



The Lived
Experience
Collective

Co-producing change together





“ People with lived experience are the experts and by encouraging each person to develop their own skills we can support them to bring their experience to the work of our organisations and the community we work in

About this brochure

This brochure is designed to give information about how The Lived Experience Collective service works. It includes information that we think you will find helpful in understanding what it is and the impact it has on the community in and around Great Yarmouth.

This document outlines information on how we have got to where we are today, the services we operate, and what the future holds for us.

How to use this brochure

This brochure is split into sections to help you find the information you require. You can find more information by visiting thelivedexperiencecollective.org.uk

Quotes and references

Inside this brochure, we have included quotes from people who have actively used our scheme. These individuals have chosen to share their life story with us and have given permission for us to use this content for publication purposes. Some of those individuals have chosen to remain anonymous.

Any reference in this document to HHT refers to Herring House Trust.

More Information

You can find out more information by visiting our website at thelivedexperiencecollective.org.uk

You can find this document in digital format online at thelivedexperiencecollective.org.uk/downloads



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“ When I first volunteered for the Lived experience Team, I found it very challenging and felt anxious, gradually I learnt to trust people in the team. I now volunteer three days a week and I am in charge of refreshments and train new volunteers

About us

The Lived Experience Collective Great Yarmouth is a diverse and expanding community that brings together individuals from a variety of backgrounds all with lived experience of homelessness. The Collective is supported by a small staff team from Herring House Trust. This community comes together to learn, connect, and drive lasting change through the principles of co-production.

Our approach is centred around active collaboration and participation. We deliver services to members of our community in need, we provide evaluation services using our own bespoke toolkit, we offer training opportunities and presentations, all whilst involving our community members in the design and delivery of research and evaluation projects.

Through these efforts, we ensure that those with lived experience are at the heart of the work we do.

Key initiatives include:

- **Brew Crew:** A weekly meet-up that offers support and connection for those who are homeless or in need, fostering a sense of community and belonging
- **Critical Moments Programme:** This programme creates a space for people with lived experience of homelessness to engage in co-production, share their stories, and learn from one another in a supportive environment
- **Research Collective:** The Lived Experience Research Collective is a group of researchers in Great Yarmouth who have personal experience with services in the area. They have created a toolkit to help evaluate these services to share their findings effectively

“

I never thought I would be asked to do training; it makes me very proud

We make sure our actions match our values in everything we do. We work together with our community to create our policies, practices, and priorities, so that decisions reflect the needs of those who join us. This approach helps our members and also shows others how co-production can work.

By sticking to these values, we aim to create real, positive change in our community and inspire others to do the same.

Members of the Lived Experience Collective Great Yarmouth, who are people with living, lived or learnt experience are now regularly working alongside researchers, service providers (particularly those from housing, homelessness and drug and alcohol services), charities and healthcare providers – working together to improve lives. We pride ourselves on supporting one another within the Collective, respecting each other and recognising when one of us needs some extra help. This is co-production done well, and we have experience of this work being transformative for many of us. However, when done poorly, it can strain relationships and cause lasting damage that is difficult to mend.

Whilst we don't have all the answers, we strive to lead by example and continuously learn from our experiences.

“ Our mission is to inspire individuals, organisations, and systems to embrace co-production and ensure that people are at the centre of everything they do



