

Our commitment: Working with People with lived experience

We believe that the stories and lived experience of people is at the heart of sustainable solutions to complex problems. When engaging with people with lived experience we are conscious of the need to “do no harm” and ensure the process is not extractive to those offering their voices and experience. We commit to working in this way:

Ensure the circumstances are right

- We ask whether engaging with people with lived experience is appropriate in each instance.
- We are realistic about how we use lived experience, so we don't over promise and fail to deliver.
- Before participating, people understand what we are doing and why.
- Consider the future for participants – could they regret taking part?

Fully consider our approach

- We will go to locations that best suit the people we are working with rather than more convenient for ourselves.
- We sense check our verbal and written language before working with people.
- We are flexible in our engagement, taking a lead from participants and ensure it is inclusive.
- Our projects will be informed by lived experience. We will strive to use coproduction principles and engage people with lived experience from the application stage and throughout the project.

Reflect and refine every time

- We will ask for feedback on our approach to ensure it is respectful and dignified.
- We will share good practice and learn from others.
- We will acknowledge when it hasn't gone well and seek to learn from it honestly.

Recognition and promotion

- If we get paid for the work, we'll ensure those who give their time and voice (including partners where relevant) can also be paid.
- We will look for opportunities to enhance the skills of people we work with or provide opportunities beyond financial reward.
- We'll return to the people who gave us their voice and time, with the outcomes and what happened next, exploring opportunities to keep them involved.
- We will encourage partner organisations to involve people with lived experience in their work.
- We will seek to work with partner organisations who are trusted by people with lived experience. Where possible we will use this principle to bring resource to the work of grassroots organisations and community groups.