



The Lived
Experience
Collective

Co-producing change together

Measuring Service Quality

July 2024





“ 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 document

This document has been presented in conjunction with Brightpurpose. You can find more information by visiting brightpurpose.co.uk

The logo for Brightpurpose, featuring the word "BRIGHTPURPOSE" in bold, black, uppercase letters. The text is set against a yellow background that is shaped like a parallelogram, tilted to the right.

BRIGHTPURPOSE

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Introduction

Great Yarmouth Homeless Alliance wants to make sure that homelessness support services really meet the needs of people who use them. The Lived Experience Research Team's research identified nine principles that make a high quality service

These are the things that matter to people when they need to get support.

1. Make services easy for me to find
2. Show me where to get my basics sorted
3. Let me choose what's right for me
4. Meet me where I am
5. Treat me with kindness and respect
6. Spend time getting to know me
7. Don't leave me hanging
8. Look beneath the surface
9. Advocate for me when I need it most

These are not the things that services usually count or measure. But they are the things that make the difference between a poor service and a good service.





The Lived Experience Research Team worked with Brightpurpose to define what each of these principles looked like in real life in a service. We set out what each principle would look like at different levels:

- Basic
- Better
- Best
- Unacceptable

Each principle is described in this way in the next chapter.

Service Quality Measures: Basic Better Best

Make services easy for me to find

Basic 	Clear signage outside Physically accessible facilities Jargon-free communication
Better 	Can easily find the support that best fits my needs Criteria for eligibility is clear
Best 	Everything I need is in one place, e.g. a hub They found me, I didn't need to go looking for them
Unacceptable 	Hidden location Unwelcoming exterior or environment

Show me where to get my basics sorted

Basic



Helps me to sort out:

- Shelter
- Warmth
- Food
- Safety
- Clothing
- Water
- Healthcare and Dental
- Transport

Better



Helps me to sort out:

- Phone
- Data
- Internet
- TV/Radio
- Connection

Best



All the basics are provided in one place

Helps me to sort out my own basic needs in the future:

- by getting the skills I need e.g. cooking course
- by aiding independence e.g. providing a microwave to cook the things I want to eat (not just providing me with a meal)

Unacceptable



Sending me away

Passing me between multiple services with no main contact

Let me choose whats right for me

Basic



Recognises any decision I make is my own

Explicitly asks me what I would like

Provides me with information on what my options are

Better



Explains my options to me, what to expect, and the implications of each

Listens to what I am saying and what each option means for me personally

Spends time helping me work through my options

Best



Supports me through the consequences of any choice I make

Has people with lived experience reviewing their services

Unacceptable



Providing no choice

Telling me what I should do based on their own opinion alone

Meet me where I am (physically and psychologically)

Basic



Accepts my decisions without judging me

Supports and works with me as I am today (within boundaries), not how we wish I could be

Better



Accepts my decisions and suggests ways to reduce harm to me

Accepts where I am in my head right now, and supports me to find ways to feel safer

Best



Comes and finds me if I can't bring myself to come to the service

Unacceptable



Expecting me to come to them

Expecting everyone to conform to one approach

Treat me with kindness and respect

Basic



- Uses my name when talking to me
- Makes eye contact when they see me
- Smiles when they see me
- Offers me a drink
- Staff make me feel safe and welcome
- The space feels safe and welcoming

Better



- Actively listens to what I'm saying
- Responds when I contact them
- Respects my time
- Is reliable with appointments or plans
- Have only had to tell my story once

Best







- Treats me as an equal, whilst remaining professional and supportive
- Respects and embraces my differences
- Feels accessible to me

Unacceptable



- Dismissing or judging me
- Talking negatively about me to others
- Treating me primarily as a safety concern

Spend time getting to know me

Basic 	Knows my circumstances Knows my needs
Better 	Knows me as a whole person Understands what matters to me
Best 	Knows me well enough to notice subtle changes in my behaviours or demeanour
Unacceptable 	Relying on information provided by a form Has preconceptions of me Asking closed questions only

Additional notes – To be able to really get to know me, a person will show the following qualities:

- A belief in people
- Interest
- Care
- Ability to connect

Don't leave me hanging

Basic



- Gives clear timescales
- Makes it clear what I can expect from them
- Communicates to me what they can and can't do
- Communicates to me what they expect from me

Better



- Finds other services that can help me in the meantime if access to support will take some time
- Checks in, letting me know I haven't been forgotten

Best



- Phases out their support over time, rather than stopping suddenly
- Always still a thread of support, I know they will be there if needed

Unacceptable



- Not doing what they say they will
- Frequently cancelling appointments
- Giving false hope

Look beneath the surface

Basic



Sees past my appearance when they first meet me

Talks to me regularly

Understands why someone in my position might not engage with their support

Better



Hears what is really is going on with me

Checks with me and offers support if I do stop engaging

Best



Takes chances on me

Sees my value

Identifies opportunities for me to contribute based on my strengths

Unacceptable







Not providing enough time for listening and caring

Making assumptions

Judging based on my appearance

Advocate for me when I need it most

Basic 	<p>Attends appointments or meetings with me</p> <p>Knows enough/is trained about issues relevant to my circumstances</p>
Better 	<p>Knows me and my circumstances</p> <p>Helps me plan for appointments</p> <p>Gives me confidence in appointments</p>
Best 	<p>Works with me to ensure I receive the best care or outcome for me in appointments or meetings</p> <p>Will step in if I communicate that I need that</p> <p>Advocates for people in recovery more generally</p>
Unacceptable 	<p>Misunderstanding me</p> <p>Minimising my experience</p> <p>Not understanding my particular challenges e.g. addiction</p>

How will we measure each principle

Our next step is to work out the best ways to measure how a service is performing against each principle. Most of the evidence we would need will come from two different sources:

- **Observation:** visiting the service and seeing how things are done
- **Service user experience:** asking service users about their experience of using the service, either by survey or interview

After we have reviewed and agreed the measures for each principle, we will decide which sources to use for each and create a set of tools to help us and others measure the quality of our local services.

Feedback sheet

	Basic	Better	Best	Unacceptable	
Principle	Score				Comments
Make services easy for me to find					
Show me where to get my basics sorted					
Let me choose what's right for me					
Meet me where I am (physically and psychologically)					
Treat me with kindness and respect					

Feedback sheet

	Basic	Better	Best	Unacceptable	
Principle	Score				Comments
Spend time getting to know me					
Don't leave me hanging					
Look beneath the surface					
Advocate for me when I need it most					



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

For more information, support or just someone to talk to, visit us online at thelivedexperiencecollective.org.uk