptoms – the move from 'what is wrong with you?' to 'what keeps you well?' It also helps when the people in the wider community groups and the planning fora are aware of ways in which mainstream community responses can assist everyone's mental health and wellbeing. The examples and suggestions in *With Inclusion in Mind* and T*owards a Mentally Flourishing Scotland* are likely to be a useful resource to raise people's awareness of the links between mental health and wellbeing and community resources.

## People feel that they and their experiences are valued

Most of the people we met through the civic engagement project had experienced discrimination because of their mental health problems. They hoped that current campaigns will make a difference, but some people were still cautious about trusting other people who did not have experience of mental health problems to understand their needs and priorities.

> *Quotes and examples from the civic engagement project*
>
> **For some people, taking part in wider community discussions is part of how they recover from their experience of stigma and discrimination.**
>
> **Some people commented on the message – sometimes explicit, more often implicit – that people with mental health problems got from some mental health services that the world was not a safe place and that stigma was inevitable. They thought that services could do more to help people deal with the stigma while it was still a part of our society.**

## People know the wider context is there and see people with mental health problems as a positive and integral part of it

People who are active in mental health user groups may not know that wider discussions are happening – they may not be part of the voluntary organisations' information networks, or are so strongly identified with health and community care matters that other people do not include them in the distribution of information on other matters.

> *Quotes and examples from the civic engagement project*
>
> **Some people noted that the culture of local mental health services could have an influence here. If the service was firmly based on a medical model, they thought it was likely that people who were in touch with it would have less encouragement to take part in wider social issues.**

In other areas, health care staff encouraged patients to make the links between their social circumstances and their health.  People got treatment and were also encouraged to build good community connections.  Here, it was just another step to getting involved in shaping that community.

One person explained how the people in his mental health users' network who had come into contact with the mental health services over the past 10 years or so expected that everything would be solved through the formal Mental Health Framework Group.  Most current members of the network didn't realise that in the old days this person and other people had drawn their support from a wider range of community action groups.

## People decide to put their energies into wider community issues as well as, or instead of, putting them into mental health issues

One reason why some people in any minority group decide not to get involved in participation on wider community issues is because there are still matters which are priorities for people who share their situation.  They have decided to focus on the issues that are of particular importance to them but not to other people.   Another problem can be the volume of mental health matters that members of mental health user groups are getting involved in, which leaves little time or energy for taking on other matters.

"Our priorities are crisis support, conditions in mental health wards and issues around compulsory detention.  No-one else is going to tackle these problems."

"Poor public transport causes many problems for our members and is one of the main factors stopping us getting involved in ordinary community activities, but there is no time to take it up."

One user group reckoned that they were now responding to a consultation or commenting on a proposal about service changes within the mental health services at the average rate of one a week.

A group listed over 20 committees and working groups on mental health issues run by the local authority and NHS services that their members were asked to attend on a regular basis.

## The remit and focus of mental health user networks lets the group participate in wider community matters

Some local authority and NHS funders of mental health user groups expect that groups will concentrate on matters around mental health services, since the grant to the group is made from the mental health budget.

One group described how the advice they had from their link officer at the Council had changed with staff changes. The first person had always encouraged them to look beyond mental health services. When he retired the new person expected the group to concentrate on helping improve mental health services. The third person is again keen on making wider connections. But the group's committee members are now cautious in case there is another change, and they find it hard to plan ahead.

Some people talked about their experience of the days when there was a strong focus on community development within the local authority. Positive aspects were an understanding that groups could challenge and still be in a partnership with the statutory bodies, and that solutions lay within the community as well as in services. They thought that both the mental health and other service user groups and the staff in the local authorities and NHS needed to re-learn those ways of working.

## People can overcome any personal barriers facing them

Some people with mental health problems will find that their health places limits on what they can take on. So they aim to avoid situations that prompt panic attacks or other symptoms, or they pace the commitments they take on. Low self esteem is often raised as a problem – believing that you have nothing to say and that no-one else would be interested even if you did say something.

We heard about many examples of people getting support and encouragement from staff in mental health services and from friends in the mental health user movement to become involved in a wide range of community issues.

"Getting over the first step is a huge hurdle when all your life you've been told you are stupid and you should keep out of the way."

"Before I became ill I could have tackled all this easily. I'm not back there yet, but I will be."

