



Cwm Taf People First



Rhondda Cynon Taf
PEOPLE FIRST LIMITED



OUR VOICE MATTERS

Jenny Mushiringani Monjero

And

Lynne Evans

jenny@rctpeoplefirst.org.uk

www.ourvoicematters.org.uk

OUR VOICE MATTERS



SHAPING SERVICES TOGETHER

VOICE

INVOLVE

VALUE

CHANGE

REVIEW



Our Target Groups.....

People With Lived Experiences....

Experts by Experience!



Children and Young People, especially those with complex needs



Older People (50+) and those living with Dementia



People with a Learning Disability and Autism



People who access Mental Health Services



Parents and Carers



What is
Co-Production

Regional Definition of Co-production

Co-production is about re-balancing the power structure and creating a level playing field that opens opportunity for the meeting of minds to come together and find a shared solution. In practice, it involves people who use services being consulted, included and working together from the start to the end of any project that affects them.

- **Co-Create**, including idea generation and funding applications
- **Co-design**, including planning of services
- **Co-decision making** in the allocation of resources
- **Co-delivery of services**, including the role of organisations, professionals and volunteers in providing the service
- **Co-evaluation** of the service to establish if it is working well or what needs to change.





Co-production means...

All working together from beginning to end to make services better



Trust and shared power





1. No Jargon – they need to understand what you are saying/talking about to feel they are valued and that they can contribute.

2. Let them know what's in it for them – many people with lived experiences have become apathetic to the co-production process because, in their words, they tell people what they think, and nothing ever happens. Therefore, they need some incentive to be involved.

3. Feedback – that review element at the end of the conversation flow is crucial for keeping people with lived experiences actively involved. It also helps them to feel valued. Even when the action plans agreed can't be fulfilled, people with lived experiences want to know what has happened with the information they have offered, and to help find solutions to problems that might occur.

4. Go to where they are at – don't expect people with lived experiences to come to you, as many encounter a series of barriers that will stop them ever getting there. They need to feel comfortable and secure to help them share openly and honestly with you. Venues need to be accessible, and you need to consider the location of the nearest public transport stop. Think about who you are trying to engage in the conversation and make sure the time is suitable for them.

5. Keep it Fun – people with lived experiences have said that they are more likely to engage and share the truth when things are fun and interactive. They like having activities to keep conversation focused but in a way that allows them to tap into their creativity and use some out of the box thinking, to fully express what they want to communicate.

Communication

Transformation

Toolkit

Citizen

Engagement



Cwm Taf Morgannwg

Bwrdd Partneriaeth
Rhanbarthol | Regional
Partnership Board

"Sometimes I've not got the confidence to speak ... and I think other people don't have the confidence to speak to us ... so nothing gets said"

"Needs to be an authentic process so we can see an outcome and feel genuinely part of it"

"I have seen when other's wont let people have a chance to speak and say what they feel - communication breaks down"

"There should be equal respect up and down. Respect and listening should be both ways".

"Building trust so that we feel comfortable helps us to have a voice"

"I feel relieved. When I understand something, I don't get stressed or frustrated."



Cwm Taf Morgannwg

Bwrdd Partneriaeth
Rhanbarthol

Regional
Partnership
Board

Research highlights (approx. 500 people)

Self-advocacy should always be the first point of call - however not always possible

A one-size-fits-all approach to engagement & communication inevitably excludes some people

