

# Costs and benefits of client involvement?

Lucy Woodbine  
Policy Officer  
Sitra

# The brief

- Assess whether the costs of benefits of client involvement can be measured?
- Financial and non financial costs and benefits
- Comments from providers, commissioners and clients

# Cost benefit?

*“Benefits of participation: at the end of participation, there is a tendency to look at what users have gained personally from the experience of getting involved – that is fine, but we must also look at the change achieved.”*

SCIE (2004)

# Our research

- Literature review
- Contacted all Sitra members
- Contacted all Supporting People teams
- Held 3 x regional focus groups
- Research is exploratory

# Benefits

- Client benefits:
  - Increased confidence
  - More engagement
  - Improved communication skills
  - Work skills
- Service benefits
  - Improved service delivery
  - Improved housing management
  - Reduced unplanned moves from service
- Organisation benefits
  - Producing accessible information
  - Complying with the QAF
  - Recruitment of staff

# Costs

- Staffing costs
- Service user involvement budget costs
- Time costs
- Contract costs

# Conclusions

- Client involvement is integral to the ethos of organisations
- Can the costs of client involvement be separated from the overall costs of the service delivery
- Many costs are intangible e.g. 'motivation', clients feeling 'happier'
- How long does it take to measure the benefits?

# Questions.....

Groups:

3 pieces of paper, blue, orange and light pink

Questions