Our Timeline



2018

Development and launch
of One Cup at a Time



2021

Conducted interviews
for the Great Yarmouth
Homeless Alliance



April 2023

Human Library Session at
Market Gates



January 2023

Development and launch
of Brew Crew



May 2023

We talked to Norfolk
Homeless Solutions
Forum



July 2023

Launch of Reset Cafe



July 2023

Presentation of the project
at World Homeless Day
event



July 2023

Presentation to The Lloyds
Foundation



December 2023
Presentation to the RISE Team



December 2023
Presentation of the project to Trustees and other organisations



January 2024
Development of Participatory focus groups



February 2024
Group support and Data capture, focus groups



November 2023
Presentation to staff at Herring House Trust



November 2023
Teams meeting with Norfolk Strategic Housing



March 2024
Design session at the Library with The Homeless Alliance



April 2024
Food Hygiene Refresher Training



July 2024

First group held for Critical moments Consultation



August 2024

Training on Peer mentoring Safeguarding and Lone working



September 2024

Vision of the future meeting, 'Untitled' book launch and other items



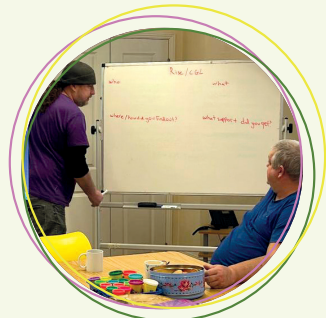
October 2024

Training events for volunteers and staff



November 2024

Update of policies and procedures



December 2024

Further training and policy updates



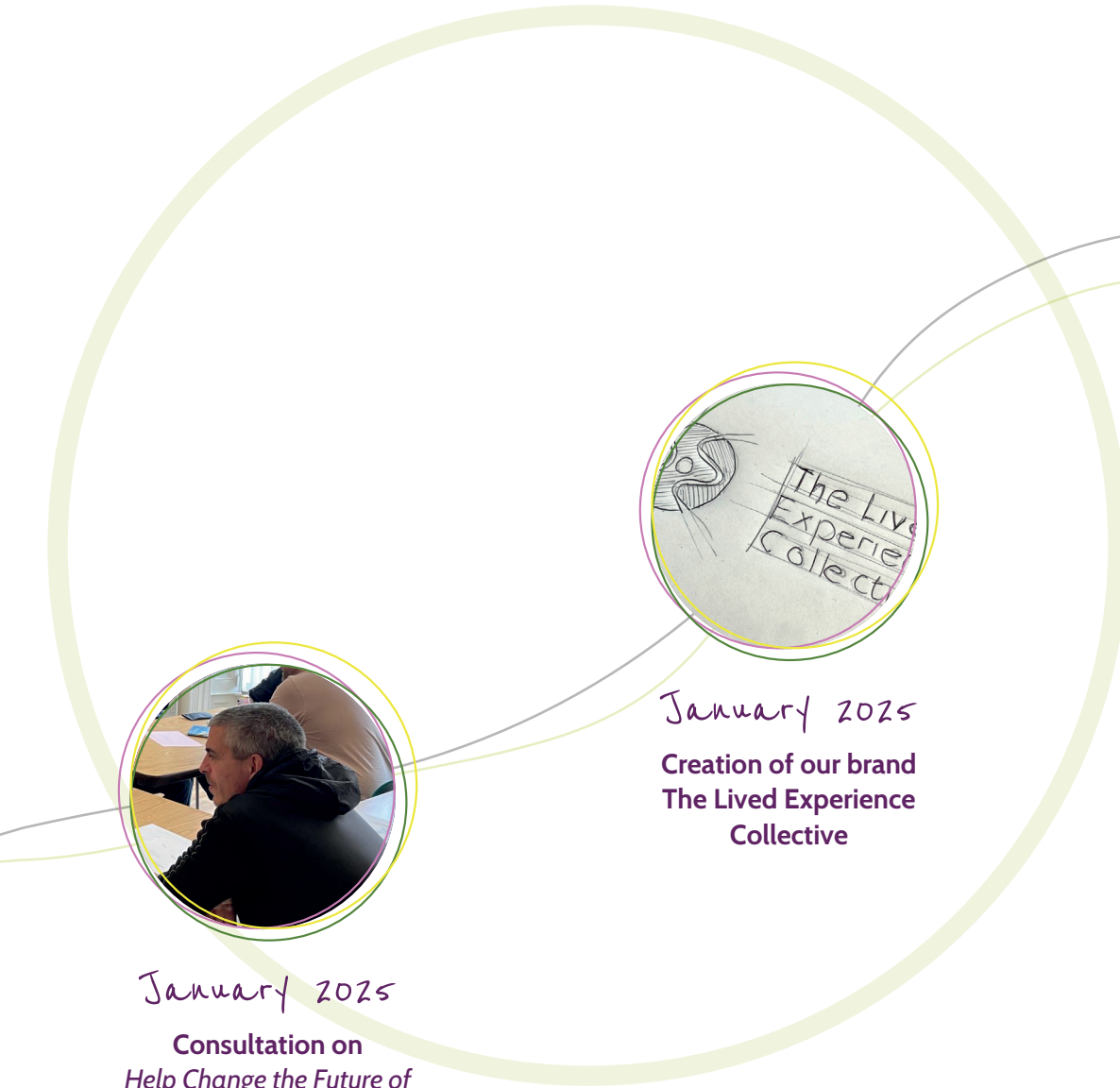
May 2024

Human Library Session at Market Gates and Drill Hall

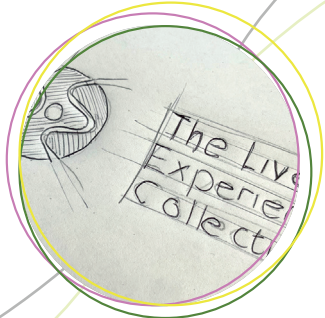


June 2024

Brightpurpose workshop at the Herring Centre, Building our evaluation toolkit



January 2025
Consultation on
Help Change the Future of
the NHS. 10 year plan



January 2025
Creation of our brand
The Lived Experience
Collective



**The Lived
Experience
Collective**



The logo represents the way water flows around a boulder in a river. The Lived Experience Team sees itself like the river—strong and determined, overcoming any challenges in its path.



The boulder symbolises the barriers faced by people experiencing homelessness. With their hard work and dedication, the team's goal is to either remove these barriers or make them less of an obstacle, working to clear the way for change.

As a snapshot of our work we contributed to **4 strategic consultations** in Norfolk, working with the No Homelessness in Norfolk Forum, the Police and Crime Commissioners Office, we worked alongside the Great Yarmouth Homeless Alliance and formed part of research work conducted by the University of East Anglia.

We delivered **4 human library sessions**, gave **6 co-production presentations** to **1 research funder**, **3 specialist support services**, **2 not for profit Trustee groups**. Contributed to quarterly held Great Yarmouth Homeless Alliance meetings and represented the Lived Experience Collective at **2 World Homeless Day Events**.



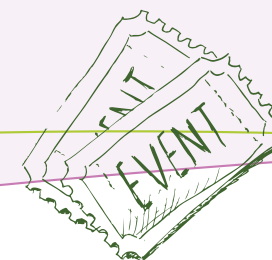
4 Strategic
Consultations



4 Human
Library Sessions



6
Co-Production Presentations



2 World Homeless
Day Events

What volunteering means to me

These are the voices of the Experts by Experience our Lived Experience Peer Mentors – many of us have been involved since the beginning of the Collective and regularly volunteer to deliver projects such as Brew Crew and we facilitate the Critical Moments Programme. We work to encourage people who are homeless to join the Collective and share their experiences.

