

EXPERTS BY EXPERIENCE

Newcastle Gateshead Network



Equal and diverse people making change happen

EXPERTS BY EXPERIENCE NETWORK NEWSLETTER

Dec 2019

Welcome to the first quarterly edition of the Experts by Experience Network newsletter—it's been a busy few months for us, read on to find out more including...

- **Standing room only at the FLNG annual event**
- **Spotlight on research at FLNG**
- **An interview with Ged**
- **How to get involved**

Our voice in safeguarding

In November, the Fulfilling Lives Newcastle Gateshead (FLNG) Experts by Experience Network was invited to be part of a week-long event at Gateshead Civic Centre.

Organised by the Gateshead Safeguarding Adults Board, the event gave us the opportunity to promote the Experts by Experience (EBE) Network and give our views on how a principles of engagement document could be more user friendly.

It's important that all of the people who might be involved in a safeguarding process feel involved, listened to and have the understanding they need so we were pleased to take part and look forward to working with the group again.

Free but not Free

We want to say a huge WELL DONE and THANK YOU to everyone involved in this fabulous event about women in the criminal justice system that we attended at the end of November.

Hosted by Changing Lives, 'Free but not Free' was a powerful exhibition of artwork from women who have experience of being involved in the system which gave a powerful insight into their strengths

FULLING LIVES

Newcastle Gateshead

and identity and shared their learning about how women from our region have been treated by the criminal justice system in the past.

It was also great fun to stand up and sing along to an amazing and powerful song performed and scripted by the women!

A voice for women

Lou, our Female Engagement Co-Production Worker, hopes to build on opportunities like Free but not Free to embed the voice of women experiencing multiple and complex need into the systems across Newcastle and Gateshead in 2020. Please get in touch with her if you're interested in being involved (see contact details on page 4).



CHANGING LIVES

Standing room only at the FLNG annual event

The fifth annual Fulfilling Lives Newcastle Gateshead event took place on 8th November and what a day it was! This year the event was called our 'Our Journey' and featured presentations and activities to share our learning and experiences of working in the multiple and complex needs system so far and it was a clear and shared desire that the Experts by Experience voice should be heard throughout the day.



Lights, camera, action

We were delighted to premiere our human library series of short stories at the event. The human library is a story-book style resource of films starring some of the Experts that shares the stories of people experiencing multiple and complex needs and highlights the links between trauma and multiple disadvantage.



The films are all available to watch online now at www.fulfillinglives-ng.org.uk/human-library.

Treading the boards with Alphabetti Theatre

Continuing the dramatic theme, one of the most powerful parts of the day was a collaboration with Alphabetti Theatre which gave Experts and FLNG staff the opportunity to celebrate and remember people that have passed away who were part of the Fulfilling Lives Programme.

The beauty of using co-production is that it can adapt to involve people in ways that they are comfortable with and we were able to show compassion and sensitivity throughout this collaboration.

alphabetti
T H E A T R E

Staff and Experts worked with Alphabetti to write their thoughts, crafted poems and created ways to show a memory by using acting skills or visuals. Everyone then had a choice as to what they wanted to do on the day. There was an incredible atmosphere in the room during this part of the event.



Workforce development taster sessions

Following the Alphabetti piece and presentations from FLNG staff sharing learning from some recent reports, the FLNG team delivered some workforce development taster sessions so attendees could sample the training courses that FLNG offers services working in Newcastle and Gateshead. Members of the Experts by Experience Network facilitated some of these sessions to give a real flavour of co-production in practice.

A fantastic day celebrating co-production

We were delighted with how the day went, but don't just take our word for it, here's some feedback from people who attended:

- "roller coaster of emotions"
- "one of the most moving things I've witnessed"
- "really doing co-pro up here!"
- "just keep on keeping on and try to bring people along with you!"



Co-production is fun!

We were delighted to continue our relationship with Alphabetti Theatre when they invited members of the Experts by Experience Network and FLNG staff to visit their theatre in Newcastle for a performance of "Best in The World".

Shaun, our Co-Production worker, even ended up on stage throwing some darts (unfortunately he didn't hit the bullseye!).

Alphabetti Theatre was established to create and produce original work and seeks to make theatre relatable and accessible to all and we can't wait for our next opportunity to work with them.



Spotlight on research at FLNG

The Experts by Experience Network is a vital part of how FLNG learns about system change and shares this learning with other services.

FLNG has been carrying out a pilot to learn more about an alternative model of working with people experiencing multiple and complex needs called Critical Time Intervention.

Ang Broadbridge leads up this work along with some highly skilled Peer Researchers and has written an interim evaluation of the CTI pilot.

Here she is to explain more...

