Community Lives Consortium
Becoming User-led

We have always been highly participative and have had tenants and family member on our Board for 20 years. Our co-production work is also recognised as being strong and has been recognised by commissioners and regulators. It is natural for us to move this forward, so these relationships become the way we manage and govern ourselves.

The Consortium is committed to Becoming User-led using the definitions of Social Care Institute for Excellence & Department of Health.

- The Social Care Institute for Excellence says that - A User-led Organisation is an organisation that is run and controlled by people who use support services including disabled people, people who use mental health services, people with learning disabilities, older people, and their families and carers. SCIE 2009

- The Department of Health said that a User-led organisation has these values
    o Works from a social model of disability viewpoint.
    o Promotes independent living.
    o Promotes people's human and other legal rights
    o Is shaped and driven by the ideas and demands of the people who make up the organisation.
    o Is peer-support based.
    o Covers all local disabled people, carers and other people who use support. This could be directly or having links with other local organisations and networks.
    o Treats all people as equals
    o Makes sure that everyone in the organisation takes part in making decisions at every level of the organisation.

How are we making this happen?

Images below taken from summary provided for our service user council – the Tenant Lives Group

What does User-led mean for the Consortium

- **A User-led organisation** is run and controlled by people who use it
  This means
  - 3 / 4 of members are tenants or family members
  - 3 / 4 of Board members are tenants or family members
  - All its actions help people's lives get better
  - Everybody is involved in making things better
  - Carers have their own needs and need to be listened to
- **The Consortium wants to become user-led by the end of next year - we will be the first large User-led support agency.**

How will we become User-led?

- **3/4 Members and Board Members** tenants and family members

Board Members

- Our quarterly **Tenant's lives group** to contain 2 or 3 representatives from each locality or network
- Create a quarterly **Relatives Forum** with at least 8 members
- 2 members from each group join our current monthly board - Managing the Consortium Group
- Change our Constitution so these groups become legally part of our Board Process
- Have two meetings a year when our larger Board meets together - 32 members
- **3/4 of Board members will be tenants or family members**

Progress February 25

- Representatives have been selected from all of our 5 localities and networks – this group is finding a bigger meeting venue to accommodate its increased size.
- Our What we think survey has been redeveloped to give this group wider information about tenant's views and opinions.
- Our Relative's Forum is growing in numbers and now meet quarterly working on issues that they think are of greatest concern – this quarter they are focused with us on improving information when a loved one needs to go into hospital.
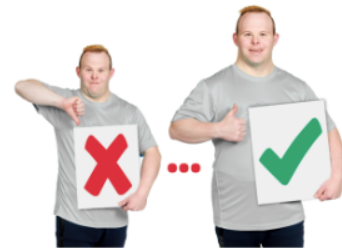- There are established tenants and relatives on the Board.

- By October these groups will be of a size to constitute 75% of extended Board once Constitution is changed.
- In November 25 we can explore constitutional changes to incorporate this legally into our constitution.
- If not legally incorporated in this way the Organisation will still be very co-productive and demand led.

Progress February 2025

Our Personal Plans, surveys, and Change Teams in these localities all focus on these questions and are generating actions that support peer-led organisation in each locality and decision making across the Organisation.

How does this link back to our Organisational Development Plan

This plan is expressed in the Organisational Development Plan in these sections

3 Being User-led
2 Being Outcome focused
5 Being active in resilient welcoming communities - this focuses on how we support people to organise together and to be active citizens in their communities

We are also working on proposal that will evidence the Rights based nature of our practice, if agreed will be added to the 'Being active in resilient welcoming communities' plan.