



# Culture of Care

## Peer Support

## Implementation Space

Thursday 8 January 2026, 2pm - 4pm



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# Housekeeping

- Please mute your microphone unless you are speaking.
- Cameras on or off, whatever is comfortable.
- We will not be recording today's session
- If you would like to ask a question or leave a comment, please use the raise hand or chat function within the meeting
- If you experience any technical difficulties, please email: [cultureofcare@rcpsych.ac.uk](mailto:cultureofcare@rcpsych.ac.uk)

# Shared principles



**Collaborative learning** – Make the most out of the session, whatever that looks like for you.



**Respect privacy** – Protect carefully the privacy of people's stories. Ask what parts, if any, you can share with others.



**Approach with kindness and curiosity** – We've all been through stuff so let's look after each other in this space.



**Diversity of views** – respecting different viewpoints and experiences and being okay with sometimes disagreeing.



**Language is important** – If you want to improve culture, the way you speak to and about the people around you needs to support the building of trusting relationships.



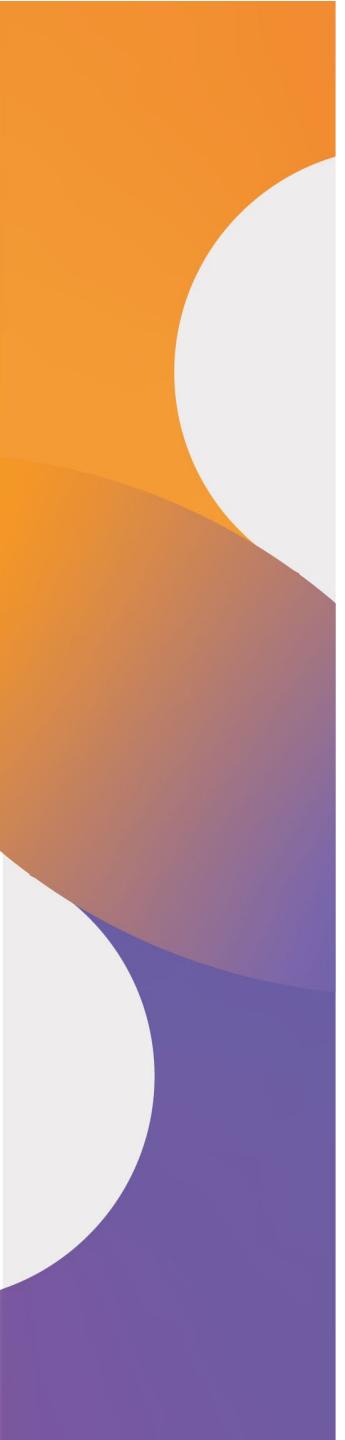
**Be kind to yourself** – take breaks if needed

# Schedule

Time	Event
14:00	<b>Housekeeping</b>
14:10	<b>Introductions</b>
14:25	<b>Presentation</b>
15:00	<b>Break</b>
15:10	<b>Discussion Space: Problem Solving and Sharing Successes</b>
15:50-16:00	<b>Closing</b>

This is based on feedback on what people most wanted from these sessions.

1. Knowledge sharing about practical issues and good practice (with some inpatient specificity)
2. Space for connection and problem-solving discussions



# Introductions

- Name
- What brings you here today
- What would you most like from the session?

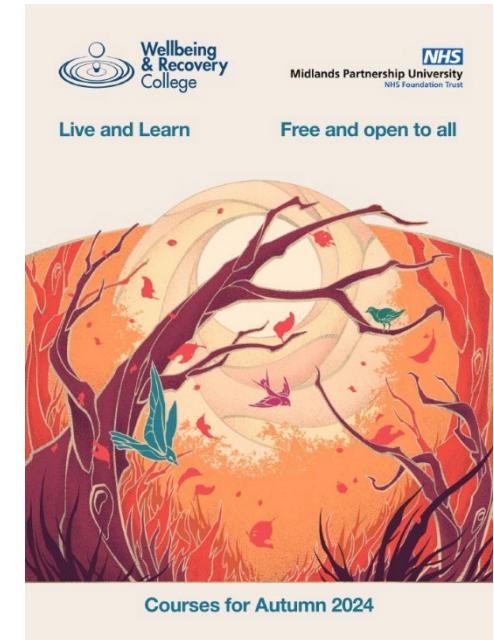
# MPFT Context – Where have we come from?

Much work has been undertaken regarding lived experience practice within MPFT and in line with national developments much of that attention has been on Peer Support Work and the development of our Recovery Colleges. Peer Support Work (PSW) was first introduced into the organisation in approximately 2010 with 2 or 3 peers working within a single community mental health setting at Band 2. At the time this was pioneering within the NHS and since then MPFT and its predecessors have supported and resourced several significant developments regarding lived experience within the workforce. Explicit lived experience workers still represent a very small number of the workforce but is continuously growing.

