

Service User Involvement

A study into service user involvement in youth homelessness in Scotland



In 2005-2006 SCSH undertook a series of interviews with projects providing housing support to young people. Our aim was to find out how these projects involved their service users. This small survey – encompassing 21 projects – gives a snapshot of both the different kinds of service user involvement activity and the extent of such activity across Scotland.



This report sets out a straightforward mapping tool – adapted from Arnstein’s well-known ladder of participation - for assessing the level of service user involvement in housing support projects and shows how those surveyed scored. Projects can also use this tool to assess the service user involvement taking place within their own organisation.

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