# Part 3: Action points
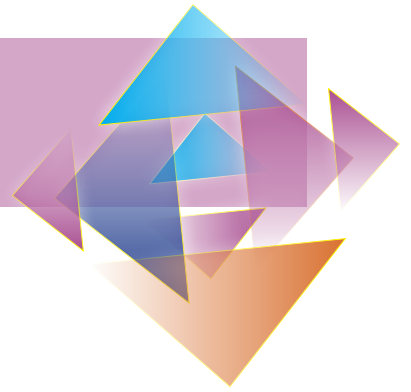
## Suggested actions for people affected by mental health problems and by mental health service user or carer groups

Think about what will help you be included in your community in ways that are good for your mental health and wellbeing. You can use *With Inclusion in Mind* and *Towards a Mentally Flourishing Scotland* to help you think about this.

- What are the main problems facing people in your area?

- What are the priorities for people living in your area?  For example, what one or two things would make the biggest difference for people if there was easier access to those activities or services?

- Are there situations that could be improved fairly quickly?

### How to do it
These are some of the ways you can check out what the issues are for people.

- **Ask people in various community groups what issues are important to them.**

- **Hold meetings where people can come along and feed in their ideas, or make this a topic at the regular sessions people have anyway.**

- **Use photographs or cuttings from newspapers and magazines etc to illustrate what people want to change.**

**You can use the topics in** *With Inclusion in Mind* **to help people start thinking about what will help.**

**You can use the chart from** *Towards a Mentally Flourishing Scotland* **and the posters developed to go with it to help people think about the matters they want to influence.**

With Inclusion in Mind ▶

Towards a Mentally Flourishing Scotland ▶
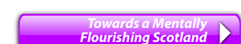
Find out what routes you can use to influence these issues.

- Which people or groups do you know who can help you find out more and contribute your views?

- Would you find it helpful to have some training or someone from another group to buddy you for the next few months? Check with the staff responsible for supporting public participation in your area to see if there are any courses planned, or if they could introduce you to someone who has resources to build capacity in community groups. Or you could get together with other community groups and share the job of arranging training.

- Are there other people who can support you or work alongside you as allies on any issues?

### How to do it

Get in touch with the local contacts for community planning, and find out what arrangements there are in your area to support people who want to learn more about formal participation.

Look at the description of citizen leadership in the *Principles and Standards of Citizen Leadership*. Are these ways in which members can support each other or get access to training and other learning around these roles?

Many – but not all – local areas have a Council for Voluntary Service (CVS) and/or a Community Care Forum (CCF). If there is one for your area, ask if there are other community groups which could offer you practical help such as access to training or someone to be a buddy to members of your group. The CVS or CCF may also be able to provide help.

Materials developed to support participation by disabled people in the electoral process may also be useful here.

**Principles and Standards of Citizen Leadership** ▶

**Community/Local authority contacts** ▶

**Our Voice Our Vote** ▶

Think about the role of the service user or carer groups in your area.

- Are the current priorities and plans for the group still the right ones, or will it be useful to review these? What do members think about these issues?

- It may be useful to take the lists in *With Inclusion in Mind* and *Towards a Mentally Flourishing Scotland* as the basis for a discussion with the staff you link with in the local authority and NHS, to check that the group is able to influence all of the issues.

- What will help your group to take on the task of influencing the decisions and policies on these issues? Are there other groups who can help you build up skills and knowledge on a wider range of issues?

- Are there members or other people – potential members – who are interested in these additional topics and who could be encouraged to get involved, so the workload for the people who are already involved stays manageable?

- Explain to the people who are inviting your group to participate in committees or working groups what practical arrangements will suit the people who will be taking on this role.

## How to do it

*With Inclusion in Mind* and *Towards a Mentally Flourishing Scotland* are useful resources around the topics that groups of people who use mental health services, or their carers, may want to take forward.

The *National Standards for Community Engagement* and the resource materials that support it have useful material around how people can get involved in formal meetings, including the good practice that public bodies and community groups should follow.

The *Partners in Change Meetings Checklists* have useful suggestions on ways to make participation in formal committees positive for the individuals taking part and for the groups they represent.

*With Inclusion in Mind* ▶

*Towards a Mentally Flourishing Scotland* ▶

*National Standards for Community Engagement* ▶

*Meetings checklists* ▶

What will help you to look after your own mental health and wellbeing?

