

**Until there's a home for everyone**

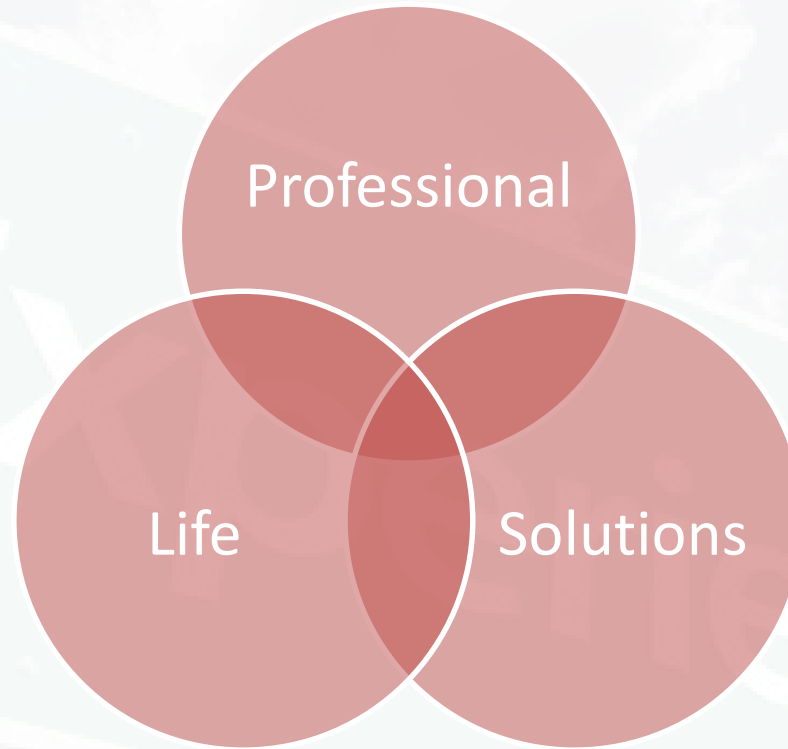
**Time for Change – Qualified Through  
Experience**

Monday, 01 April 2019

**Shelter**  
Scotland

# What is Lived Experience?

**Academic, work and  
professional settings**



**Life events, our  
experiences**

# T4C, how did we get here?


**In 2015, through dialogue with service users and practitioners across Glasgow we researched the experiences of those with lived experience to help Shelter Scotland understand the issues faced by this community first hand, allowing us to ask what changes we could make, externally and internally.**

***Basically.....***

***What does better look like?***

# What we were told.....

- **Your Visibility:** Get out into the community, on the street and in organisations we use.
- **Your People - Workers:** Have workers that know what they're talking about but that also understand us and have great people skills.
- **Your People - Lived Experienced:** Create opportunities, paid and unpaid, for those who've been there to work with you in order to connect genuinely with people.
- **Your Place:** Do this from a relaxed and welcoming place that we can access not just 9-5, somewhere where it's okay just to come for social connection as much as to solve problems.
- **Your Flexibility:** Assist people for as long as they need through a mixture of one to one and group work.
- **Your Influence:** Change the system, it doesn't work for a lot of people.



**“Homelessness is an  
experience that shapes,  
but does not define you”**

The Research

The diagram features three red rounded rectangular boxes. 'The Research' is at the top, 'The Trainees' is at the bottom left, and 'Core Group' is at the bottom right. A large, faint, light-red circular arrow surrounds the boxes, indicating a cyclical relationship. The background is a faded image of a hand holding a megaphone with the text 'FOR' and 'GE' visible.

