

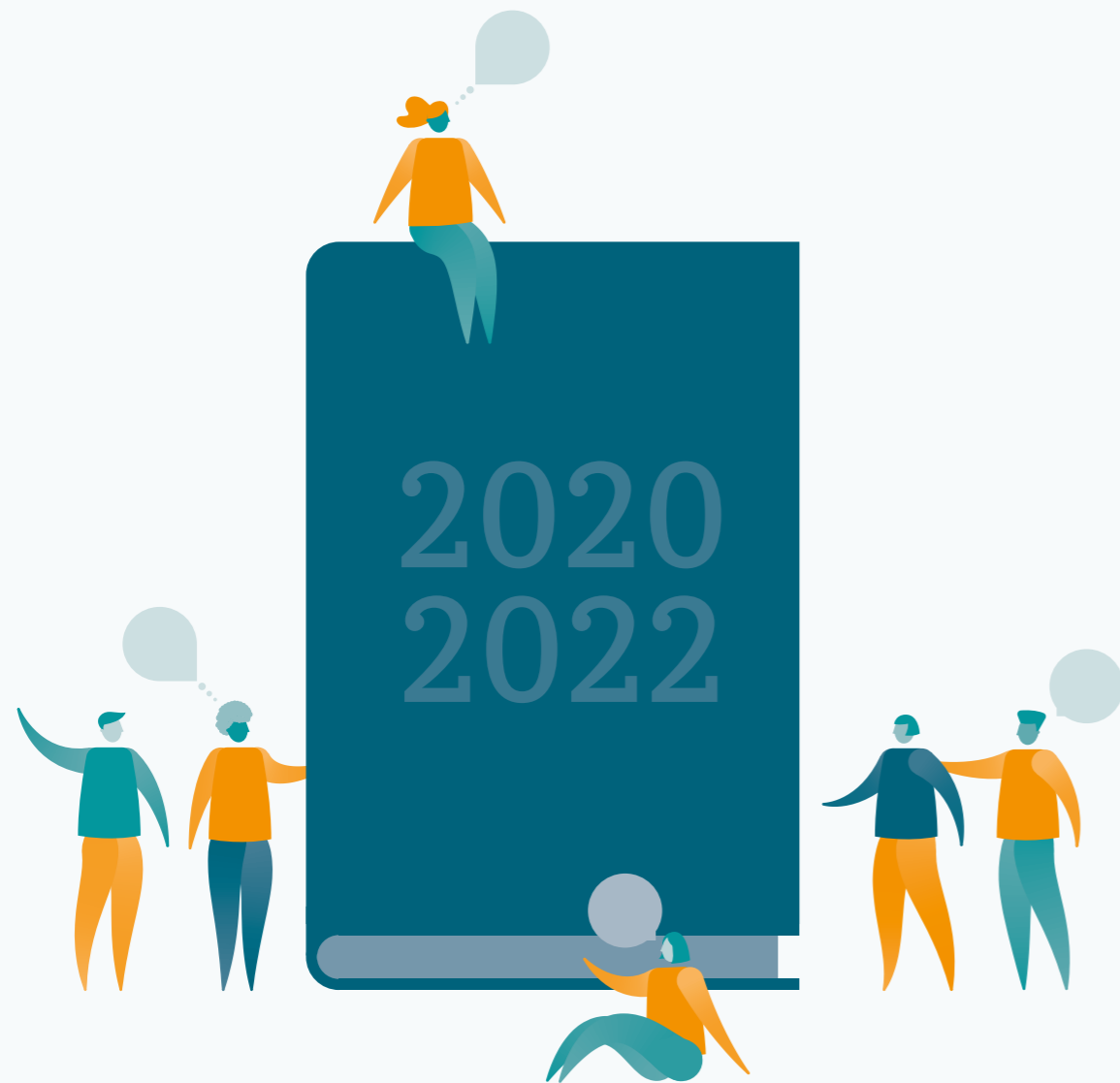


**National Expert  
Citizens Group**

Strategic Approach &  
Priorities 2020-2022



# Introduction



The **National Expert Citizens Group (NECG)** is a representative group whose members have lived experience of using Fulfilling Lives services. The NECG uses its insight to collaborate with decision makers with the aim of improving systems and services.

**The Fulfilling Lives programme** supports people who are experiencing multiple disadvantage in 12 areas across England. Its aim is to improve the support available for people who experience multiple disadvantage. Multiple disadvantage is defined by Fulfilling Lives as people who experience two or more of the following: homelessness, a record of current or historical offending, substance misuse, and mental ill health.

**Revolving Doors Agency** coordinates, facilitates and administers the NECG forums, equipping its members with the skills and opportunities to affect systems change.

## Our strategic approach and priorities

The NECG's approach and priorities were developed between August and December 2019. They aim to capture the most important issues for people using Fulfilling Lives services. NECG members consulted their wider lived experience group to best ensure views are representative.

These priorities express our system change ambitions and issues we have chosen to focus on. Our approach defines how we will explore solutions to improve services and the system.

