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Nota di contenuto	front cover; Service User Involvement: Reaching the Hard to Reach in Supported Housing; Contents; PREFACE; ACKNOWLEDGEMENTS; INTRODUCTION; 1 Models of Service User Participation; 2 The ROCC Research Project; 3 Barriers and Enablers to Effective Service User Consultation; 4 Methods that Enable Client Consultation; 5 A Two-tier Model for Consultation for Strategic Planning; 6 The Young Men's Christian Association (YMCA); 7 The Way Ahead; 8 Devising Your Own Consultation Strategy; APPENDIX A – QUESTIONNAIRE FOR PROVIDERS; APPENDIX B – VALUES STATEMENT APPENDIX C – CALCULATING THE COST OF CLIENT CONSULTATION REFERENCES; USEFUL WEBSITES; SUBJECT INDEX; AUTHOR INDEX; back cover;
Sommario/riassunto	Involving service users in both day-to-day and long-term strategic planning is known to empower clients and result in improved services,

yet there is a lack of practical guidance on how this can be achieved. Drawing on original research, this book offers imaginative and effective strategies for consulting with service users who have been historically difficult to engage with, including homeless people, care leavers, ex-offenders, travelers, women escaping domestic violence and black and minority ethnic groups. The authors explore traditional consultation methods such as meetings and questionn

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