You can find out more about our history and read case studies online at thelivedexperiencecollective.org.uk



“

I volunteer because I want to learn and give insight into things to help others in the community

“

I now volunteer as it gives me a sense of purpose and allows me to give back

“

For me being part of the team is a massive achievement and I am grateful of having the opportunity to use my experiences for the good of society. I am proud to be one of the team and use my input as part of the group decisions

“

I have always had the same ethos in life of always look after your friends and family. This ethos also applies to anywhere I've worked professionally as work colleagues also become friends. When volunteering, it helps me keep active mentally and physically and I try to keep to the same professional standards. The best part of volunteering is you get to meet a wider variety of people who have a wider variety of health issues for various reasons. This adds to your own knowledge base which in turn helps yourself and also allows you to be better equipped to help others in future. The entire planet is basically a living organism and if components of that organism are unwell then ultimately the entire living organism suffers

“

I came to HHT ten years ago, the first two years I was drinking and then I suddenly realised that this needed to change as I had had substance misuse since the age of 12. I got sober and now I volunteer to help people in a similar situation that I had been, in order that they can believe they can do it too

“

I joined HHT five years ago although I was abstinent and knew the group for a further three years. I needed support for my mental health/ anxiety and financial abuse. Once I felt stronger I wanted to volunteer to give back to those who helped me at HHT and in the community. It has given me confidence to be myself and join in with lots of different volunteer experiences

“

I went through the abstinence unit process and I am now in a move on flat. I have always engaged with groups and activities which has led on to being part of the Lived Experience Team. I enjoy helping others and seeing them do well and it's a good reminder of where I could be if I don't keep doing what I am doing

“

My confidence has grown which has led to me being able to talk about my feelings and listen to others



Illustration of how The Lived Experience Collective works



What we do

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Our Aims

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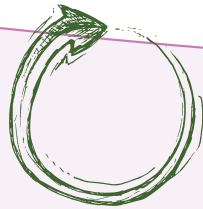
“ I did a two-day course at another agency which I never thought I could do, being part of the Lived Experience Collective helped me get there

What we do

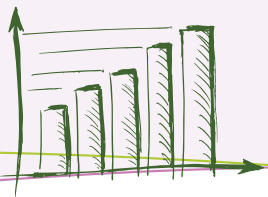
The seed of the Lived Experience Collective Great Yarmouth germinated in 2018 through the culmination of working together to deliver our One Cup Programme – bringing communities together to better understand one another and to work towards reducing loneliness. This work was funded by the Norfolk Community Foundation. In 2023, we developed our co-production strategy, and the **Critical Moments Programme** and the **Brew Crew** were launched. Our ambitions from our beginnings were to:-



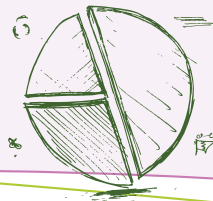
Promote Recovery



Influence Change



Grow our Community



Learn and Share

This report illustrates what we have achieved against the ambitions set out in work plans, thanks to the dedication of our community. It also introduces you to our newly co-produced work plans as we move forward with our development.

Our Purpose

Let our voices be heard. Our Community holds the key to change

The Lived Experience Collective in Great Yarmouth developed initially through work supported by Herring House Trust. Our journey began by examining our own support organisation, where we focused on creating a strategy that placed lived experience at the core of its mission. Once we had established this internal foundation, we expanded our vision to look beyond the organisation, recognising that with the right tools, we could amplify our voices so that the impact of lived experience can drive meaningful change. Through this process, we discovered that the voices of our community are essential to shaping that change, as they hold the key to transformative solutions. This report outlines both the work carried out within our support organisation and the growth and development of our Collective as we continue to empower our community.

Together with Herring House Trust we helped shape a strategy of co-production with the aim of giving people the opportunity to work collectively to plan, develop, monitor and evaluate services so they are influenced by the people with the experience. At all times we seek to find ways to ensure we can work together with equity and shared values.

At the heart of our Collective is a team of Experts by Experience our Peer Mentors, who bring their personal understanding of homelessness and have been involved in shaping the project from the start. They have actively recruited new members and are now sharing their collective experience with other organisations in the town. While they focus on working with those who have lived experience, they are open to partnering with a wide range of organisations, not just those focused on homelessness, to help bring about positive change in the community.

Our Aims

The overarching aims of The Lived Experience Collective Great Yarmouth will be to:

- Offer a range of opportunities for people to engage with Lived Experience and Co-production all stages of their journey
- To increase the number of people actively engaged in our Lived Experience Community
- Create a three-year action plan that is achievable and aspirational to ensure the voice of Lived Experience is at the heart of our future work
- Develop a centre for best practice for co-production and lived experience

“

Volunteering has made me feel valued;
I have been given the opportunity to
be part of something




Our Work - In Detail

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“ I have lost a lot of people throughout my life due to drug and alcohol use and I was very scared to make new friendships in case I lost them too, but I discovered volunteering, and it has changed my life



WELCOME IN
FOR FREE FOOD
FREE DRINKS
AND HOPE OF
FREEDOM
WITH
BREW CREW



9.15 AM
TO
10.30 AM

Our work - In Detail

Brew Crew Café

The Brew Crew Café delivers support and encouragement for people living with addiction or homelessness. Designed, managed and delivered by the Lived Experience Collective, Brew Crew offers a unique blend of compassion, practical assistance, and community engagement, making it a vital resource for helping people with addiction or homelessness.

Providing a Supportive Environment: At Brew Crew Café, people facing the challenges of addiction or homelessness find more than just a place to grab a cup of coffee and a breakfast. They discover a welcoming and non-judgmental environment where their struggles are understood and their journeys towards recovery are supported. The Lived Experience Collective, whose members have first-hand experience with addiction ensures that guests feel valued, heard, and empowered to take positive steps forward.

