



**OUR VOICE MATTERS**

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# OUR VOICE MATTERS



## SHAPING SERVICES TOGETHER

VOICE

INVOLVE

VALUE

CHANGE

REVIEW



# Our Target Groups.....

People With Lived Experiences....

Experts by Experience!



Children and Young People, especially those with complex needs



Older People (50+) and those living with Dementia



People with a Learning Disability and Autism

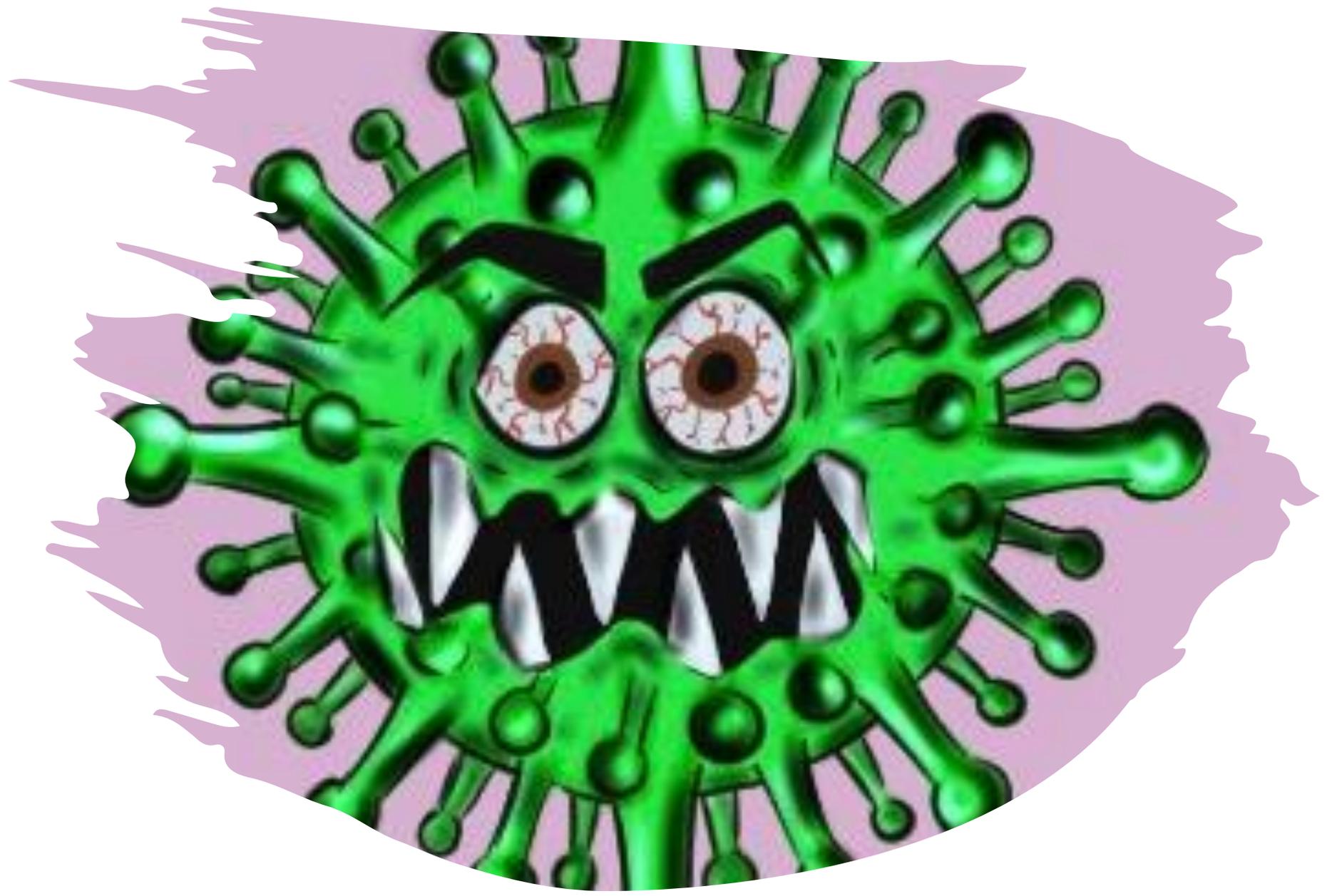


People who access Mental Health Services



Parents and Carers





# OUR VOICE MATTERS



**Share your  
lockdown thoughts  
and stories.**

#CTMLockdownVoices

- Campaign Launch – 20.04.2020
- VE Day Memories
- Mental Health Awareness Week
- Kindness in Lockdown Poem
- Kindness in Lockdown Video  
<https://vimeo.com/manage/videos/442671324>
- Self Care Packs
- Walk a mile in your living room – virtual walks
- Hug in a Mug Remote event

# OUR VOICE MATTERS

## CO-PRODUCTION IN PROGRESS





# Learning Disabilities: Covid-19 Engagement



## Digital Connectivity Project:

Over 100 iPads/tablets across the CTM region have now been distributed to people with a learning disability since the start of the Covid-19 pandemic



## Led by Experts:

We employed People with a Learning Disability as Project Explorers to help us engage other people with a learning disability through peer led interviews and focus groups



## Covid-19 Storytelling

We worked with a small group of People with a Learning Disability and our in-house illustrator to create a book of stories about life before covid-19, during lockdown and their hopes for the future



## Learning Disabilities The 'New Normal': Day Centre Services

On Tuesday 28th July 2020 (11am-12:30pm), a Q&A session will be held between local authorities, people with learning disabilities and parents and carers to establish the way forward for day centre services, post lockdown.