- What will support your mental health and wellbeing, both on a day-to-day basis and over the longer-term? A set of action points which might help here in *Supporting people's mental health and wellbeing*

- What will help you to keep well as you are getting involved in mental health issues or in wider community issues? There are suggestions from other volunteers who are involved in planning groups which might be a useful starting point in *Making a contribution and being well*.

## How to do it

*Making a contribution and being well* has suggestions of actions that individual volunteers, projects which use volunteers and formal groups which draw on service user and carer contributions can take to support people who are active in user or carer groups.

*Supporting people's mental health* ▶

*Making a contribution and being well* ▶

## Suggested actions for other community groups

What can you do to help people become involved when they do not have much experience?

- Can you help with training or mentoring, to help people develop more confidence and build up their skills?

Do you know enough about what helps support everyone's mental health and well-being?

- Ask some mental health groups if they could give you some information or do a workshop session for your members.

- Have discussions with your members about what helps their mental wellbeing.  The lists in *Towards a Mentally Flourishing Scotland* will be useful here.

### How to do it
The *National Standards for Community Engagement* and the resource materials that support it have useful material around how people can get involved in formal meetings, including the good practice that community groups can follow.

The *Towards a Mentally Flourishing Scotland* discussion paper and the materials that summarise it, such as the chart and the posters on the Outside the Box website, will be useful here.

National Standards for Community Engagement ▶

Towards a Mentally Flourishing Scotland ▶
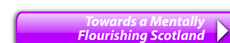
Review the services and opportunities in your community which are important for everyone but especially important for people affected by mental health problems and other disabilities.

- You could use the list in *With Inclusion in Mind* to help you think about current and planned provision.

- What routes can you and other groups use to raise the issue of any gaps in services and opportunities?

- What other groups can you draw in as allies to help plan for future provision that will include everyone who needs that support?

Take part in activities that help make it easier for everyone to be part of civic engagement in the ways that suit them.

- Make sure that your own arrangements are welcoming and encourage participation by everyone, including people who are not so confident or who face additional barriers.

- Share approaches that have worked for you and find out what works well for other people.  For example, could you help

by hosting an event to share good practice around inclusive engagement, or use your newsletter or website to let people share information about participation?

- What can you do to encourage other bodies to reflect good practice around community engagement? Can you explain to the statutory bodies what arrangements work for community groups, especially for people who face additional barriers?

### How to do it

The examples of good practice around civic engagement in *With Inclusion in Mind* will be useful here.

The *National Standards for Community Engagement* and the resource materials that support it have useful material around how people can get involved in formal meetings, including the good practice that public bodies and community groups should follow.

With Inclusion in Mind ▶

National Standards for Community Engagement ▶

### Quotes and examples from the civic engagement project

A mental health services users group described how an older woman who was a member of the local disability forum gave them advice about expecting to work on an issue for a long time and how to look for a range of routes to raise an issue which had got stuck.

## Suggested actions for people who are gathering views from, or encouraging participation by, people from the community

Check that the arrangements for gathering people's views and ideas are reflecting good practice.

- Have a review of the current arrangements against the *National Standards for Community Engagement*, and invite people with mental health problems to be part of this.

- Ask people with mental health problems and other people who use social care or health services to help you review how well the arrangements reflect the good practice in the *Principles and Standards of Citizen Leadership.*

- Encourage people to share sources of advice and practical examples around community engagement. Ask community groups in your area what websites and other sources of advice they find

helpful.  Also ask people who work in various roles in the statutory organisations and find what arrangements they have found work well to support engagement by different types of community groups and around different types of issues.

- Look at ways for the arrangements around community engagement to welcome and work well for people who have additional needs, including people who live with mental health problems.

Think about the range of issues that are addressed within the community planning arrangements.

- Use *With Inclusion in Mind* and *Towards a Mentally Flourishing Scotland* to make sure that community planning is addressing the factors that support people's mental heath and wellbeing.

- If you are using indicators to help you chart progress towards strategic objectives, look at how these can include measures that will show how well your community is supporting everyone's mental health and wellbeing.

## *How to do it*

The *National Standards for Community Engagement* and the resource materials that support it have useful material around how people can get involved in formal meetings, including the good practice that public bodies and community groups should follow.