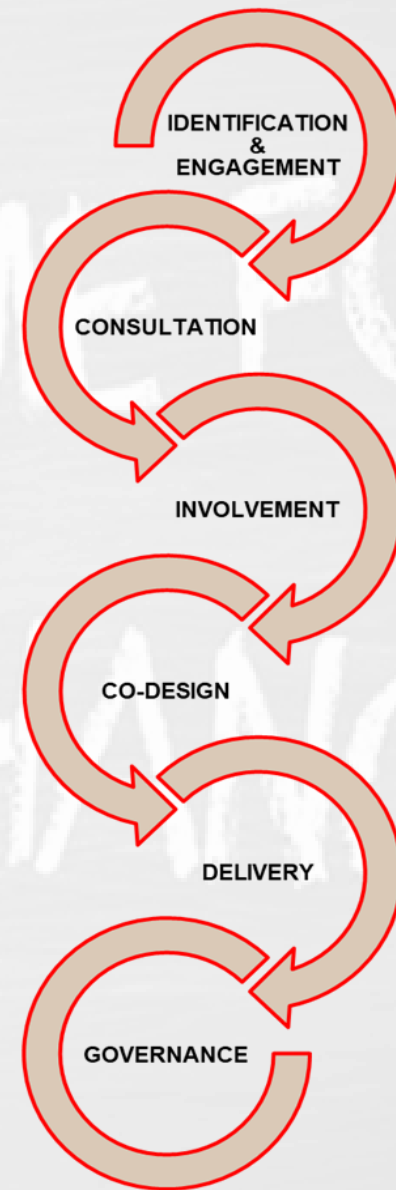
The  
Trainees

Core  
Group



# The Core Group

- 4 to 12 Participants
- Current local issues
- What are WE called?
- Where should WE be and why?
- What is our offer?
- Campaigning
- Media
- Policy
- Ongoing review and development.



# Our Trainees

- 9 Trainees
- Tailored Pathway
- Ongoing Support
- PDA Housing Law Advice
- SVQ 3
- SQA Community Development
- Time for Change Glasgow  
Trainees contribute 33 hours a month, on average
- 5 into full time employment



**3026 Hours  
of  
Commitment**

# Our Practice

## ■ Assisted Presentation

- Peer Led Advocacy
- Elevating Client Distress
- Witness 'Gatekeeping'

