

Delivering Differently

Growing Team Experience:

Delivering Differently wanted to embed the voice of lived experience as equal partners in the Delivering Differently programme and Project Team. To do this the team put in place a number of support mechanisms:

Recruitment, Training and Support

1. DD commissioned Fife Employment Access Trust (FEAT) to recruit and provide initial support to a team of volunteers who would be engaged to participate in the main Project Team meetings as equal partners *from the outset*.
2. The advert was promoted to key employability providers who worked with people with lived experience of mental health problems.
3. Once recruited the volunteers chose a name for themselves and were supported to participate in initial meetings by a staff member from FEAT.
4. They were given clear volunteer descriptions and had travel expenses paid for all meetings.
5. It was critical to involve Team Experience from the very start as then everyone was on a learning curve together.
6. Support for Team Experience was passed to FVA in April 2018 and they undertook a small recruitment drive in August 2018.
7. DD also invested in training sessions: 'Finding Your Voice' and 'Voice of Experience'
8. Due to staff turnover in October 2018 FVA recruited a Team Experience Coordinator (from within the team) on a 4hr/week contract to maintain engagement and share information with the membership.

Running meetings

1. The Project Team created ground rules *together* as to how we wanted meetings to run (although after first few meetings these were not really referred to).
2. The DD Strategic Coordinator *always* opened each meeting with introductions and asking people to share something personal: worst Christmas present, best holiday, outdoors good/bad, new year's resolutions, things we do to look after mental health... and so on). The aim was to bring 'the whole human' into the room and not just our job titles or organisational roles.
3. Team Experience were invited to input to ALL DD sub and working groups as they wanted. Those unable to attend were also given the opportunity to provide comments by email or on the phone.
4. The presence of the Scottish Recovery Network, an organisation lead by people with lived experience, as another Project Team member was helpful in ensuring the balance of perspectives was not too service-oriented, and also in raising confidence for people to participate.
5. DD also ensured we made it clear early on how their contribution was informing the conversation and approach. Continuing to reinforce this at every opportunity.