Fostering Hope and Empowerment: One of Brew Crew's primary objectives is to instil hope in its guests and empower them to pursue a path of recovery. Through peer support, regular visits from other specialist agencies and with support from Herring House Trust, individuals are helped to find the tools and resources needed to navigate their recovery journey. Brew Crew helps inspire guests to imagine a future without addiction.

Building Strong Partnerships: Understanding that addiction recovery is complex, Brew Crew works closely with other agencies to offer better support for its guests. By teaming up with different service providers, Brew Crew ensures guests have access to a variety of resources and services that meet their specific needs. These partnerships strengthen the support network and improve the overall effectiveness of recovery efforts.

In 2023, Norfolk County Council grant funded the Lived Experience Team to join the Rough Sleeper Drug and Alcohol Treatment Grant/RISE Initiative. The



initiative is aimed at facilitating access to and participation in drug and alcohol treatment services for individuals either vulnerable to or currently experiencing rough sleeping or homelessness. Individuals may have enduring mental health issues and need access to care. Within this framework, our role entails contributing the Lived Experience component to the project; functioning as a critical friend offering our knowledge and expertise as those who have lived the experience of needing services. Our work has been guided by the needs of the people in the RISE Initiative and one of our key projects has been the creation of the Brew Crew Café. This funding helps us deliver this project and contributes to the development of our Peer Support Volunteers within the Lived Experience Collective. The grant enables Herring House Trust to support the Collective as it develops its response to the needs of the people supported through the RISE Initiative.

“The Brew Crew gives me an hour of safety

Encouraging Regular Engagement: To incentivise regular attendance and engagement with its services, Brew Crew employs a well-received approach, offering guests a £5 Greggs voucher upon their fourth visit. This gesture not only acknowledges and appreciates guests' commitment to their recovery journey but also serves as a tangible incentive for continued engagement with Brew Crew's support network.

Brew Crew Café shows that community-driven efforts can make a real difference in tackling addiction and homelessness. By offering a supportive space, building hope, working with other partners, and encouraging regular involvement, Brew Crew is helping people dealing with addiction in a meaningful way.

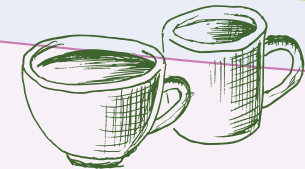
As a result of its success, Brew Crew has moved to bigger premises at a local church to allow for the growing number of guests they are welcoming. This

location is more central so the hope is that Brew crew will continue to grow and be able to help more people to access services and move forward to building safer, stronger foundations to enable them to believe they can find a life outside of addiction.

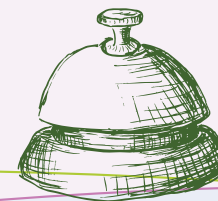
Since the launch of the Brew Crew in January 2023, sessions have **run weekly**, offering **208 hours of support** to **118 people**. Over **1456 hot drinks** have been served and now the group welcomes an average of **21 guests per week** to join them in a hearty breakfast. **1248 hours of volunteer time has been offered**, **9 people who came for support** have been housed by Herring House Trust. **3 people became experts by experience** and joined the Lived Experience Collective.



208 hours of support
to 118 people



1456 hot drinks
have been served



21 guests per week
have joined us for breakfast



3 people became experts
by experience
and joined The Lived
Experience Collective



Brew Crew – our Impact

Total customers attended to date- 118 with over 77 of those people attending multiple times, seeking peer support and access to services.

With help from specialist services attending Brew Crew:-

- **27 people** have accessed support from primary care
- **58 people** have been seen by mental health services
- **19 people** have accessed support from the RISE project with **3 people** moving onto rehab services
- **4 people** have linked directly with Great Yarmouth Borough Council housing support

Peer Support and engagement with the Lived Experience Volunteers has resulted in:

- **60 people** engaged with the Lived Experience Collective, discussing alcohol and/or drugs and mental health issues, with advice and support shared from a Lived Experience perspective
- **10 people** received direct help with contacting support agencies
- **16 people** were given clothing that helped when they were in need
- **11 people** were referred for support when they had no warm sleeping gear
- **4 people** spoke about domestic violence and were provided with information on local support agencies
- **4 people** were given information about Feathers Futures – Great Yarmouth's women's support service
- **9 people who attended Brew Crew have been housed at Herring House Trust Hostel**



The Lived Experience Volunteers signposted:-

- **11 people** to Kingsgate church for support
- **3 people** to Gamcare
- **15 people** to Great Yarmouth Borough Council
- **13 people** to Great Yarmouth Job Centre

1 lady who finds social groups challenging has managed to stay engaged with Brew Crew and attend most weeks.

1 man would only attend for five minutes a year ago and now he attends weekly for the whole session.

“

We get to work alongside other agencies feeling like an equal. We have been asked our views on homeless strategies and we have influence through being part of the Lived Experience Collective

Critical Moments



Our work - In Detail

Critical Moments

The Critical Moments Programme is a piece of work that captures the key moments of a person's journey through homelessness to find out what may have helped at “critical moments”.

The Project is led, facilitated and evaluated by members of the Lived Experience Collective. We have attended Professional Boundaries training delivered by Homeless Link and have produced the Code of Conduct, Safeguarding Statement and Confidentiality Agreement for the Project.

As an example of this work, The Lived Experience Collective held four user-led focus groups held in January and February 2024. The remit of the group was to conduct group inclusion workshops, with a view to gathering experiences. All the sessions were designed and led by Lived Experience Experts, who are established as a core group of members of the wider Collective. The groups were held in person at the Herring House Trust Hostel, which was comfortable and welcoming for participants.