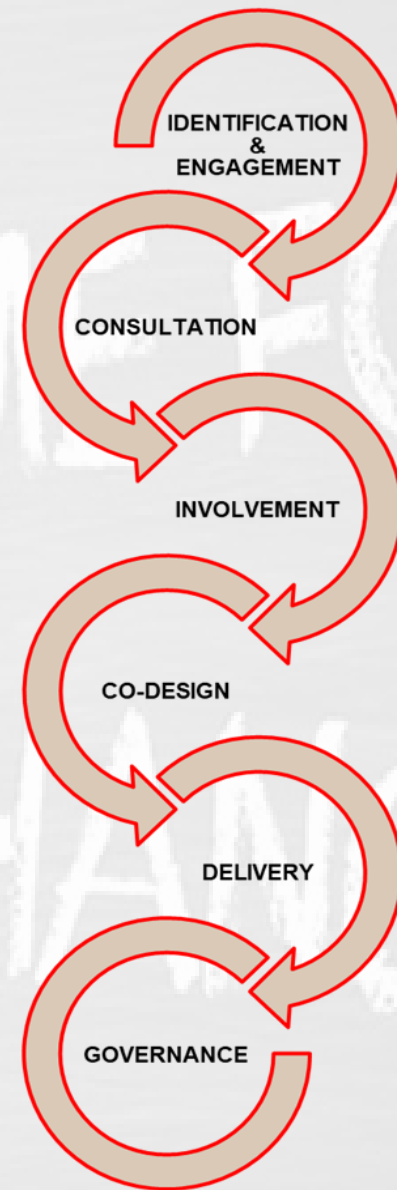


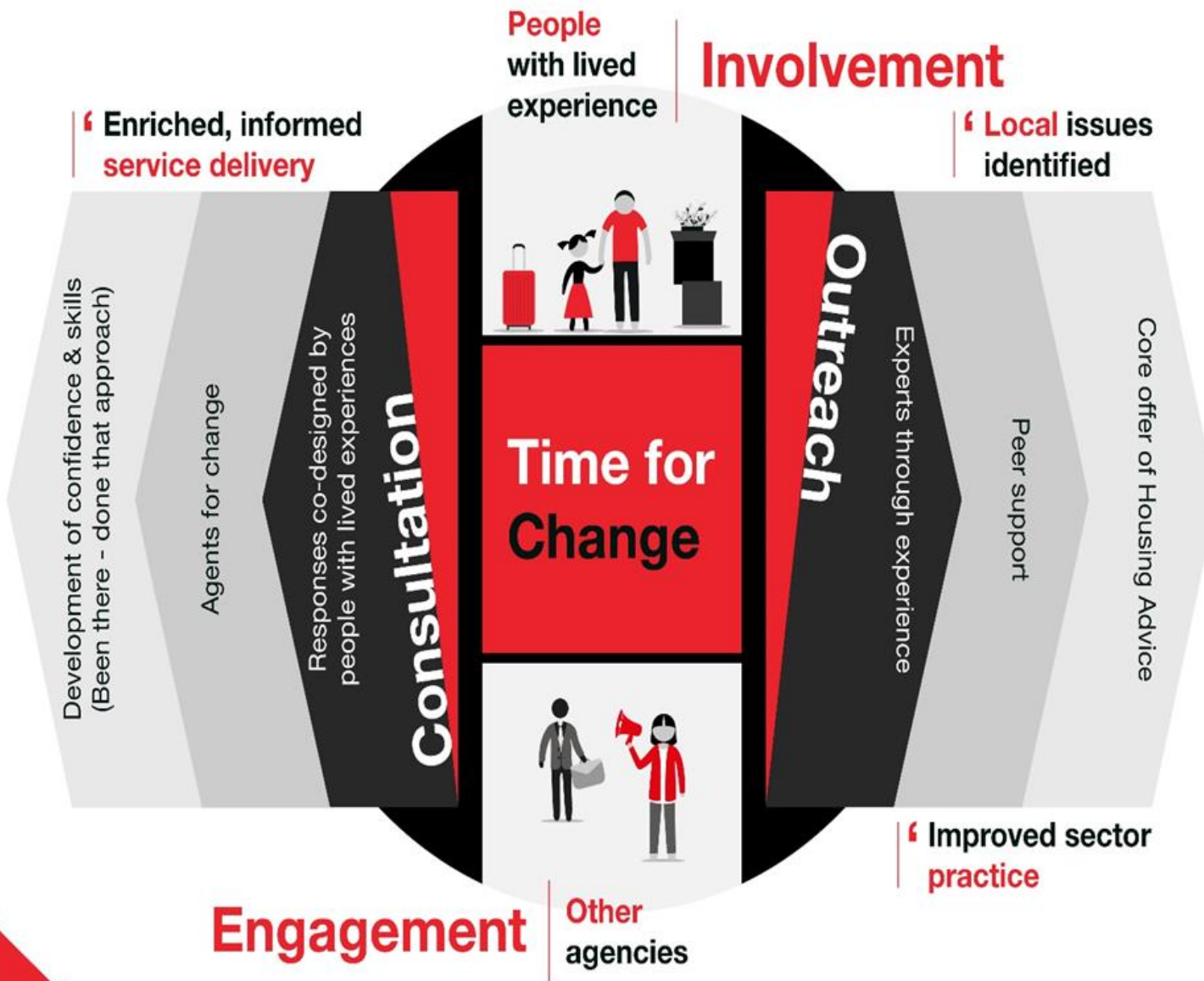
## ■ Outreach

- Led by the Core Group
- Facilitated by Trainees
- Follow Up Support

# Whats Next?

- Roll out in Dundee, Aberdeen and Edinburgh.
- Same Model – Local Response.
- Up to date Consultation.
  1. Trainees
  2. Partner Agencies
  3. Staff
  4. Wider Service Users
- I-Sphere Evaluation