## Significant milestones

- 2007** – The introduction of Peer working roles in our Inclusion Drug and Alcohol services
- 2010** – The introduction of Peer Support Workers within community mental health teams
- 2013** – The introduction of the first coproduced Recovery Leads partnership for the organisation
- 2016** – The official opening of the Peer Led Wellbeing and Recovery College
- 2022** – The recruitment of a significant number of Peer Support Workers across STW as part of the community mental health transformation.
- 2023** – The recruitment of the first Board Level Director for Lived Experience
- 2025** - Professional Lead for Lived experience Practice roles increased to 6. Deputy Director and Associate Director for Lived Experience recruited. Over 100 lived experience roles recruited across the trust.

Since then, our lived experience workforce has grown both in numbers and in the variety of roles held.



**“...let's focus on the humanity we share rather than the diagnosis we do not. ”**

- Elyn Saks, TED Talks 2012

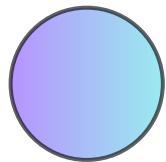
# MPFT Context – Development of the Lived Experience Workforce Pledge

When developing and supporting lived experience posts, it is useful to consider four sequential phases: preparation of the organisation and teams, recruitment, effective employment/induction and ongoing development of lived experience roles (Repper, 2013).

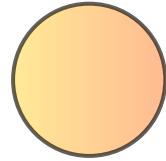
As an organisation we have developed our Lived Experience Workforce Pledge. The Pledge symbolises MPFT's commitment to its current and future lived experience workers and those working with such colleagues in terms of standards, conditions and practices which will ensure the workforce thrives. The guidelines which make up the Pledge are designed to support a robust framework at each stage of the lived experience workers journey within the team and organisation. The guidance is not intended to replace any MPFT policies, the guidance is to be used alongside and to be completed in partnership between team/service lead and a Professional Lead for Lived Experience Practice.

Development of LX Roles	Recruitment	Induction	Ongoing Support and CPPD
<ul style="list-style-type: none"><li>• Develop and understand the LX roles available</li><li>• Agree JD/PS in line with career framework</li><li>• Team readiness sessions resulting in action plans for any further preparation</li><li>• Job Plans</li><li>• Consider infrastructure and ongoing support</li></ul>	<ul style="list-style-type: none"><li>• Recruitment strategy – where to advertise, videos available, information sessions held, length of advertising time to support anyone needing to source additional support or advice to apply</li><li>• Statements to include in the advertisement</li><li>• Agree co-produced selection process (Shortlisting, interview design, selection criteria)</li><li>• HR Clearance</li><li>• Occupational health</li></ul>	<ul style="list-style-type: none"><li>• Meet and Greet with the Trusts LX Senior Leadership Team</li><li>• Local Induction</li><li>• 8 week Peer Worker Foundation Workbook</li><li>• Monthly Group Supervision (6 months)</li><li>• Peer Supervision</li><li>• Peer training programme</li><li>• Wellbeing plan</li><li>• Explore reasonable adjustments</li></ul>	<ul style="list-style-type: none"><li>• Ongoing CPPD</li><li>• Regular reflective practice</li><li>• Sharing of best practice</li><li>• Career development aspirations and goals</li><li>• Opportunities for experiential learning</li><li>• Triangulated PDC's</li><li>• Review of JD/PS's, banding structures, job plans.</li></ul>

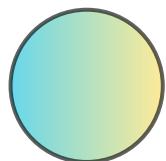
# The Journey towards Lived Experience Careers in MPFT - The First Steps



Pre Work  
Experience you  
may have



Voluntary  
Experiences to  
gain insight into  
the service  
culture



Entry Level Paid  
Positions - the  
start of your  
career as a  
Lived  
Experience  
Practitioner



# The Journey towards Lived Experience Careers in MPFT - The Four Pillars

<https://youtu.be/6gseKLlsMa0?si=yv5K8axw9-Y3jEVX>

- **Peer Support Workers**
- **Senior Peer Support Workers**
- **Advanced Lived Experience Practitioners within clinical services** – Skilful Peer Support workers who support other PSW's to develop their practice as well as coming alongside communities to support change and improve services



**Professional Practice**  
*The 'Doing'*

- **Peer Trainer**
- **Advanced Peer Trainer**
- **Senior Peer Trainer**
- **Advanced Lived Experience Educator**

Often found with recovery colleges. They provide training as well as continued professional development to other LX roles

Work towards coproduction in all education and training



**Facilitation of Learning**  
*The 'Teaching'*

## **Advanced Lived Experience Practitioner**

- Additional skills of co-ordination and management, lived experience leadership within systems and workforces.