To create solutions, we will:

- Share local innovations at our national forum
- Collaborate with Fulfilling Lives partners and decision makers who have a national profile and influence.

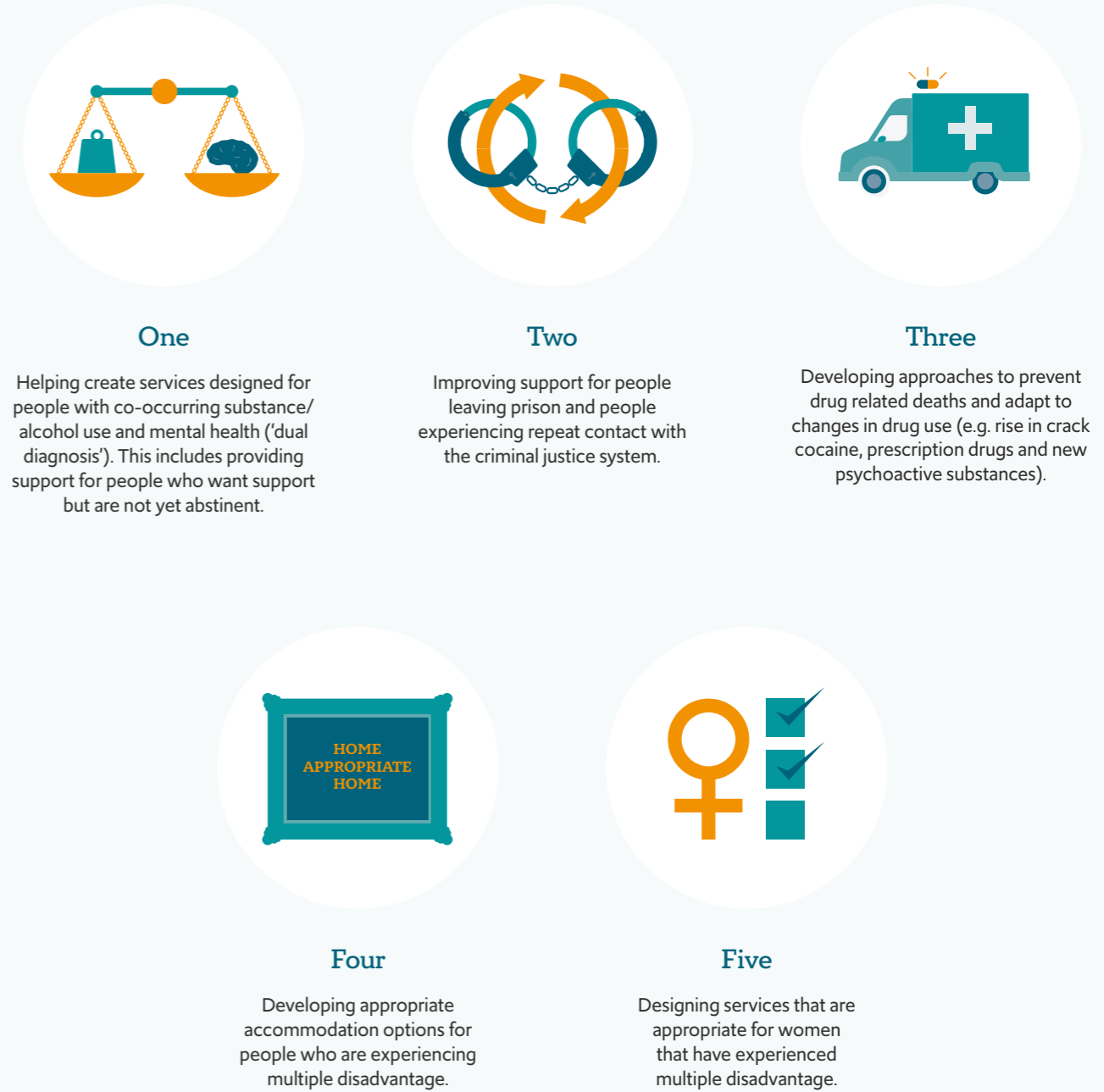
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# Our Strategic Approach



# Our Strategic Priorities



# The Thinking and Ideas Behind Our Strategic Approach

## Our Strategic Approach

We believe all services and systems relating to people experiencing multiple disadvantage should be built on these principles.

1

### Co-produced with people who have lived experience.

**Our approach will explore:**

- How employing people with lived experience as both peer supporters and support workers can improve the system.
- How people with lived experience can be partners in designing and commissioning services.

“Architects of the future of co-production”



All quotes are taken from the NECG meeting in Blackpool on 5th December 2019



2

### Trauma/Psychologically Informed

**Our approach will explore:**

- How an understanding of trauma is central to providing excellent services for people experiencing multiple disadvantage.
- Practical application of trauma and psychologically informed approaches.

“We need to make sure there are more psychologically informed environments for people accessing services”.



