

# CONTENTS

List of figures	xiii
List of tables	xiv
About the contributors	xv
Acknowledgements	xxvi
Foreword	xxvii
Introduction to the book	1
<i>Peter Beresford and Hugh McLaughlin</i>	
<b>SECTION 1</b>	
<b>Service user involvement in context: theoretical issues</b>	<b>7</b>
1 Critical issues in the development of service user involvement	9
<i>Joe Duffy and Peter Beresford</i>	
2 Improving understanding of service user involvement and identity: a guide for service providers and practitioners organising involvement activities with disabled people	17
<i>Becki Meakin and Joanna Matthews</i>	
3 Who are the service users? Language, neo-liberalism and social constructions	30
<i>Hugh McLaughlin</i>	
4 Experiential knowledge in mental health services, research and professional education	41
<i>Steve Gillard, Rhiannon Foster and Angela Sweeney</i>	



5	Ethical involvement of service users <i>Beverley Burke and Andrea Newman</i>	54
6	A matter of power: relationships between professionals and disabled service users <i>Colin Cameron with Joanne Molloy-Graham and Maggie Cameron</i>	64
7	The housing campaign – User Involvement in action <i>Brendan McKeever</i>	85
8	Talking heads: why asylum seeker parents are scared of social workers – mending the gaps between us <i>Nada Abdulla, Bini Araia, Helen Casey, Ibrahim Dialllo, Anna Makoni, Yvonne Mondywa, Elaine Spencer, Luwam Tekeste</i>	94
9	Talking heads: training for the non-disabled <i>Colin Cameron, Maggie Cameron and Colin Hambrook</i>	101
<b>SECTION 2</b>		
<b>The state of service user involvement in human services involvement in education and research across the globe</b>		<b>111</b>
10	A tsunami of lived experience: from regional Australia to global mental health activism <i>Joanne Newman, Rebecca Jury and Kathy Boxall</i>	113
11	The meeting place between service users and students: mediums of learning at the School of Social Work of the University of Sherbrooke <i>Annie Lambert, Paul Morin, Sophie Nobert-Bordeleau, Émilie Pothier-Tessier, Marie-Josée St-Jean, Annie Patenaude</i>	124
12	Talking heads: the non-existence of meaningful service user consultation in Congo Brazzaville <i>Charden Pouo</i>	136
13	Service user involvement and gap-mending practices in Sweden <i>Cecilia Heule, Marcus Knutagård and Arne Kristiansen</i>	142
14	Challenging racism in Hong Kong: an e-learning approach to social work education <i>Raes Begum Baig, Kar-Choi Chan and Jim Campbell</i>	151



15	Lessons learned: the meaning making power of involvement <i>Joanne Sansome</i>	162
16	Blank page: involvement of expert by experience in social work education in Slovenia <i>Petra Videmšek</i>	174
17	Emergence and clashes in disabled service user organisations in South Korea <i>SeKwang Hwang</i>	186
18	Service users and participation – the Spanish experience <i>Emilio José Gómez-Ciriano</i>	195
19	Social work in the UK: a case for radical co-production replacing worn out structures <i>Helen Casey, Dan Vale and Maryam Zonouzi</i>	206
20	Faculty perceptions of service user involvement in human services education <i>Nafees Alam</i>	218
21	Talking heads: Nigeria to the UK <i>Larry Amadi-Emina</i>	224

### SECTION 3

<b>Service user involvement in human services education</b>		<b>227</b>
22	Disabled activists' involvement in developing and delivering disability studies at St Angela's College, Sligo, Ireland <i>Peter Kearns and Susan Carton</i>	229
23	Service user involvement in professional skill development: planning and delivering a skills practice workshop <i>Jim Bell, Martin Fraser, Sara Hitchin, Linda McCulloch and Lynda Morrison</i>	239
24	Service users reaching out to help professionals: shaping professional education on substance use and poverty issues <i>Hilda Loughran, Gary Broderick, SAOL Women's Group and Ray Hegarty</i>	250
25	Service user involvement in nurse education <i>Laura Serrant, Gillian Janes and Opeyemi Odejimi</i>	260



