

4 September 2017

Our Ref: RFI 21049

Dear

**Freedom of Information Act 2000
Information in Relation to Mental Health Service User Consultants**

I am writing to confirm that the South Eastern Health & Social Care Trust (the Trust) has now completed its search for the information relating to the above which you requested on 4 August 2017.

A response to each of the questions raised has been provided by the Adult Services and Prison Healthcare Directorate and is attached in Appendix A.

Under the terms of the legislation, if you are unhappy with this response you have the right to seek a review within the Trust in the first instance. If you wish to do so, please write to me at the address below.

If after such a review you are still unhappy with the response, you have the right to appeal to the Information Commissioner who will undertake an independent review. The Information Commissioner can be contacted at The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, SK9 5AF.

If you have any queries about this letter, please do not hesitate to contact me. Please remember to quote the reference number above in any future communications.

Yours sincerely

**L McAree (Miss)
Head of Information Governance &
Directorate Support**

I should be grateful if you provide me statistics on the following matters in relation to Mental Health Service User Consultants within the SEHSCT.

Q1. *How many such positions are currently filled in the Trust?*

A1. The Trust is currently in the process of recruiting one Band 7 Service User Champion for Adult Mental Health.

Q2. *How many such appointments does the Trust intend to make over the following three years?*

A2. There are no plans to appoint further Service User Champions within Adult Mental Health over the next 3 years.

Q3. *In what ways have/will the efficacy of these positions been/be measured in terms of increasing service user engagement in the strategic development of and everyday improvement of mental health services, and how does the Trust intend to build upon the results of same?*

A3. This is a new position so there are no current measures we can report on. However, within Adult Mental Health we use an outcomes framework called Outcomes Based Accountability. This framework will support us in understanding the success of the role and the impact the position has on user and staff engagement and coproduction across all mental health services. A detailed job description has been developed and the Service User Champion will also coproduce a job plan with the Service Improvement Manager. This will have both short and long-term actions and outcomes within it. There will also be a mechanism for services users, carers and staff to provide feedback on the impact of peer roles in the trust.