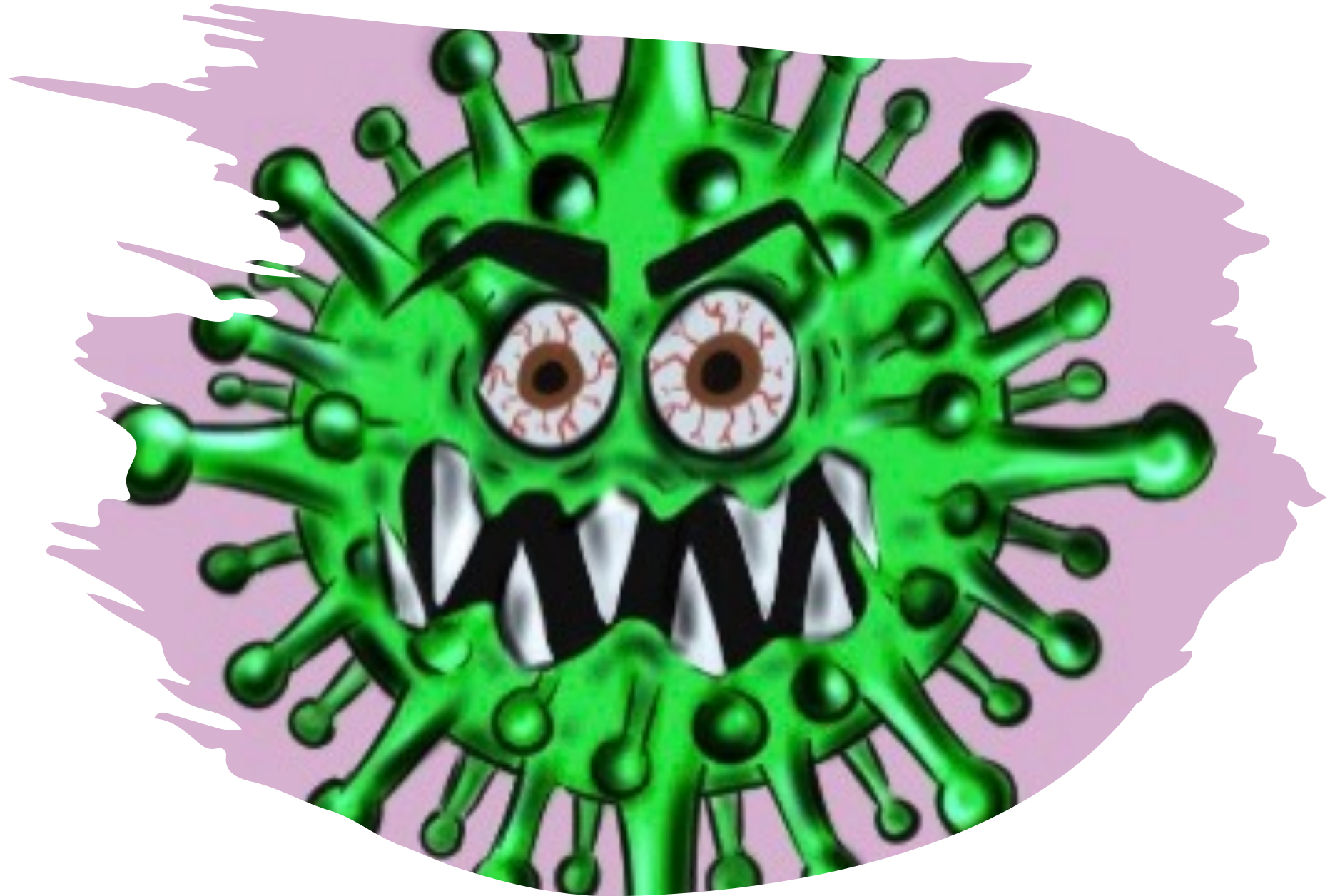
People's views should be sought to have a tangible impact on their lives.

Cast wide nets out in the community to gain a true understanding of who our communities are and what is affecting them.

Know Your Audience: when speaking and including people in your work, adapt your material to how people understand, not necessarily how they communicate

Accessible Communication Film

<http://www.ourvoicematters.org.uk/learning-disabilities/accessible-communication-research/>



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**Share your
lockdown thoughts
and stories.**

#CTMLockdownVoices

- Campaign Launch - 20.04.2020
- Mental Health Awareness Week
- Kindness in Lockdown Poem
- Kindness in Lockdown Video
- Self Care Packs
- Walk a mile in your living room - virtual walks
- Hug in a Mug Remote event

VALUE

Kindness in Lockdown Film

<https://vimeo.com/442671324> (welsh subtitles)

<https://vimeo.com/444830195> (BSL)

