Citizenship, Recovery: Making it Happen in Turning Point Scotland

Craig Winter
Director of BDI
Where it all began:

- New Haven
- Michael Rowe
- TPS November 2014
Turning Point Scotland will recognise and define the people who we support as ‘Citizens’ first and foremost.
<table>
<thead>
<tr>
<th><strong>Rights</strong></th>
<th>Something a person is or should be morally or legally allowed to have, get or do</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Responsibilities</strong></td>
<td>Something you are expected to do, or something that is morally, ethically or legally required</td>
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<tr>
<td><strong>Roles</strong></td>
<td>A part someone plays in a particular activity, situation, family, society, or other group</td>
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<tr>
<td><strong>Relationships</strong></td>
<td>A connection between two or more people</td>
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<tr>
<td><strong>Resources</strong></td>
<td>A service or asset that can be used to satisfy desires and needs</td>
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<td><strong>A Sense of Belonging, A sense of Identity</strong></td>
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## Commitment to Citizenship

*Turning Point Scotland takes a Citizenship approach to delivering services. Citizenship is defined by a person’s connection to the 5 R’s: Rights, Responsibilities, Roles, Relationships, Resources, and their sense of belonging.*

We, Turning Point Scotland, commit to the following:

<table>
<thead>
<tr>
<th>ONE</th>
<th>TWO</th>
<th>THREE</th>
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<tr>
<td><strong>We</strong> will respect your right to be treated with politeness, dignity and respect in your relationships with staff and other people accessing services at Turning Point Scotland.</td>
<td><strong>We</strong> will meet our responsibility to protect you from prejudice and discrimination and to support you in a person-centred manner.</td>
<td><strong>We</strong> will fulfill our role in promoting your wellbeing, health &amp; safety and encouraging you to take personal responsibility to protect yourself and others. We will respect your right to feel safe and secure.</td>
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<tr>
<th>FOUR</th>
<th>FIVE</th>
<th>SIX</th>
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<tr>
<td><strong>We</strong> will provide you with appropriate information and resources to support you within our services.</td>
<td><strong>We</strong> will meet our responsibility to safeguard the confidentiality of personal information that we hold about you.</td>
<td><strong>We</strong> will meet our responsibility to abide by data protection laws and we will respect your right to request access to written records held by us about you.</td>
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<th>SEVEN</th>
<th>EIGHT</th>
<th>NINE</th>
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<tr>
<td><strong>We</strong> will fulfill our role to work in partnership with you to help you build relationships with relevant people and agencies so that you can exercise your right to make informed choices about your life.</td>
<td><strong>We</strong> will meet our responsibility to involve you in the planning and development of services we provide.</td>
<td><strong>We</strong> will fulfill our role in ensuring you are supported to exercise your right to complain without fear of unfair treatment and that you are provided with appropriate resources to do this.</td>
</tr>
</tbody>
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Connecting Citizens

- A pilot based on the PRCH Citizens project developed for use in a Scottish context
- Open to individuals accessing or having completed a programme at a TPS service
- What it’s **NOT**:
  - Aftercare
  - An alternative to services
  - Another psychosocial intervention
  - A programme to refer ‘service users’ into
"What's Up?"  The Classes

Connecting Citizens
Core Components

Peer Support and Mentoring  Valued Role Projects
Where we’ve got to

• Continuing to run Connecting Citizens
• Educating people across TPS about the model and our experiences
• Working with staff to develop Citizenship-oriented practice
• Embedding a culture of citizenship across TPS
Peers

• Learning from peers
• The future role of peers
Citizenship does not occur in isolation: we need to be outward facing

- Continue to develop our partnership work
- Challenging stigma and discrimination
- Working with Communities
  - You can’t take up a valued role in a community where you don’t feel welcome
  - Opportunity to develop peers in ‘community connector’ roles
Connection with the outside world

• How do TPS continue to be current and in line with policy?
• Should TPS be making a national ‘noise’ about citizenship to raise awareness?
• What are the horizon scanning opportunities over the next few years?
• What is the vision for citizenship?
Culture Change

• Embedding Citizenship into the ethos of an already established organisation
• Resistance
• Consistency
Citizenship is as relevant for those delivering our services as it is to those accessing them

- The 5 R’s as a template for supervision
- Do staff feel a sense of belonging within the organisation?
- Do staff feel that their role within the organisation is valued?
- Do we maximise on opportunities for Recognition of staff?
Language and Labels

• The word ‘Citizenship’ is still a sticking point

• Identity and the stigma attached to being defined in terms of your deficits
Citizenship & Recovery

- Recovery & Citizenship?
“I would like people to see me, not a service user, but as a person with hopes and dreams the same as everyone else”

“You need a little love in your life and some food in your stomach before you can hold still for some damn fool’s lecture on how to behave”
How does Citizenship fit in with Recovery Colleges?

• You tell me!
email:
karenblack@turningpointscotland.com