

# Workingtowards

supporting new user-led services

outside  
the box



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## What is it?

Working Towards is a community development project run by Outside the Box. It will support people across Scotland to develop new services that are led by the people who are going to be using the services. This will let people have more choices in the types of services they get, and let them have more choice in their lives.

The project is part-funded through the Big Lottery Fund's Supporting 21st Century Life programme.

The main development project will run for 4 years, from 2008 to 2012. But the new services that get started and the back-up support will continue beyond that.

*We know about a good project in Dundee. We could find out more about it and start one here.*

## What happens?

Outside the Box will give community development support to people and groups who have got ideas about what services would help them or people like them.

- You might want to check out what the need is and what other people think of your idea.
- You can find out if other people have done this – to learn from their experience.
- We can help you look at ways to get your idea started and to keep it going.

As well as support from our development workers, the project will be supporting a pool of mentors – people who have done this sort of thing before and are willing to stand alongside groups and give them advice and encouragement.

There will be ideas and good practice advice for staff in organisations like local authorities and the NHS, and for other organisations that already provide services.

- You might know of people who could take on this sort of activity if they had some support and practical help.
- The project will include good practice examples and advice on how to work alongside user-led services, especially in the early stages, and on how this can fit with the wider policies aimed at giving people more choice and control around the services they use.

## What do we mean by user-led services?

These can be services led by older people, disabled people, families, people who live in a local area, people who have health problems, people from minority ethnic communities, relatives of people who need some extra support, or people who share other experiences.

We hope that we will be working with people and groups from all over Scotland.

The services will help people have a good life.

People can lead the development or the delivery of the services in many different ways.

- The whole service might be based around people helping each other.
- They can be on the committee that runs a service.
- They can be the people who provide the service – as workers or as volunteers.
- There may be some other people involved too, but people who use the service or people like them are the ones who lead it.

The new service can be a development of something that is happening already. Or it can be a new organisation or group that comes together to do this new activity.

## Here are some examples

Over the years people have started new services that are led by the people who will use them or by their families. This project will help more services get underway. Here are some examples of services that people are already leading, and some of the ideas that people have said they want to start.

- Disabled people getting together to provide information and practical support around housing and other aspects of independent living.
- Home support for older people from minority ethnic communities.
- People who self-harm giving each other mutual support and providing training to raise awareness.
- Older people and children and young people who are Gaelic speakers coming together to learn from each other and support other Gaelic speakers.
- People who are affected by disability or health problems supporting each other when they want to get back to work.

*I told the others what had happened. They said, 'we could do better ourselves.'*

“ *We need to take the initiative and reach out to other people in our communities. We could start a service where workers come from minority communities. That way people who need support will have more choice.* ”

## What can you do to help us?

This project is built around partnerships with lots of people, groups and networks. These are some of the ways people will be helping us to support the new user-led services and to raise awareness about what this approach can achieve.

- Tell other people about the project.
- Tell us of examples of user-led services that you know about.
- Work with us to hold events for the people you know or get information out to them.
- Tell us about your ideas for new services or the gaps you see in the existing services.
- Keep in touch with us.

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## How to get in touch

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There will be regular updates on the website:

**[www.workingtowards.org](http://www.workingtowards.org)**



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