Strong role models for lived experience practice and credibility



**Leadership**  
*The 'Leading'*

## **Lived Experience/Peer/Survivor Researchers**

Those with lived experience and trained/interested in research can join a growing body of lived experience/survivor research roles which is now often found within health research departments. The infusion of lived experience research allows for wider range of research



**Evidence, Research and Development**  
*The 'Research'*

# Lived Experience – Career Structure

## Band 7

Professional Lead for Lived Experience

## Band 6

Advanced Lived Experience Practitioner (Prof Lead & Copro)

Advanced Lived Experience Practitioner (Service Delivery)

## Band 5

Senior Peer Coproduction & Involvement Facilitator  
Senior Peer Support Worker

## Band 4

Advanced Peer Trainer (W&RC)

## Band 3

Peer Support Worker (Entry Level)

# Embedding this in Shropshire, Telford and Wrekin

- The deep dive into our lived experience roles and career framework was developed at senior leadership level in response to local conversations across the trust about inconsistency in bandings
- People/Workforce colleagues worked alongside Lived Experience Leaders to develop
- Developed paper from previous work such as NSUN and Mind Lived Experience Leadership Paper, Breaking the Glass Ceiling thought piece by Mel Ball and Syena Skinner. It uses these as the framework, alongside the local picture in MPFT to propose a career framework
- Job descriptions matched through agenda for change in the background as part of the foundational work
- Agreed at board level to operationalise on the ground

# Embedding this in Shropshire, Telford and Wrekin

## Challenges

- Culture
- Previous JDs and bandings
- Understanding of peer roles generally
- It felt a shock to operational/team leads embedding
- Expectation on peer workers re-banded as a result
- A feeling of ‘responsibility’ as a peer lead

## Opportunities

- Clarity on expectations of roles
- Value and use of roles
- To commit as an organisation to a ‘profession’
- Clear career progression opportunities with a start on how to get there
- Pushing forward ‘stuck’ views to open up an understanding of peer roles and opportunity for new peer roles and innovation

# Director for Lived Experience

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First (and currently only) board level Lived Experience role in NHS

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Need for strategy, infrastructure and workforce expansion

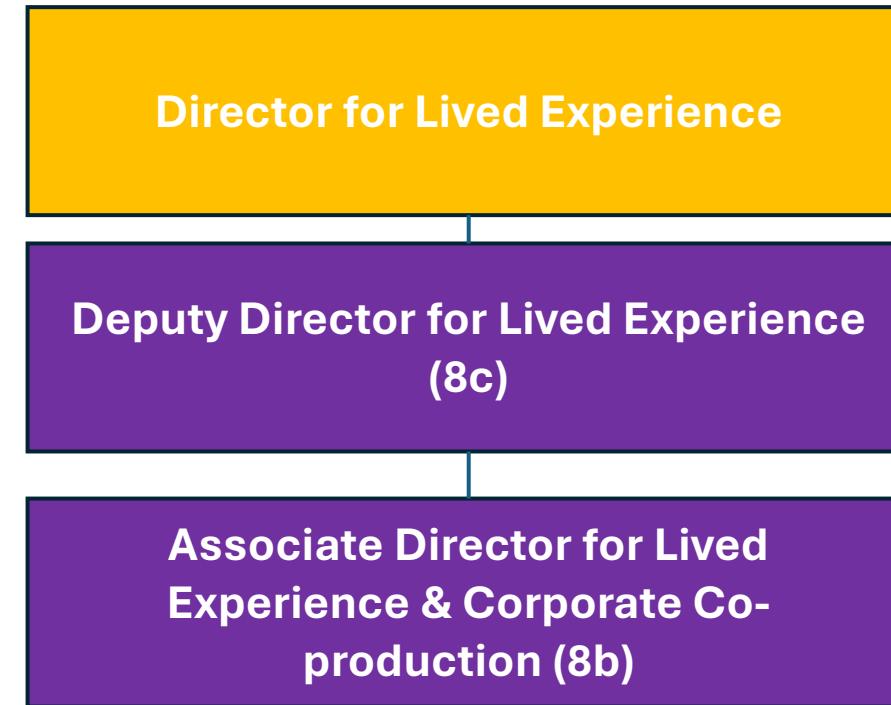
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Growth of directorate to include Wellbeing & Recovery College(s); Co-production and Involvement