# **Trainee Story**

## Breakout Session



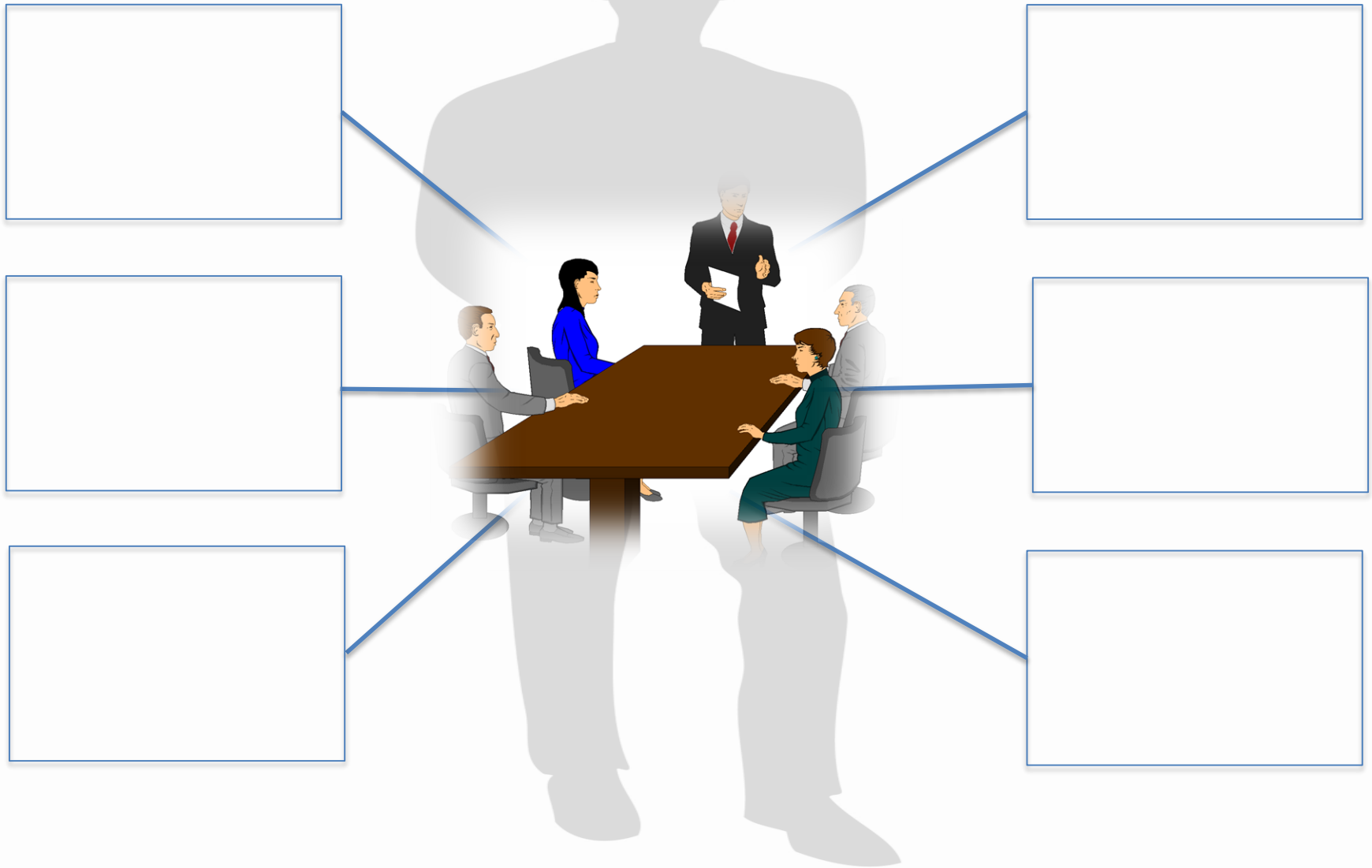
# **‘A Culture Shift’**

# Change

- Culture shifts do not belong to one person or organisation, nor do they happen overnight. But, continuing to work to the same ethos, will always result in the same outcomes.
- Most people find it difficult to describe their culture. Yet, all organisations have a culture.
- Your mission statement no doubt has a lot of nice words about what your organization does and who it serves.
- Put everything aside and take a look at who actually comes to your exhibitions, openings and events.
- Lived experience should really be in everything we do. We should be the reflection of those we say we serve