26	The potential for interprofessional education <i>Elizabeth Anderson, Jenny Ford and Emma Smith</i>	274
27	All our justice: people with convictions and 'participatory' criminal justice <i>Gillian Buck, Paula Harriott, Kemi Ryan, Natasha Ryan, Philippa Tomczak</i>	285
28	Continuous teacher training for providing specialised educational services in Rio De Janeiro, Brazil <i>Leila Regina d'Oliveira de Paula Nunes and Carolina Rizzotto Schirmer</i>	296
29	Doing more than telling stories <i>Wendy Bryant</i>	310
30	Investing in Children: how a children's human rights organisation contributes to human services research and education <i>Written by Jordan Dodds and young people from Investing in Children, supported by Dr Felicity Shenton</i>	322
31	Don't judge a book by its cover: lived experiences of the involvement of older people in social work education <i>Sarah Lonbay, Shirley Hallam, Patricia Higgins and Sheila Weatheritt</i>	329
32	Service user involvement in countries of conflict <i>Joe Duffy</i>	339
33	New Zealand's indigenous end-of-life care customs: a qualitative study on Māori, by Māori, for Māori, with Māori <i>Tess Moeke-Maxwell, Kathleen Mason and Meryn Gott</i>	347
34	'Moving away from the sound of one hand clapping?' <i>John Stephens, Katherine Baker and Ali Finlayson</i>	359
35	Social pedagogy, collaborative learning and outcomes in service user and carer involvement in social work education <i>Susan Levy, Claire Ferrier, Elinor Dowson and Jordan Risbridger</i>	371
<b>SECTION 4</b>		
<b>Service user involvement in research in the human services</b>		<b>383</b>
36	Lessons of inclusive learning: the value of experiential knowledge of persons with a learning disability in social work education <i>Jean Pierre Wilken, Jeroen Knevel and Sascha van Gijzel</i>	385



37	How can we survive and thrive as survivor researchers? <i>Jacqui Lovell-Norton, Konstantina (Dina) Poursanidou, Karen Machin, Stephen Jeffreys and Holly Dale</i>	403
38	The trouble with coproduction <i>Nick Watson</i>	419
39	Augmented communication: patient and public involvement in research: rhetoric and reality <i>Liz Moulam, Stuart Meredith, Helen Whittle, Yvonne Lynch and Janice Murray</i>	427
40	From tokenism to full participation: autistic involvement in research and the delivery of services <i>Damian Milton</i>	440
41	The possibilities and constraints of service user research collaborations: the Peer Qualitative Research Group <i>Jijian Voronka, Jill Grant, Deb Wise Harris, Arianna Kennedy and Janina Komaroff</i>	446
42	Rhetoric to reality: challenges and opportunities for embedding young people's involvement in health research <i>Louca-Mai Brady</i>	454
43	"Recently, I have felt like a service user again": conflicts in collaborative research, a case from Norway <i>Sidsel Natland</i>	467
44	What difference does it make? The service user contribution to evaluation <i>Claire Russell and Roger Smith</i>	477
45	Talking heads: reflections of a researcher with multiple impairments: Raising the voices of young disabled people preparing for life beyond segregated school <i>Paul Doyle</i>	487
46	Talking heads: reflections on learning from gap mending participants: Experiences matter <i>Compiled by Helen Casey, Cecilia Heule and Arne Kristiansen</i>	495



SECTION 5	
<b>Future challenges and opportunities</b>	<b>505</b>
47 Professional education: does service user involvement make a difference? <i>Colin Cameron, Helen Casey and Joe Duffy</i>	507
48 Service user involvement in research: what difference does it make? <i>Peter Beresford and Hugh McLaughlin</i>	515
Index	521