The purpose of the workshops was to capture meaningful responses to key themes relating to the experiences of people who encountered local services. Discussion tools were used by the Lived Experience Collective to capture the key moments of a person's journey through homelessness to find out what may have helped at ‘critical moments’. This piece of work has been the focus for the Lived Experience Group bringing together a community of people with lived, living or learnt experience from within Herring House Trust and from the local community to build a network of shared stories and understanding.

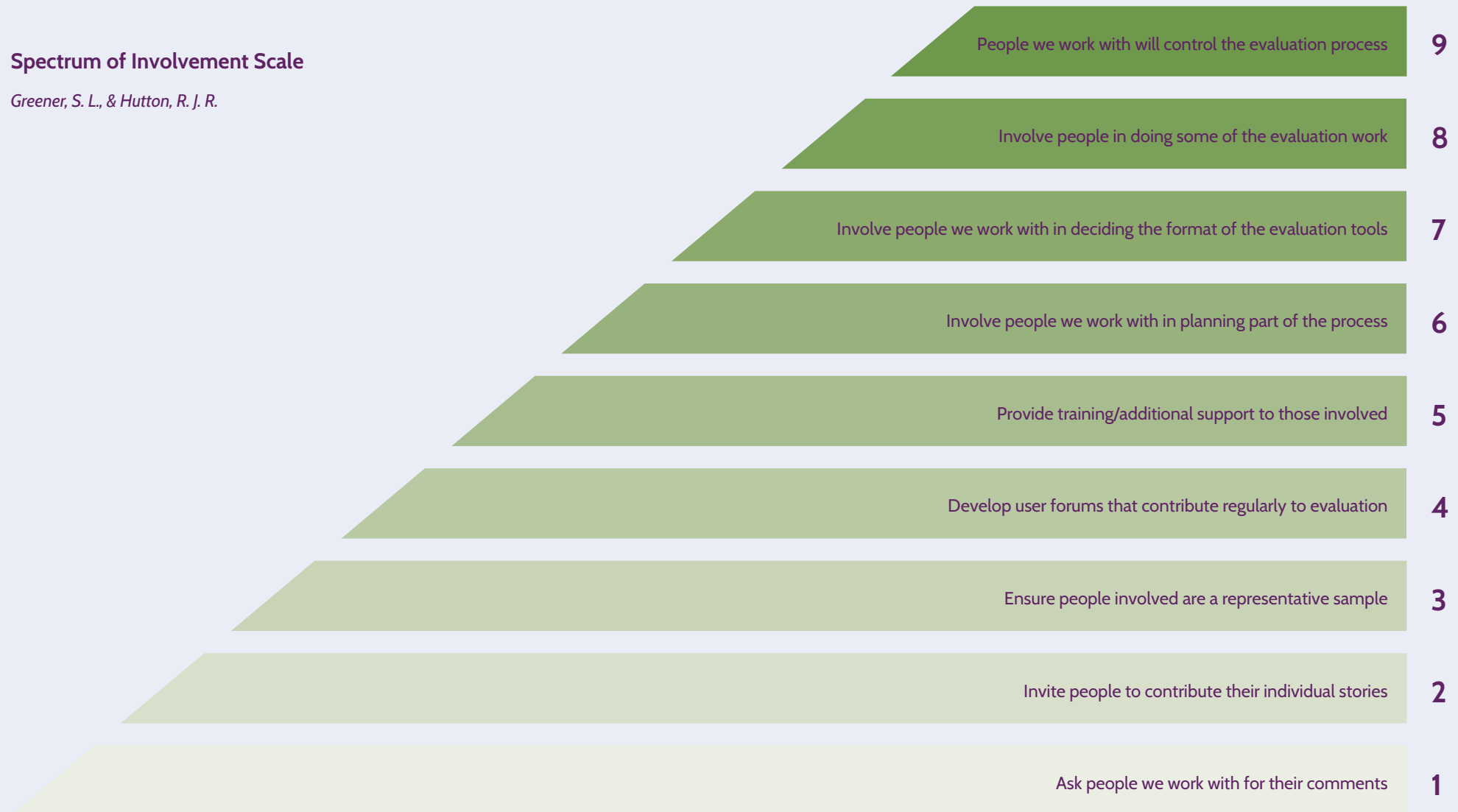
Across all aspects of the Lived Experience Work, a Spectrum of Involvement Scale is used to ensure involvement is meaningful and inclusive. Using this scale to benchmark we achieved **Level 9 inclusive of all levels**, for the **Critical Moments Programme**.



