

Involving end-users in the inspection and regulation of public services: a systematic review

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**Feeling
at Home**



KING'S
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Introduction

What did we want to find out from the literature?



How have service users been involved in the inspection and regulation of education, health and social care services?



- What unique skills and insights do service users bring?
- What things help service users to get involved in inspection and regulation?
- What things make it difficult for service users to get involved in inspection and regulation?



Method

What did we do?



A systematic review of research papers and sector reports



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- Where did we look?
- What did we search for?
- What type of papers did we include?
- What did we look for in the data?



Results

What did we find out?



What is the role?



Broadly, people with experience of using services or supporting people who use services getting involved with inspecting or regulating public services.

But the role varies:

- announced or unannounced
- declared or mystery
- paid or voluntary
- level of lived experience of the service
- level of professional or non-professional background
- level of training in inspection process
- chats / reading reports / attending meetings / checklists
- verbal and/or written report

Sometimes this is shown in the name ('mystery') but not always.



What are service users' unique skills and experience?



- Fresh perspective users, families, community
- Softer aspects and users' views
- Informal and rapport
- Reach
- Insight into daily practice

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What can make it difficult for service users to be effective in this role?



- Fuzzy role
- Different ideas of ‘good care’
- Lack of diversity
- Professionalisation
- Including user knowledge in final report



What might help service users to be effective in this role?



- Training
- Including users earlier, in report criteria
- Making use of current systems
- Using inclusive recruitment methods



Discussion

What does this mean for our project?



What does this mean for our project?



- Target training
- Involve users earlier
- Well-defined role
- Clear recording system
- Use current systems
- Diversity



Reflections from Shalim Ali, Expert by Experience



How do these findings relate to quality checking housing in the UK?



Shalim Ali

Expert by Experience for Choice Support



Thank you for listening!

You can contact Shalim or Katy by emailing katy.brickley@kcl.ac.uk
For references, please get in touch.

You can find out more about the project at www.feelingathome.org.uk

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