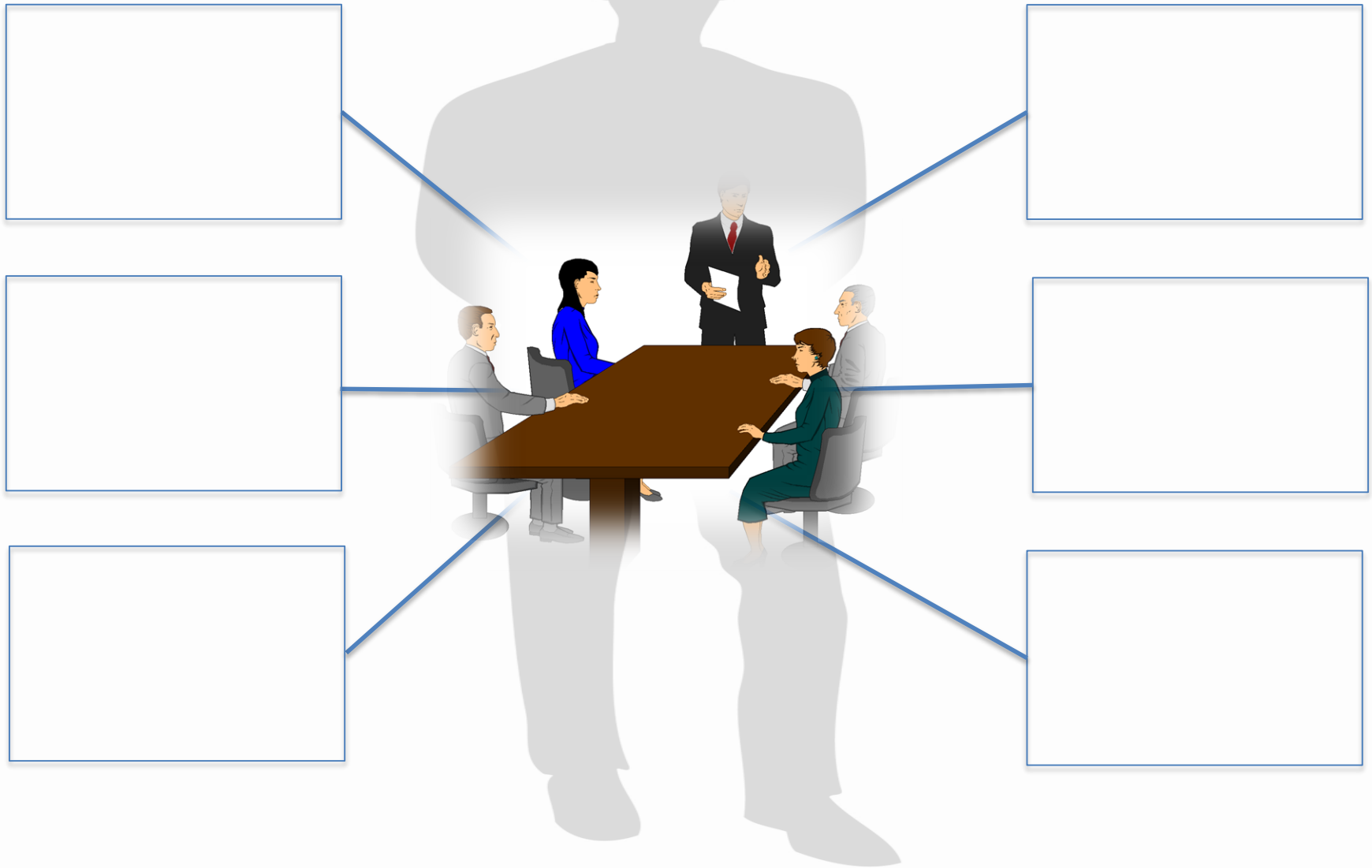
# What represents bad culture. What are its traits.



