

# Workshop considers service user input

The Institute's first event for members - a workshop to look at how service-user involvement can inform service design and delivery - was a huge success.

Around 70 members attended the London workshop to hear from academic researchers and service users themselves and to share best practice and new approaches.

An overview of how responsive services can aid desistance was

given. Representatives and former service users from User Voice and Turning Point provided examples of how they were working effectively with probation professionals.

Members were keen to maintain the momentum generated by the event. The Institute is facilitating continued discussion by launching a professional network on the subject. Presentations from the workshop will be available on the Institute website.

The next issue of *PQ* will carry feature articles on the event, including an in-depth look at how the London Service User Council is helping to inform the design of probation in London.

Go to [www.probation-institute.org](http://www.probation-institute.org) to join. Members should log into the Forum.



**Table discussions:** There was highly productive debate among members throughout the day



**Poetic insight:** Former service-user and "slam poet" Steve Duncan provides inspiration with verse. He described the day as "very productive and informative" adding: "Service user involvement should be at the centre of probation work. It's about finding people who can communicate it - and then using their experiences."



“ I really enjoyed the workshop. We are working with User Voice in Kent so it was good to come here and hear more. ”

**Claire Jones**  
Head of Business Improvement and People Development, Kent Probation

“ The day was very interesting. There is a lot we can improve on and a lot of ideas and best practice we can put forward through the Institute. ”

**Eddie Karwhoo**  
Engagement Worker, London Probation



**Direct experience:** Nigel Hosking, of London Probation, with members of the London Service User Council