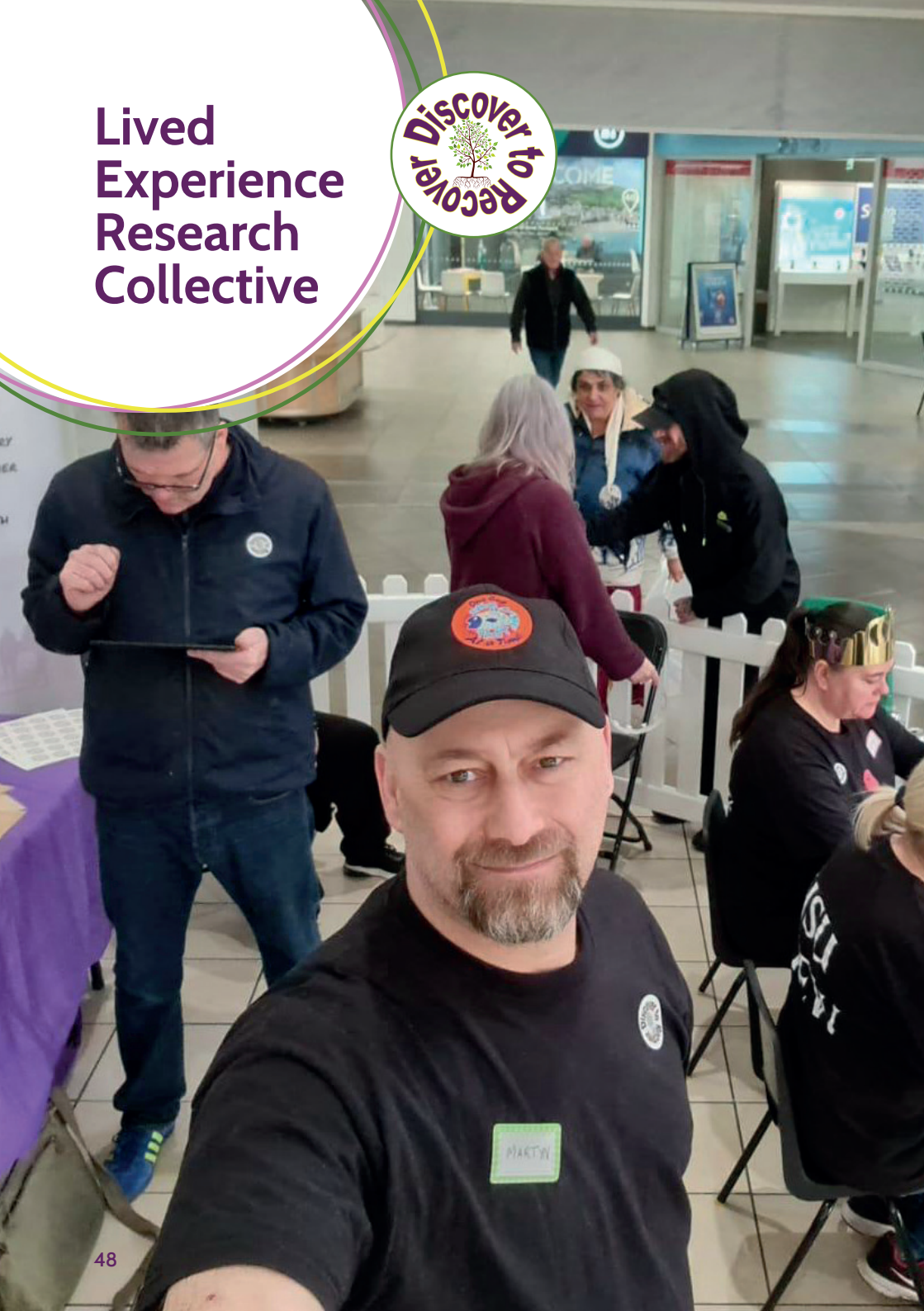


Spectrum of Involvement Scale

Greener, S. L., & Hutton, R. J. R.



Lived Experience Research Collective



Our work - In Detail

The Lived Experience Research Collective

Working together, with Brightpurpose Consultants, over a series of workshops, we brought our experience to the development of a bespoke toolkit which will equip us with a framework for service evaluation and the tools needed to effectively report our findings. This work has been made possible with the support of the Lloyds Bank Foundation.

Statement of Intent: The Lived Experience Research Collective are a group of researchers with lived experience of services in Great Yarmouth. Each of us brings our own strengths and skills to the team and are proud to advocate for the voices of those with lived experience. As a group we have experience of designing research questions, designing measurement tools, carrying out semi-structured interviews, and analysing data to draw out themes from our research (manual thematic codification of qualitative data). The team are trained in interview techniques, as well as in recognising support needs across a variety of topics (e.g. psychological safety, domestic violence, sexual assault, safeguarding). As a collective, we have robust processes in place to safely carry out interviews and a stringent feedback procedure to manage team member concerns and distressing content.

Although our personal experiences inform our processes, they do not influence our ability to carry out objective research. Our experience helps us to help others feel comfortable to say what they want to say and to give them the confidence to have their voices heard. This means reflecting on both the positives and negatives of their experiences, irrespective of our own opinions, and generating insight that is fair and balanced.

We are doing this work to help make services better for those who need them. We see identifying areas for improvement as the first step in doing this. We are learning all the time, and we want to help services do so too. We know that staff members and service users may have different perspectives on what is working



and what isn't, and we believe that those with lived experience are the people who know best what is needed to improve their experience. As an external group with lived experience ourselves, we are uniquely placed to gather feedback and learning from service users, as we can understand how they may be feeling and show empathy about what they are going through. Our experience tells us that carrying out research in this way allows for more honest conversations and therefore more honest feedback that a service can use to make impactful improvements.

We believe involving people with lived experience in research breaks down barriers. By doing this we can all work towards creating equality within services, free from judgment. By working with the Lived Experience Research Collective, an organisation can show that they are committed to making improvements and reflecting on how they do things from a service user's perspective.

The Team is ready and able to conduct research, carry out evaluation and report on our findings. If you want to work with us you will find our contact details at the end of the report.