**In your teams who is your celebrity mascot for this and why?**



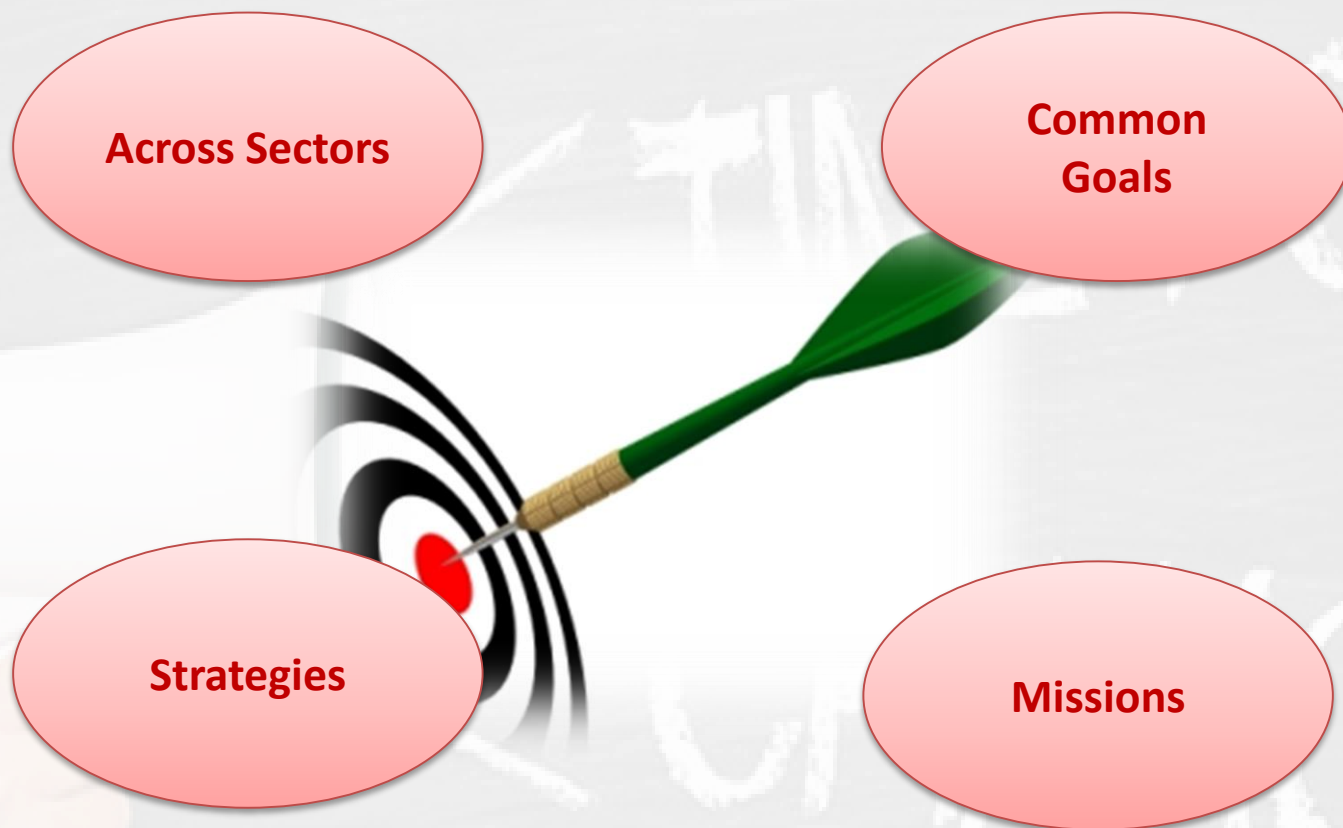
# How do we fix this, what is good culture?



**Who (after you sack your celebrity mascot) takes their place?  
Why?**



## What can our celebrity do to promote good culture?



**So how do we promote our new culture in the sector?**

**How do we all share a common goal?**

**If any Glasgow, Edinburgh, Dundee or Aberdeen services are able to help support the consultation leave your details.**

**How do we avoid tokenism?**