The *Partners in Change Meetings Checklists* have useful suggestions on ways to make participation in formal committees positive for the individuals taking part and for the groups they represent.

*With Inclusion in Mind* and *Towards a Mentally Flourishing Scotland* are useful resources around the topics that support the mental health and wellbeing of everyone in a community and of people with greater mental health needs.

*With Inclusion in Mind* ▶

*Towards a Mentally Flourishing Scotland* ▶

*National Standards for Community Engagement* ▶

*Meetings checklists* ▶

*Principles and Standards of Citizen Leadership* ▶

### *Quotes and examples from the engagement project*

**"The people in the system need to be clear what they are asking. Be authentic and honest. Be straight with us about what is possible."**

## Suggested actions for people who manage or plan for mental health services

Look at the planning arrangements for services used by people who have mental health problems.

- Do these cover the whole range of issues highlighted in *With Inclusion in Mind* and in *Towards a Mentally Flourishing Scotland*?

- If these concentrate on some types of services – for example, because that is what the services and the service users and carers have agreed is the priority – are other forums taking up the other issues?  Do people know how to engage with other parts of your organisation and other bodies through these other routes?

Check that there are no barriers to mental health service user groups getting involved in the whole range of issues raised in *With Inclusion in Mind* and *Towards a Mentally Flourishing Scotland*.

- Do the funding arrangements for projects that represent mental health service users or carers need updated, to take account of the wider agenda?

Do the staff in mental health services understand the importance of the people they support having access to and contributing as citizens to a wide range of services and opportunities?

- Do people know what they can do to help?

- This is something which can be covered when new services are being planned and commissioned.

### *How to do it*
The *National Standards for Community Engagement* and the resource materials that support it have useful material around how people can get involved in formal meetings, including the good practice that public bodies and community groups should follow.

The good practice checklists developed for *Making a contribution and being well* will be useful here.

National Standards for Community Engagement ▶

Making a contribution and being well ▶

# Part 4: Useful resources

## Mental Health policies

*With Inclusion in Mind* is at:
www.scotland.gov.uk/Resource/Doc/200490/0053601.pdf

*With Inclusion in Mind* ▶

*Towards a Mentally Flourishing Scotland* is at
www.scotland.gov.uk/Publications/2007/10/26112853/0
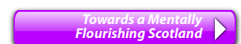
*Towards a Mentally Flourishing Scotland* ▶

There is an easy read version of *Towards a Mentally Flourishing Scotland*
at the Outside the Box website
www.otbds.org/index/php/projects/view_details/54/
and on the "Well?" website
www.wellscotland.info/towards-a-mentally-flourishing-scotland-resources

*Towards a Mentally Flourishing Scotland* ▶

## General health policies

The Better Health, Better Care Action Plan sets out the Government's programme to deliver a healthier Scotland by helping people to sustain and improve their health, especially in disadvantaged communities, ensuring better, local and faster access to health care. The Action Plan is at http://www.scotland.gov.uk/Publications/2007/12/11103453/0

The National Health Service Reform (Scotland) Act 2004 includes the duty to encourage public involvement and is at:
http://www.opsi.gov.uk/legislation/scotland/acts2004/asp_20040007_en_1

Information about the Disability Equality Duty under the Disability Discrimination Act, including resources for public bodies and for disabled people and disability organisations, is at:
http://www.dotheduty.org/

There is more information about the rights of disabled people at:
http://direct.gov.uk/en/DisabledPeople/RightsAndObligations/DisabilityRights/DG_4001068

## Community Engagement, Citizenship and Participation

The *National Standards for Community Engagement* are available at: www.ce.communitiesscotland.gov.uk . There is a link through the Outside the Box website to this and other recent and updated sources of advice and practical tools on public engagement: www.otbds.org. There is also information on the Scottish Community Development Council website: http://www.scdc.org.uk/national-standards-community-engagement/?sess_scdc=62adaf37f409431b4cb3164a4d9974b5

Building Community Capacity – Resources for Community Learning is a guide complied by the Scottish Community Development Centre for Learning Connections and was published by Scottish Government, 2007.  It is available at www.scotland.gov.uk/Resource/Doc/206381/0054848.pdf

This resource describes the links between community engagement and community capacity building, including ways in which community capacity supports and encourages community engagement.  There is a guide to a wide range of discussion papers, research reports and practical guides from Scotland, other parts of the United Kingdom and other countries.