You can find out more about this service and the work that we do online at thelivedexperiencecollective.org.uk



“

All members of The Lived Experience Collective have their own unique set of skills and talents which they are able to share with others and together they have built a solid community dedicated to changing systems, letting their voices be heard and empowering others to do the same. They have changed lives and will continue to do so as they move forward with the work that they do

Sue Williams Lived Experience Co-ordinator

Our Training Credentials

- Health and Hygiene Certificates
- First aid, CPR and defibrillator - Great Yarmouth Borough Council
- Equality Diversity and inclusion and understanding discrimination, Managing Professional Boundaries - Homeless link
- Experiences of Homelessness Research Service Design
- Naloxone Training
- Experience of designing research questions
- Designing measuring tools
- Carrying out semi-structured interviews
- Analysing data
- Interviewing techniques
- Recognising support needs across topics such as psychological safety, domestic violence, sexual assault and safeguarding
- Basic health and safety training
- Peer Mentoring Accreditation with Feathers Futures
- Understanding good practice in Evaluation – workshops with Brightpurpose



Reset Café

Our work - In Detail

Reset Café

At the Reset Café, you'll find a welcoming space for people focused on living without drugs and alcohol. It's a place to relax, connect, and enjoy being in an environment with others who share similar goals.

A Calm Escape: The Reset Café provides a peaceful spot for those looking to take a break from everyday stress. It's a place to relax, have meaningful conversations, and feel a sense of community with others committed to sobriety.

Engaging Activities: Each month, the Reset Café hosts a variety of engaging activities designed to cater to diverse interests. From the popular fish and chip night to intellectually stimulating quizzes, energetic karaoke sessions, sensational poetry and art evenings and laid-back socialising opportunities, there's something for everyone to enjoy.

Nourishment for the Body and Soul: Guests at the Reset Café are treated to a selection of delicious snacks and a range of hot and soft beverages to enhance their experience. These refreshments are thoughtfully provided to ensure that every visitor feels welcomed and cared for during their time at the café.

Inclusive Community: The Reset Café extends its embrace to guests living within Herring House Trust properties as well as members of the wider public. Regardless of background or affiliation, all are welcome to take part in the camaraderie and support offered within this inclusive community.

Since the launch of the Reset Café in July 2023 we have offered **18 sessions**.

One cup at a time



Our work - In Detail

One Cup at a Time

In 2018 funding was secured from the Norfolk Community Foundation to address loneliness amongst individuals over the age of 55 who lived in the Great Yarmouth area. The Lived Experience Team prepared the bid for the project and developed the budget to enable them to deliver a scheme offering both connection and support to people living with loneliness. The coming together of two diverse communities brought many rewards for all involved and provided training and personal development to those running the scheme who all lived within Herring House Trust's Discover to Recover Project – housing and support for people seeking abstinence from dependency.

Named “**One Cup at a Time**”, the project emerged from an idea to bring people together from the local community at a bi-weekly café with a theme to have discussion around “**On this day in history**”. This would then enable open discussion and create an atmosphere which would help to encourage those attending to feel able to contribute and join in with conversations centred around historical events. This innovative approach aimed not only to alleviate loneliness but also to provide a warm, inviting space for social interaction.

The café offered more than just conversation; guests were treated to a two-course homemade meal and freshly brewed coffee, courtesy of a newly purchased barista machine, funded from the Norfolk Community Foundation (NCF) grant. Over the course of six years, the project thrived, thanks to additional funding secured for its continuation. It quickly became a cornerstone of the community, providing not only nourishment but also a sense of belonging.

The success of “**One Cup at a Time**” extended far beyond its initial purpose. Many guests who frequented the café found not just a meal, but a supportive network of friends within the Herring House Trust community and beyond. The bonds formed in those bi-weekly gatherings endured, enriching the lives of both guests



and organisers alike and friendships formed with those guests attending making friendships outside of the Wednesday group.

For the members of the Lived Experience Team, the project represented more than just a way to combat loneliness; it was a journey of personal growth and empowerment. As they witnessed the positive impact of their efforts first-hand, their self-confidence soared, and they found purpose in helping others. Through **"One Cup at a Time"**, they discovered their capacity to effect change, not only in their own lives but also in the lives of those around them.

So, from the humble beginnings of a bi-weekly café came a belief in themselves knowing they could create and develop projects that would make a difference.

This group is self-funding as all participants are asked for a minimum £3 donation towards the meal and any extra donations are used to help fund Brew Crew, paying forward to the people who attend and are in need.

You can find out more about this service and the work that we do online at thelivedexperiencecollective.org.uk



Our Work In The Community

In the year 2021, the Great Yarmouth Homeless Alliance initiated a project aimed at enhancing housing services through the active engagement of individuals with lived experiences of homelessness. The Lived Experience Team was invited to participate in undertaking interviews with individuals who had experienced homelessness. The primary objective of these interviews was to gather first-hand accounts, perspectives, and insights to inform the development of improved housing services.

The Lived Experience Group joined a series of meetings and training sessions to equip them with the necessary skills and knowledge to conduct peer-led interviews effectively. These sessions focused on fostering empathy, active listening, and interview techniques tailored to the sensitive nature of the subject matter. Following the training, the Lived Experience Group conducted eleven recorded interviews with individuals who had experienced homelessness.

The interviews followed a clear structure, with a set of questions aimed at gathering detailed responses about the challenges, experiences, and hopes of the participants related to homelessness and housing services. They were conducted with care and respect, creating a safe space for the interviewees to share their personal stories.

These interviews, along with many others, were included in a report that highlighted the experiences and viewpoints of people with lived experience, contributing to the efforts of the Great Yarmouth Homeless Alliance.

The involvement of the Lived Experience Team in the project led by the Great Yarmouth Homeless Alliance provided them with a comprehensive set of skills and understanding of the need for evaluation. The Team felt empowered to have been included at a strategic level and valued the opportunity to contribute to work to bring about positive change.

what do they do?

during a one to one my
keyworker was very
pushy about putting my
meth higher

and having
no contact

what support did you get?

Helped me through my relapses
and trauma.

Yes Positive

Got advice from a
CGL adviser for my
drinking problems.

