

Mission

Service users are empowered to make choices that affect their lives, lead their journey to wellbeing on their own terms and to collectively influence and improve services, organisations and society.

Vision

Our values, approaches and services will enable the people we support to lead the way, to inform wider policy and practice, and to determine their own future

Strategic Objectives

We actively raise awareness of the benefits of service user leadership, both internally and externally to Together, supporting people to participate in local and wider society, connect and share their experiences collectively

We champion knowledge gained through lived experience so that the people we work alongside consistently lead the way – not just in their **own support, but at every level of the organisation**

To realise the benefits of service user leadership **we will ensure that models, policies and practices which have a direct impact on the support and wellbeing of service users are developed and led** by the views of people with lived experience of mental distress

We deliver high quality, evidence based services which are designed and informed by the experiences of those who use our services. We actively seek feedback and make changes to deliver the best we can

Enablers

Training and skill development

Workforce commitment, understanding and culture

Connection and communication

Networks & relationships with external lived experience voices

Staff and Volunteer wellbeing

Governance

Peer Support

Accessibility, Equality, Diversity & Inclusion

Values

Collaboration: achieving together

Choice: through involvement

Integrity: doing what we say

Resilience: never giving up on people

Continuous improvements: learning & evolving

TOGETHER WE....

NURTURE

- We create safe spaces that allow the lived experience voice to be amplified
- We support people to find meaningful connections in order to grow and succeed
- We find creative ways of working together that enable us to learn from each other and promote the benefits of Service User Leadership

INCLUDE

- We ensure that we are inclusive by increasing diversity and reducing stigma
- We ensure that an individual's physical, emotional, spiritual and psychological needs are considered in all interactions
- We ensure that opportunities are accessible, enabling lived experience to be at the centre of decision making

LEAD

- We strive to build collective responses and consensus in solutions through clear governance structures
- We work in partnership, ensuring we promote equality of power and mutual respect
- We adopt clear and consistent communication; allowing individuals to make well informed decisions associated with their care or the care of others

EMPOWER

- We focus on an individual's strengths supporting people to develop their insights, skills and potential
- We see people as people, not their diagnosis and recognise strength in vulnerability
- We create meaningful opportunities that promote collaboration and increase individual wellbeing