**To help guide the session, the following three questions have been identified by people with learning disabilities and parents and carers as priority areas to address their concerns and anxieties about re-opening/increasing access to day centre provisions:**

1. When and How Day Centres will be re-opened/return to normal activities
2. What safety measures are being put in place to protect people from COVID-19
3. Staffing ratios and Social Worker support



## Learning Disabilities Showing resilience through the COVID-19 pandemic: Things we need you to know!

A Q&A session held with people with learning disabilities from across South East Wales to provide insight and discover what life is like for them during lockdown, and what things they feel need to change for the future within their communities and the services they access to improve their livelihoods.

**Breakout Rooms will be used throughout the session so that attendees can encounter a range of different people's experiences.**

The session will have three key questions focus areas:

1. What was life like for us before lockdown
2. What has life been like for us during lockdown
3. What needs to change for the future

Date: 18.06.2020  
Time: 11-12:30pm

A zoom code to enter the event will be sent via email following registration



## Will you be my friend?

Promoting Friendships  
for People with  
Learning Disabilities

**Wednesday 9th September 2020  
11.00am - 1.00pm**

**Online Zoom conversation** will be held to discuss 'Friendships'. This topic has been identified as a priority area for people with learning disabilities especially in terms of the impact the COVID-19 pandemic has had on creating and maintaining friendships. You are invited to come and listen to the experiences of people with learning disabilities as well as ask questions and share ideas on how more opportunities can be developed to strengthen these friendships moving forward.

**The four breakout rooms will be used to help focus the conversation and provide a range of experiences and insight:**

1. Friendships for Young People: what are the issues and desires of young people with learning disabilities
2. Friend or Staff: identifying the differences between paid workers and friends - boundaries, barriers and expectations
3. Friendships Work Both Ways: what does a good friendship look like
4. Where Can I Go to Make Friends: safe places, opportunities, community integration

# Hear Our Voice In Lockdown

# Children and Young People: Covid-19 Engagement



Organisation Collaboration



Local/Regional Children and Young People  
Community Practitioner Networks



Influencing Decisions:  
Regional Citizens Priorities Report



## Co-Production in Action

**Arts Factory**  
**Health & Wellbeing Group**  
ICF Dementia

### The adverse impact of loneliness and isolation has been widely researched and discussed across a range of social sectors.

Conclusions indicate that this distinct feeling of sadness or distress about being by yourself or feeling disconnected from the world around you can have a serious effect on both the physical and mental health of those who have to endure it. As such, the tackling of loneliness and isolation has become a key priority with both National Strategy and for the Cwm Taf Morgannwg Regional Partnership Board who, under the Welsh Government Integrated Care Fund initiative, has commissioned a number of projects and services across the region to connect and empower citizens to overcome such adversities and transform community life.

Based in Ferndale, Rhondda Cynon Taff, Arts Factory Health and Wellbeing Group was formed under this initiative to offer support to community members aged 18+ who are facing loneliness and isolation as a result of diverse social factors. This includes but is not limited to

older people, as well as those living with a health condition, as they are increasingly vulnerable to experiencing this. The projects aim was to create a unique support environment, led by the needs and desires of those who accessed it, and free from socially constructed labels such as 'Dementia Group' which can often restrict or reduce engagement.

The group offers a friendly, warm, non-judgemental place for community members to come and meet/make new friends; participate in worthwhile activities; and feel like they still have a reason to live. It has become a place of sanctuary where those in need of support can find it, and those in need of some time out from caring duties can experience a much needed breathing space, helping them to re-energise and live life fully whilst providing necessary support to those they care for.



Attendance and engagement of group members at group events and activities is high. Group member feedback has suggested that this is because everyone is encouraged to have a voice, and that their voice is listened to and acknowledged to determine how the project operates and the activities that it undertakes on a continual basis. This is achieved through a bottom-up approach, using accessible mechanisms for group members to feedback their ideas, experiences and opinions to shape the service as it evolves. Equally, group members are encouraged and empowered to take on some responsibilities to aid this service development, blurring boundaries between service delivery and the receiving of services in a way that not only promotes group ownership, but reinforces the ideals of equality and individual self-worth.

Through this process, the role of Arts Factory project staff has also shifted and evolved. At the beginning of the project their role was as a delivering agency to put on activities for local community members and encourage them to attend. Now this role has changed to one of group facilitation, individual skills and talents identification and mentorship which has led to an increasing of both project capacity and reach, and the ensuring of the long-term sustainability of this vital community based support service to overcome the effects of loneliness and isolation within the local community.



#### Engagement Tools utilised:

- Mind Mapping Techniques
- Questionnaires
- Informal Feedback in group context
- One-to-One Discussions

#### Why is this co-production:

- Equal relations between provider and user of service that is built on trust and respect
- Empowerment and opportunity creation to give everybody a voice
- Working in the best interests of ALL involved: Needs Driven Service
- Creation of social networks to create peer support mechanisms
- Use of diverse engagement and evaluation tools as a catalyst for change and service development
- Development of participant responsibility and ownership





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# Co-production in a Crisis: Lessons Learnt



Don't Rush The Process

Do Something Fun:  
Pre-Engagement  
Activities are a MUST!

**FUN**



Make Room For  
ALL Voices to  
be heard

Innovative Online  
Facilitation Tools



# Further Advice and Support

Cwm Taf Morgannwg  
Region



Elsewhere



**Rhwydwaith  
Cydgynhyrchu  
Cymru**

**Co-production  
Network  
for Wales**

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Pawb gyda'i gilydd  
All in this together