Can't come to the hostel
to see me.
- I got on script
and they helping with
reduction of meth

When addressing my
heroin addiction for the
first time, I was a
problem. I was the amount
of time I spent in hospital
was so long and I still had
no use

I would be a ^{little} care hear
because I care about
my friends, ^{close} families.

Went to the hostel
and they cancelled
They could of helped me to solve
lack of contact.

Negative

I felt very uncomfortable
with the receptionist
2 times in a week,
and I got angry
and I walk out.

I did not want
to see the receptionist
because the way she
behaved towards me
she was rude and stupid

When doing my first
clean we sample I felt
I went unnoticed

Bring out doors and
camping together

Our Future

" I never thought this was a story that would be mine, When I arrived at that hostel door eight years ago, I was broken, I had no confidence and self-esteem and thought I would end up in prison. Volunteering has given me my life back and made me feel worthwhile and that I contribute to society

Our Future

Our future work starts by us looking in-house at our own support agency. As we become more experienced in our evaluation we seek to expand our reach into other agencies and support other people with Lived Experience in Great Yarmouth to become involved.

With the support of Herring House Trust we have created a document that will serve as our guide to keep us accountable for our plans. We intend for it to be a flexible, evolving document that can adapt as needed to remain realistic. We will regularly review the action plan to make sure it stays aligned with the goals of those who use our services.

Scrutiny Panel

To bring together a group of people with Lived Experience at all stages of their homeless journey to look at areas of work, policy and procedure, within our own support agency and then reaching out to other services in the Town. Our hope is those services will welcome the perspective we bring and be responsive to the offer of service evaluation.

Newsletters

With a focus on design and content coming from people with Lived Experience this will be produced quarterly. We will lead on writing articles and get involved with the design and editing of the newsletters.

Website

We've created the Lived Experience Collective website for Great Yarmouth. It's a place to find local support services and a platform for people to share their experiences and help shape how services are designed and delivered in the area. It will be the main site for anyone wanting to get involved.

Opportunities to Volunteer – increasing the number of people actively engaged in co-production at all stages of accommodation and support.

We will review our Lived Experience programme to ensure opportunities are open to all. We will build a more structured approach to training to support co-production activities. We will provide coaching, support and mentoring to support those who use our services to lead on activities. We will ensure there is a system of oversight for clients, so they are not overburdened. We will create a system of rewards and recognitions for those engaged in co-production.

Create a Best Practice Centre

We will work to develop a physical space as well as an organisational space of Best Practice in terms of co-production and Lived Experience. We will use this space to provide training, peer support, educational opportunities and well-being services to those who join the Lived Experience Collective.

Recognition

We will build a structure of reward and recognition for the contribution those with Lived Experience make that sits comfortably with them.

“What it’s all About” Meetings

We will hold regular meetings to spread the word of Co-production and Lived Experience and find novel ways to raise awareness and build relationships to support inclusion.

Ordinary Moments

We will develop an ‘Ordinary Moments’ programme to increase the value of support at in the ordinary moments of life – making the everyday within our services more fulfilling and supportive.

Supported Housing Portfolio 'A portable showcase of talents'

We will help Herring House Trust to develop a system to mark the achievements each person makes as they move through their supported housing journey within the Trust. We want to help others have the opportunity to record the key achievements and milestones they have reached whilst receiving support from the Trust. With our peer support we aim to encourage those people to join together and increase their influence on the services they receive.

Client Involvement Committee

This is our aspirational objective. With support from local community based organisations we want to form a Committee to oversee the contribution of Lived Experience within Great Yarmouth and to set the agenda for future work. As we develop and become established our aim will be to create a regional framework of similar Boards who meet regularly to be the voice of those people who are often overlooked and marginalised.

Funding

The Lived Experience Collective is supported, in part by Norfolk County Council through the Rough Sleeper Drug & Alcohol Treatment Grant/RISE Initiative Grant to deliver projects and provide peer support. Additional funding is contributed to this work by Herring House Trust through legacy funding. Skills sharing and consultancy support has been offered by the Lloyds Bank Foundation. Working with support from Herring House Trust the Collective has set up a system of 'paying forward' funds from the One Cup at a Time project to contribute to running the Brew Crew Café and the group benefits from the proceeds of sales from their creative writing book – 'Untitled'. The Collective will continue to seek support from Herring House Trust to help them secure funding for its future.

Measuring our impact

We are working towards developing a toolkit to measure how we as volunteers within the Lived Experience Collective are affected by or volunteering work. The toolkit will look at:-

- **Physical Capital** – how many volunteer hours have we provided to the Collective, how many training courses have we attended, how many Brew Crew Sessions have we run.
- **Human Capital** – what skills have we learnt as part of our volunteering, how has this added to our own development portfolio.
- **Economic Capital** – market value of the work done by us as volunteers, income received from research work or selling our services.
- **Social Capital** – By building our relationships with service users at our cafés through to creating community and networks between people, we will aim to measure this capital to evaluate our impact.
- **Recovery Capital** – by volunteering we increase our recovery capital, we will detail what volunteering brings for each of us and why it helps with maintaining our recovery.



**The Lived
Experience
Collective**

This brochure is for anyone looking for information on The Lived Experience Collective

The brochure talks about the beginnings of The Lived Experience Collective and how it evolved from an idea to a working model that is helping people within the community of Great Yarmouth with a range of topics that requires specialist help.

Our goal is to embed co-production across Great Yarmouth, empowering our service users to bring their perspective to the future direction of Lived Experience. We will seek to find ways to ensure we can work together with equity and shared values.

For more information or support, visit us online at thelivedexperiencecollective.org.uk

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