Empowering users – communication and measurement

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Engaging with and Using ‘Expert’ Experience

Engaging with, involving and including people who require, or may require, support and who offer their own expertise is not an optional extra.

It is part of the Government’s Personalisation Agenda.

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Using Expert Experience

- Why engage with, involve and include users?
- What will be achieved?
- What are the challenges?
- What is the added value?
- What are the outcomes?
- How will the outcomes be measured?

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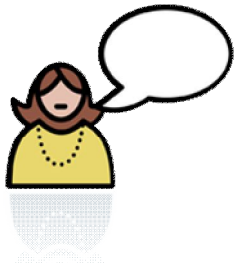
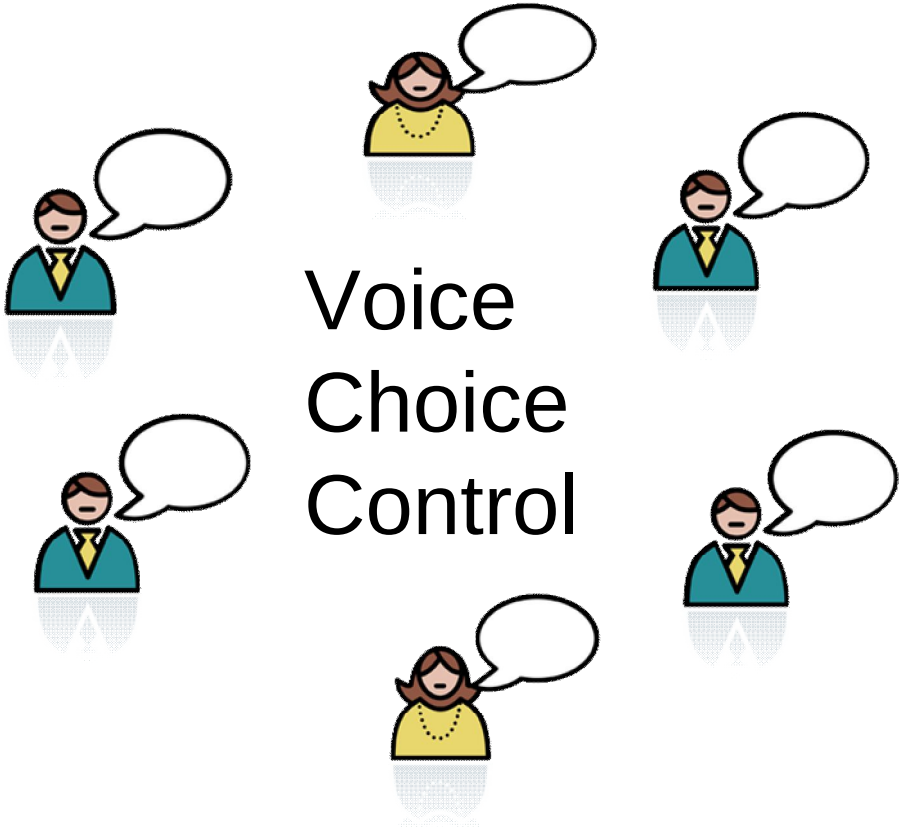
Using Expert Experience



What will be achieved?

Engagement, Involvement and inclusion gives users a



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Using Expert Experience

The Expert experience provides users with opportunities to:

- make a difference to their life and that of others;
- be givers;
- feel valued;
- be listened to and heard;
- become empowered;
- channel anger and use it constructively;
- gain in confidence;
- label oneself an ‘expert by experience’ and a ‘survivor.’

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Using Expert Experience

Further involvement and inclusion includes:

- ✓ being with like-minded people that enables a move from an individual perspective to an understanding of influence for the greater good;
- ✓ working together that brings a sense of wellbeing and feeling good about oneself;
- ✓ shape policy and practice;
- ✓ set up and/or be part of project development and action.

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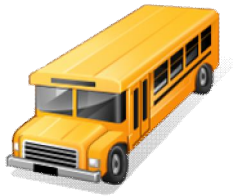
Using Expert Experience

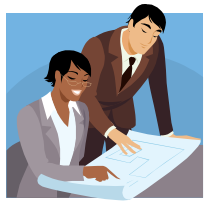
What are the challenges that will meet peoples' access requirements:

- venue
- transport
- personal assistance
- documents in a variety of formats
- time-limited meetings
- refreshments
- funding
- representation
- expenses and payments
- peer support/mentoring



Further support to facilitate inclusion may include:

- support prior to a piece of work, such as time to go through an agenda;
- a slower meeting pace;
- fatigue;
- Emotional distress;
- taking risks.



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Added Value will occur when you involve and include Expert experience in:

- strategy meetings for workforce development;
- developing materials for, and involvement in, training;
- delivery of training programmes;
- monitoring and evaluating training with impact assessment for equality, fairness and inclusion;
- work on content for DVDs and filming projects;
- producing learning materials;
- board meetings;
- recruiting staff;
- presentations;
- other … .

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How can Expert experience help to evaluate and measure success?

- devising questionnaires;
- undertaking surveys;
- face-to-face and telephone interviews;
- presenting at meetings and conferences;
- workshops, user groups, forums;
- peer support work.
- on Project Teams. No tokenism!
- in commissioning. Involve users in setting standards and writing contracts.

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Co-production? A simple idea based on seven principles. Individuals and organisations, bring skills and knowledge and work to create opportunities and problem solve.

1. involvement throughout the process - from the beginning to the end;
2. safe to speak up and be listened to;
3. work on issues important to people;
4. be clear how decisions are made;
5. use skills and experiences of users in the process of change;
6. ensure people can get to venues and with materials that are accessible so progress can be followed;
7. progress is evaluated through looking at actual changes in people's lives.

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Using Expert Experience

Finally … you will know when users feel empowered …

‘Nothing about us without us.’