What is Critical Time Intervention?

Critical Time Intervention (CTI) began in the USA and is a way of supporting people that is connected to periods of transition such as moving from prison to the community or leaving hospital.

What's the idea behind it?

Rather than traditional navigation models of support, CTI is focused on a specific transition and is limited to three phases, each lasting three months.

Achieving independence and working towards person-centred goals are at the heart of the approach which can often be centred around increasing support networks so that the person has effective support in place at the end of support.



Each phase has a specific focus and there is a celebration as each phase is achieved.

Why did we try it at FLNG?

In 2016 we began a full service review into how our services were delivered which identified that people sometimes stagnated in their progress and felt 'stuck.' Following this, in April 2018 we decided on a new approach that would allow us to explore other ways of working and enable us to share our learning and achieve our system change goals.

We were aware of the CTI approach happening in the USA and developed a pilot that would allow us to try out the model and share our experiences with other services.

What was the role of the Experts by Experience Network?

As always, the voice of lived experience has been a key part of our work. Four members of the Network took part in a focus group to help us gain a deeper understanding into support networks and learn more about what relationships look like in recovery.

Three key themes emerged:

- Truth
- Self-awareness
- Loss

These discussions help us to understand the challenges people might face in developing support networks and explore what a positive relationship might look like. Developing positive support networks and having positive relationships are key parts of the CTI approach so this insight from the Experts by Experience Network has been an invaluable part of our learning from the pilot.

Find out more

If you have a curious mind and would like to help other people to share their experiences why not become a peer researcher?

FLNG offers a six week Level 2 NVQ module in Peer Research Skills. It's an OCN accredited training course delivered by Ang that will skill you up to take on your own peer research project and you'll get a recognised qualification at the end.

Email ang.broadbridge@fulfillinglives-ng.org.uk to find out more.

You can also read the interim evaluation of the CTI pilot on the FLNG website at www.fulfillinglives-ng.org.uk.



'My first two months as an EBE Ambassador'

An interview with Ged

Lou took the chance to speak to Ged as he travelled to Blackpool with some of the EBE team to represent the Network at the National Experts Citizen Group.

So Ged... Why did you want to do this role and become a volunteer with Fulfilling Lives?

I wanted to feel like I was making a contribution to systems change. I think it's important to make your mark on society even if it's a tiny bit that no-one sees as it could help someone else.

How's it going so far then?

I have loved the training that I have received and delivered. I enjoy my personal development and my increase in confidence - not only in the things I do with the Network but in my day to day life skills. I can navigate life better. There is 'a new Ged'.

Any challenges?

Delivering training is something that can be a challenge but I like stepping up to this. I respond rather than react and use my brain to do this. I can be honest and say that I haven't necessarily enjoyed all the events I have been to but I have made a connection and raised awareness of multiple and complex need and this is important and part of my role.

What is next for you?

I really want to get more involved in working with Ray the Workforce Development Lead so I can co-facilitate more training and learn more about the system myself.

Right now we have just stopped the car for some high quality road side snacks before the last hour or so to Blackpool....and then it's off to meet the other Fulfilling Lives representatives and get stuck into the agenda for the National Expert Citizen Group tomorrow. Perhaps fish and chips tonight?



Ged in action co-delivering training with Ray

Congratulations to Ged for taking up this position with the Network and being a huge positive addition to our team.



Feel like joining us?

The Experts by Experience Network is always growing. One Expert who attends our meetings said that Thursday is his favourite day as he always feels happy leaving our meeting, feels valued and full of purpose.

**We meet every Thursday
2.30pm-4.30pm.**

Regular meeting at Good Space, Commercial Union House, Pilgrim Street, Newcastle

Third Thursday of the month 'Air and Share' at Basis, Progress House, Warwick Street, Gateshead.

So if you feel that you would like to belong to something powerful and important where you are listened to and where you have opportunity to learn, influence and develop then why not get in touch?



- Phone or text Lou on 07812 672739
- Phone or text Shaun on 07812 672779
- Email us at ebenetwork@fulfillinglives-ng.org.uk

Or come along to a Welcome meeting

Our Welcome meetings are a great opportunity to find out more. They're a relaxed space with some representatives of the Network including of course Experts who can tell you themselves what they like about being part of the Network.

Welcome meetings are held twice every month at different locations.

Please get in touch with Lou on 07812 672739 or Shaun on 07812 672779 if you're interested in coming along and would like more details.



And finally...

We hope you enjoyed the new quarterly format of our newsletter.

If three months is too long for you to wait for your next instalment remember you can keep up to date with what we're up to in the news section of www.fulfillinglives-ng.org.uk and on FLNG's Facebook and Twitter pages.

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