3

### Accessible and inclusive: informed by understanding the specific needs of the full diversity of the community.

**Our approach will explore:**

- How to create better links between services and the community – ‘forming a bridge’.
- How to make services more accessible by creating approaches that are not bureaucratic and based on intrusive and negatively framed assessments.
- Better use of co-production to ensure services are accessible and inclusive for all aspects of the community (including BAME, LGBTQ+ and transgender)

“We should be gender and CULTURALLY informed”.

“LGBTQ+ involvement in all areas”

# The Thinking and Ideas Behind Our Strategic Priorities

1

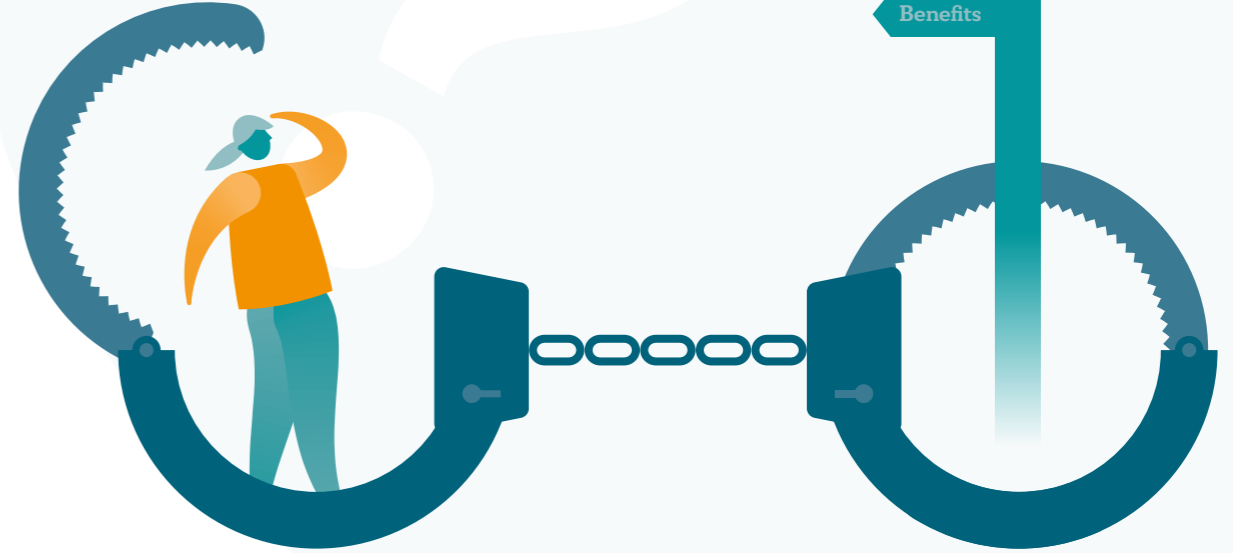
Helping create services designed for people with co-occurring substance/alcohol use and mental health ('dual diagnosis'). This includes providing support for people who want support but are not yet abstinent.

**Issues to address and ideas include:**

- Developing services that understand substance use and mental health in relation to trauma and provide easier access to talking therapies.
- Creating more holistic strength based approaches.
- Developing services that feel safe, welcoming and do not overwhelm people.

"Approaching mental health and addiction as one whole problem".

"...use the arts, music, community engagement and positive connections".



2

Improving support for people leaving prison and people experiencing repeat contact with the criminal justice system.

**Issues to address and ideas include:**

- Developing person centered, wrap around support that begins before the person leaves prison.
- Campaigning to end Friday releases from prison (just before services close for the weekend).

"When you leave prison you have to; go to housing and get temporary accommodation, sort out benefits, go to probation, go to drugs service and get script, see friends/family/kids. This is often all on the same day!!! Without support this is overwhelming – people give up and return to old behaviour. Linked in support with a worker you know and trust already and a meet at the gate service is crucial, Plus, peer support!"

"What would a good prison release look like?"



3

Developing approaches to prevent drug related deaths and adapt to changes in drug use (e.g. rise in crack cocaine, prescription drugs and new psychoactive substances).

Issues to address and ideas include:

- Developing services that have a better understanding of trauma.
- Exploring alternative approaches to traditional opiate replacement programmes.
- Addressing the stigma towards people using substance misuse services.

“If you sorted out people’s transitions from hospital and prisons there would be less drug related deaths”.

4

Developing appropriate accommodation options for people who are experiencing multiple disadvantage.

Issues to address and ideas include:

- Developing services that recognise transitions – leaving hospital, rehab, supported accommodation – as a challenging time where additional support is required.
- Developing Housing First approaches that work for people who have experienced multiple disadvantage.
- Improving support for people living in the community who have exited recovery services.

“Better community support especially in private rented sector”

“What do we need? Recovery, after care. Hospital, after care. Mental health unit, after care. Prison, after care. Getting support for all transitions for all institutions”



5

Designing services that are appropriate for women that have experienced multiple disadvantage.

Issues to address and ideas include:

- Women only spaces across all types of service.
- Coping with the traumatic removal of children and the connection with multiple disadvantage.
- Supporting women with trauma related to sex working.
- Creating a more holistic/inclusive approach that enables parents to access services whilst looking after their children



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