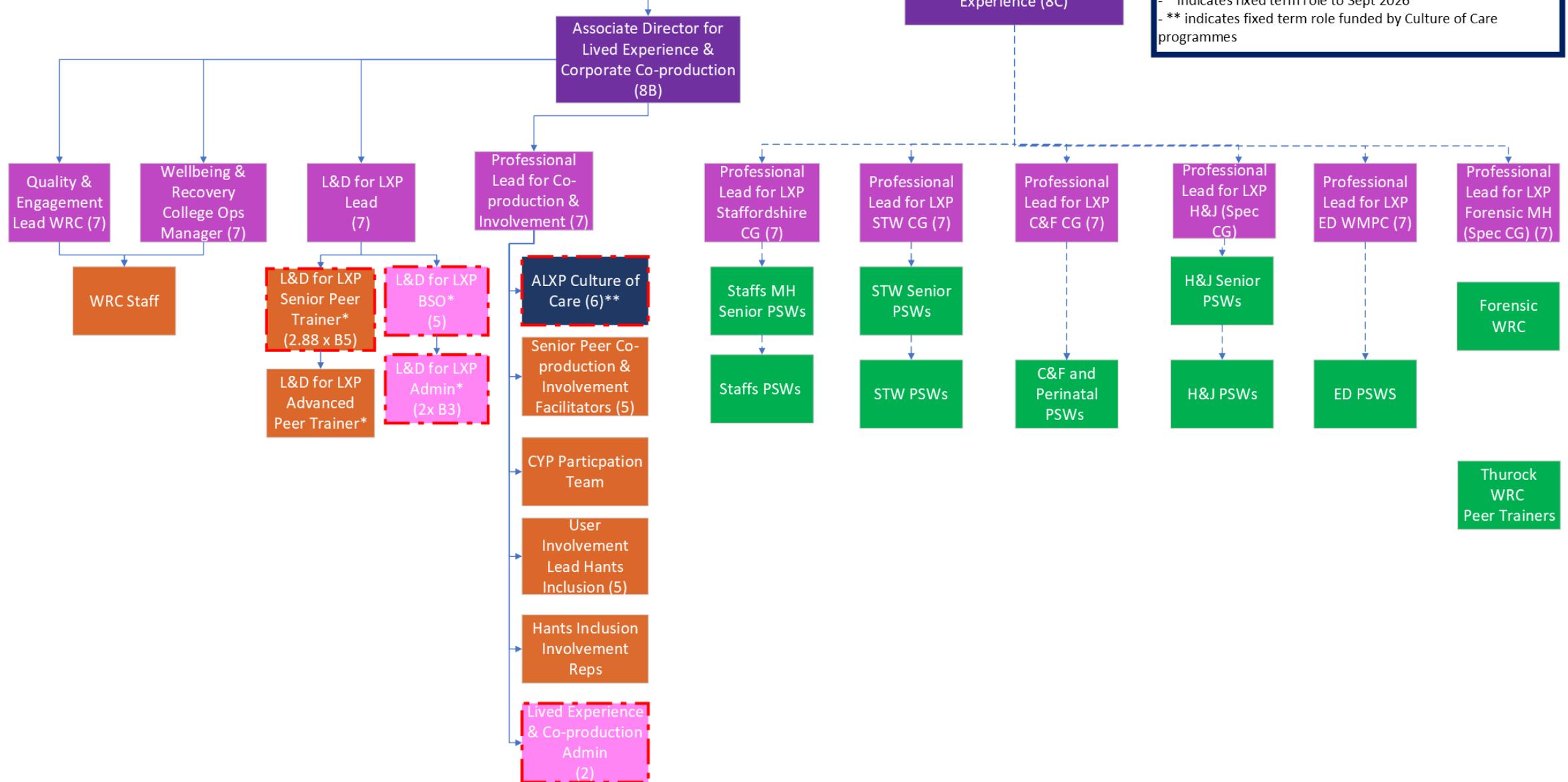
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Need for a Senior Leadership Team

# Lived Experience Directorate SLT



## Current Organisation:



# Thank you

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**Any questions, comments or  
reflections?**



# Break (10 mins)



Whole Group Discussion:  
Problem solving & sharing successes  
Can be developing career structures related  
or not



# Upcoming Sessions

Session	Hour 1	Hour 2
1	Opening the Space (this session)	
2	Preparation	Problem solving / sharing successes
3	Recruitment	Problem solving / sharing successes
4	Workforce Development	Problem solving / sharing successes
5	Cultural Competency, Peer Support Commissioning & Workforce Diversity	Problem solving / sharing successes
6	Developing Career Structures	Problem solving / sharing successes
7	<b>Evaluation</b> Thursday 19 <sup>th</sup> February, 14.00 – 16.00 pm	Problem solving / sharing successes
8	Developing Peer Leaders & Peer Networks	Reflections & what next?

# With gratitude

- Thank you so much for coming today and for your contributions to this space!
- If you could kindly scan the QR code and provide your feedback. This really helps us shape the session to your needs!
- Please contact [mark.allan1@nhs.net](mailto:mark.allan1@nhs.net) if you would like further support, or if you would like to share at a future session.
- We look forward to hearing from you and seeing you at the next session



[Feedback Form - Culture of Care Peer Support Implementation Space - 8 January 2026 – Fill in form](#)