

Service User Parliament

CMG has established a Service User Parliament which involves service user MPs being elected by their peers to represent specific geographical constituencies within CMG.

People with learning disabilities take the lead on this project. Each year there is a re-election and anyone who wishes to become part of the Service User Parliament is supported to put together their manifesto. This is then sent out to all the services in their local area, and service users vote for who they want to be elected.

Once elected, the service user MPs are actively involved in all aspects of their campaign, from designing and distributing flyers, to holding surgeries or visiting services to get feedback from people across the organisation and carrying out individual projects and campaigns.

Service user MPs are also regularly asked to get involved with operational decisions within CMG such as designing our quality ratings framework, judging entries for our staff awards ceremony and even deciding on the name for new services. Members of the Service User Parliament hold regular meetings with members of CMG's Board to advise them of changes and developments that service users wish to see across the organisation.

For example, service users articulated very clearly their desire for CMG to put more effort into helping people get employment and as a result CMG established a partnership arrangement with Pure Innovations, a leading charity with expertise in helping disabled people find and maintain employment.

Recently Service User MPs have been involved in local campaigns promoting increased access to public transport for disabled people and have also contributed to the creation of CMG's new internal quality ratings framework.

Outcomes

We feel this is an innovative approach to involving service users in the delivery of services. Not only does it give service users the opportunity to give feedback to CMG's Board via their peers, but the service user MPs themselves feel a real sense of responsibility and achievement which comes with the role.

The role of being a service user MP has inspired service users to go above and beyond improving services internally; for example one MP has recently extended her role to improving access to public transport for disabled people in her borough. She has spoken to her local MP, attended transport campaign events, written a blog and even questioned Mayor Boris Johnson about the issue!



As a result of feedback provided by the Service User Parliament, we can learn lessons and make improvements to our services which are important for the people

we support, which in turn results in improved outcomes in a wide range of areas, but primarily this initiative has given service users more choice and control over the delivery of their care and support.

