



LIVED EXPERIENCE – SELF ASSESSMENT

Respect and value peoples lived experience, create, develop, change and evaluate services to ensure they are provided based on appreciation and understanding of the views and requirements of those who use our services.

Supporting the involvement of those with lived/living experience of support and protection processes, will enable partners, including frontline staff, to improve both services and outcomes for people who may be at risk. This will ensure all people have an opportunity to share their voices and experiences.

Please consider each area and the associated questions. Use your judgement to provide a RAG status for each.

Engaging all stakeholders in equal and respectful partnership for all aspects of service is essential for Lived Experience to be effective and meaningful.		
1	What stage is your organisation at in achieving this outcome? <i>How do you ensure you engage ALL people (service users/staff), how do you know they feel engaged, respected and valued?</i> <i>At what stage of your service do you do this – think about whether this is something that happens throughout services or just at certain points.</i>	
2	Describe what methods you used to achieve this? <i>Do you simply engage and consult or are people properly involved? Again, consider the methods you use at different stages – start/end of service.</i> <i>What methods do you use with staff, is it more than staff supervision etc.</i>	
3	What challenges and barriers have you (your service users/staff) experienced in achieving this? <i>How can you ensure people feel confident to share honestly.</i>	



4	What future plans do you have?	

It is vital to engage with different communities to ensure that all aspects of service delivery meet their needs and reflect the diversity of service users lived experience

5	How do you ensure you engage with people from different communities across D&G (Scotland)?	
6	Describe what methods you have used to achieve this?	
7	What challenges and barriers have you (your service users/staff) experienced in achieving this?	
8	What future plans do you have?	



Information should be regularly gathered on service user experience to improve and inform the development of current services and development of new ones. Service users and Lived Experience workers should be involved in the planning, design, delivery and evaluation of policy, processes, training and services. All improvement activities should be developed and implemented collaboratively through co-design and co-production.

9	Explain how your service is achieving this and how you disseminate feedback to people involved in your service	
10	What challenges and barriers have you (your service users/staff) experienced?	
11	What solutions (if any) did you find to get over these challenges/barriers?	
12	What future plans do you have?	



Investment in developing a lived experience workforce is essential to improve outcomes for people who use services. Lived Experience work needs to be supported and embedded as an integral part of the way ALL services are delivered. The challenge is embedding a new source of knowledge and new ways of thinking into an already established service system.

13	Explain how your own service is achieving this?	
14	What challenges and barriers have you (your service users/staff) experienced during this process?	
15	What solutions (if any) did you find to get over these challenges/barriers?	
16	What future plans do you have?	



Trauma-informed practice and an understanding of human rights should be embedded in service delivery and in professional development for staff

17	How are you achieving trauma informed practise in your lived experience work? <i>(for example staff understand and have received TIP training)</i>	
18	What challenges and barriers have you (your service users/staff) experienced during this process?	
19	What solutions (if any) did you find to get over these challenges/barriers?	
20	What future plans do you have?	



Feeding back to both service users and staff is an integral part of lived experience work and co-production

21	Explain the feedback method your organisation uses to ensure all service users and staff are made aware of what changes have been made as a result of lived experience and co-production.	
22	Do you feedback when changes cannot be made and explain why?	
23	What challenges and barriers have you experienced during this process?	
24	What solutions (if any) did you find to get over these challenges/barriers?	
25	What future plans do you have?	



Additional questions for consideration

26	Have you identified any resources or additional support that have helped with your lived experience work?	
27	What additional support would have been useful to you when starting this journey?	
28	What advice would you give to others?	
	Any lessons learned?	