



## Key considerations for supporting people with lived/living experience

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This is a reflective tool to help prompt you to think about the ways to engage communities and individuals with lived experience, how to reach them, and what support they might need to participate. This is not an exact list and will of course differ depending on each organisation.

### Emotional Support

- Is there support provided for people who are sharing their lived experiences throughout the project (e.g. signposting to mental health services, a point of contact people can check in with and share any concerns or worries about the project?)
- Do you, your staff or volunteers who are facilitating discussions and listening to people's experiences have enough support...is there anything in place in case anyone in your organisation is affected by any sensitive topics of discussion?

### Protection

- Have you considered which information must be kept confidential to ensure people participating who wish to stay anonymous can't be personally identified?
- Is there anything you are unsure of regarding GDPR or safeguarding that you need a refresh on, when developing an engagement project about this topic? i.e. this could be safeguarding refresher training.

### Representation

- Are people in your lived experience group or who you are engaging with representative of the community you are aiming to listen to?
- Are people's lived/living experience relevant to the purpose of the engagement e.g. if you are doing an engagement piece around improving services around eating disorders... are you having conversations with people who have direct experience?

## Accessibility and Reach

- Are there people with lived experience who are from underserved communities involved, and have you considered how to reach them?
- Are there the same voices being heard at the workshops, how might you be able to recruit more voices?
- Is there anything else you could put in place to make it easier for people to get involved with the project? (e.g., contact number, email, Q&A session)

## Fairness

- Are there any adjustments that could be made to ensure everyone recruited has an equal opportunity to speak and be listened to?
- Is the recruitment, engagement and sharing process as fair as it could be for those you are speaking to (considering reimbursement, expenses, travel considerations and additional support)?

These are just some initial considerations you might take into account when planning, delivering and evaluating your project.