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CO-PRODUCTION IN PROGRESS





Learning Disabilities: Covid-19 Engagement



Digital Connectivity Project:

Over 100 iPads/tablets across the CTM region have now been distributed to people with a learning disability since the start of the Covid-19 pandemic



Led by Experts:

We employed People with a Learning Disability as Project Explorers to help us engage other people with a learning disability through peer led interviews and focus groups



Covid-19 Storytelling

We worked with a small group of People with a Learning Disability and our in-house illustrator to create a book of stories about life before covid-19, during lockdown and their hopes for the future



Influencing Decisions:
Regional Citizens Priorities Report

Learning Disability Charter Film

<http://www.ourvoicematters.org.uk/learning-disabilities/cwm-taf-people-first-learning-disability-charter/>



Learning Disabilities The 'New Normal': Day Centre Services

On Tuesday 28th July 2020 (11am-12:30pm), a Q&A session will be held between local authorities, people with learning disabilities and parents and carers to establish the way forward for day centre services, post lockdown.

To help guide the session, the following three questions have been identified by people with learning disabilities and parents and carers as priority areas to address their concerns and anxieties about re-opening/increasing access to day centre provisions:

1. When and How Day Centres will be re-opened/return to normal activities
2. What safety measures are being put in place to protect people from COVID-19
3. Staffing ratios and Social Worker support



Learning Disabilities Showing resilience through the COVID-19 pandemic: Things we need you to know!

A Q&A session held with people with learning disabilities from across South East Wales to provide insight and discover what life is like for them during lockdown, and what things they feel need to change for the future within their communities and the services they access to improve their livelihoods.

Breakout Rooms will be used throughout the session so that attendees can encounter a range of different people's experiences.

The session will have three key questions focus areas:

1. What was life like for us before lockdown
2. What has life been like for us during lockdown
3. What needs to change for the future

Date: 18.06.2020
Time: 11-12:30pm

A zoom code to enter the event will be sent via email following registration



Will you be my friend?

Promoting Friendships
for People with
Learning Disabilities

**Wednesday 9th September 2020
11.00am - 1.00pm**

Online Zoom conversation will be held to discuss 'Friendships'. This topic has been identified as a priority area for people with learning disabilities especially in terms of the impact the COVID-19 pandemic has had on creating and maintaining friendships. You are invited to come and listen to the experiences of people with learning disabilities as well as ask questions and share ideas on how more opportunities can be developed to strengthen these friendships moving forward.

The four breakout rooms will be used to help focus the conversation and provide a range of experiences and insight:

1. Friendships for Young People: what are the issues and desires of young people with learning disabilities
2. Friend or Staff: identifying the differences between paid workers and friends - boundaries, barriers and expectations
3. Friendships Work Both Ways: what does a good friendship look like
4. Where Can I Go to Make Friends: safe places, opportunities, community integration

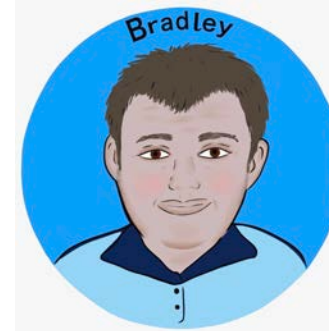
Hear Our Voice In Lockdown

My Day My Way

A look at daytime
activities for people with
a learning disability across
Cwm Taf Morgannwg

Phase 1

November 2020 – March 2021



- Engagement with over 150 people with a learning disability across the region
- Information gathered was co-analysed and then delivered to all three local authorities and the Regional Partnership Board
- All three local authority areas are now undertaking a review of the daytime opportunity offer
- BIG drive towards increasing employment and volunteering opportunities for people with a learning disability



Employment Music Video

<https://vimeo.com/645983637>

What Matters to Me Now

Roadshow 2021



Covid-19 Roadshow Film

<https://vimeo.com/652489407>

Other Projects...



Health Champions - co-producing training to address health inequalities to be co-delivered to GPs



Stepping Out into Nature - co-producing access plans to environmental and heritage sites



Hackathons - producing a series of creative conversation starters to improve services

25 year celebration Film

<https://vimeo.com/654515368>