*Community participation and citizenship: the experiences of people with mental health problems* is the full report from the project which looked at how people participate in civic affairs.  It is available on the Outside the Box website. http://otbds.org/index.php/projects/view_details/33/

*Partners in Change Meetings Checklists* were developed as part of the Allies in Change and Partners in Change programmes, which were funded by the Scottish Executive (now the Scottish Government) to support participation.
http://otbds.org/index.php/projects/view_details/35

*Supporting people's mental health and well-being: action points for people who use services and for people who provide services* is the report from the civic engagement project funded by the Scottish Executive (now the Scottish Government) as part of the National Programme for Improving Mental Health and Wellbeing.
http://otbds.org/index.php/publications/view_details/22/

*Making a contribution and being well: Volunteers' mental health and well-being* is the report from a project with followed on from the Wellbeing project.  It was funded by West Dunbartonshire Council and was led by members of the Mental Health Forum who had participated in the previous project. http://otbds.org/index.php/projects/view_details/47/

Our Voice, Our Vote and other resources supported or developed by The Electoral Commission can be accessed through http://www.otbds.org/vote/

Changing Lives User and Carer Forum (2008):  Principles and Standards of Citizen Leadership, Edinburgh, Scottish Government
http://www.socialworkscotland.org.uk/resources/pub/CitizenLeadershipPrinciples&StandardsPaper.pdf

Beresford, Peter and Hoban, Martin (2005): Participation in anti-poverty and regeneration work and research – Overcoming barriers and creating opportunities, York: Joseph Rowntree Foundation. http://www.jrf.org.uk/bookshop/eBooks/1859353738.pdf

Geddes, Mike (1997): Partnership against poverty and exclusion? – Local regeneration strategies and excluded communities in the UK, Bristol: The Policy Press

Rai, Santosh (2008): Routes and barriers to citizen governance, York, Joseph Rowntree Foundation. http://www.jrf.org.uk/bookshop/details.asp?pubID=948

Scottish Centre for Regeneration (2005): Learning in regeneration, identifying and meeting learning needs in community regeneration, Glasgow: Scottish Centre for Regeneration. http://www.scr.communitiesscotland.gov.uk/

Scottish Centre for Regeneration (2006): How to Guide…Partnership Working, Glasgow: Scottish Centre for Regeneration. http://www.scr.communitiesscotland.gov.uk/stellent/groups/public/documents/webpages/cs_011370.hcsp

Singh, Becca (2005): Making change happen for black and minority ethnic disabled people, York: Joseph Rowntree Foundation. http://www.jrf.org.uk/knowledge/findings/socialcare/0495.asp

Skidmore, Paul and Craig, John (2005): Start with people - How community organisations put citizens in the driving seat, London: Demos. http://www.demos.co.uk/publications/startwithpeople

Wallcroft, Jan, et al (2003): On our own terms – users and survivors of mental health services working together for support and change, London: Sainsbury Centre for Mental Health. http://www.scmh.org.uk/publications/on_our_own_terms.aspx?ID=376

## Inclusion

Bates, Peter (editor) (2002): Working for inclusion, London: Sainsbury Centre for Mental Health. http://www.scmh.org.uk/publications/working_for_inclusion.aspx?ID=294

Crawford, Fiona (2005): Doing it differently, an asset-based approach to well-being, Edinburgh: NHS Health Scotland and Scottish Council Foundation. http://www.scottishcouncilfoundation.org/pubs_more.php?p=50&go=1

Sainsbury Centre for Mental Health (2000): On your own doorstep – Community organisations and mental health, London: Sainsbury Centre for Mental Health. http://www.scmh.org.uk/publications/on_your_doorstep.aspx?ID=235

Scottish Association for Mental Health (2006): A world to belong to, Glasgow, Scottish Association for Mental Health. http://www.samh.org.uk/assets/files/118.pdf

Scottish Development Centre for Mental Health (2003): Building Community well-being: an exploration of themes and issues, Edinburgh: Scottish Executive. http://www.scotland.gov.uk/Publications/2003/06/17395/22584

Experiences and Expectations of Disabled People: published by the Office for Disability Issues. http://www.officefordisability.gov.uk/research/eedp.asp