



Culture of Care

Peer Support Implementation Space

Friday 13 March 2026, 2pm - 4pm

NATIONAL
COLLABORATING
CENTRE FOR
MENTAL HEALTH



Neurodiverse
Connection





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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

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	Housekeeping
14:10	Introductions
14:25	Presentations
14:55	Break
15:05	Discussion Space: Problem Solving and Sharing Successes
15:50-16:00	Closing

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?



Peer / Lived Experience Leadership Development Framework

Who is

HABITUS
Collective



Lisa

Wants to know the mechanisms that actually make peer support work and change happen



Callum

Passionate about sharing evidence and methods that work in ways people will actually use

a lived experience-led research and development organisation specialising in:

- **peer support and leadership,**
- **co-production and,**
- **participatory research and evaluation.**

We work across the UK and internationally, partnering with NHS trusts, third sector organisations and government programmes to develop resources, frameworks and approaches grounded in evidence and shaped by the people they are designed to serve.

THE HEILOO DECLARATION

PEER AND LIVED EXPERIENCE LEADERSHIP

The experience of living with and/or supporting loved ones with mental health and/or substance use results in specialised and unique expertise, knowledge and abilities critical to leadership in recovery, wellness, autonomy, authorship and human rights.

Lived and living experience leadership is to be valued and respected. Our expertise is to be used globally to transform systems, services, and societies to unlock the potential of recovery-based approaches and initiatives. We contribute to improving the lives of all who are impacted by challenges to their mental wellbeing, and hold a lens of ensuring citizenship for all impacted by mental health and substance use challenges.

Lived experience leadership inherently recognises cultural perspectives to recovery and wellbeing as an authentic knowledge base which embraces opportunities for developing, valuing and respecting people from different cultural backgrounds to practice through the worldview of their lens. This enhances system transformation.

It is a global imperative to recruit, train, nurture and support authentic lived/living experience leadership throughout all design, delivery, policy development, and evaluation/research efforts.

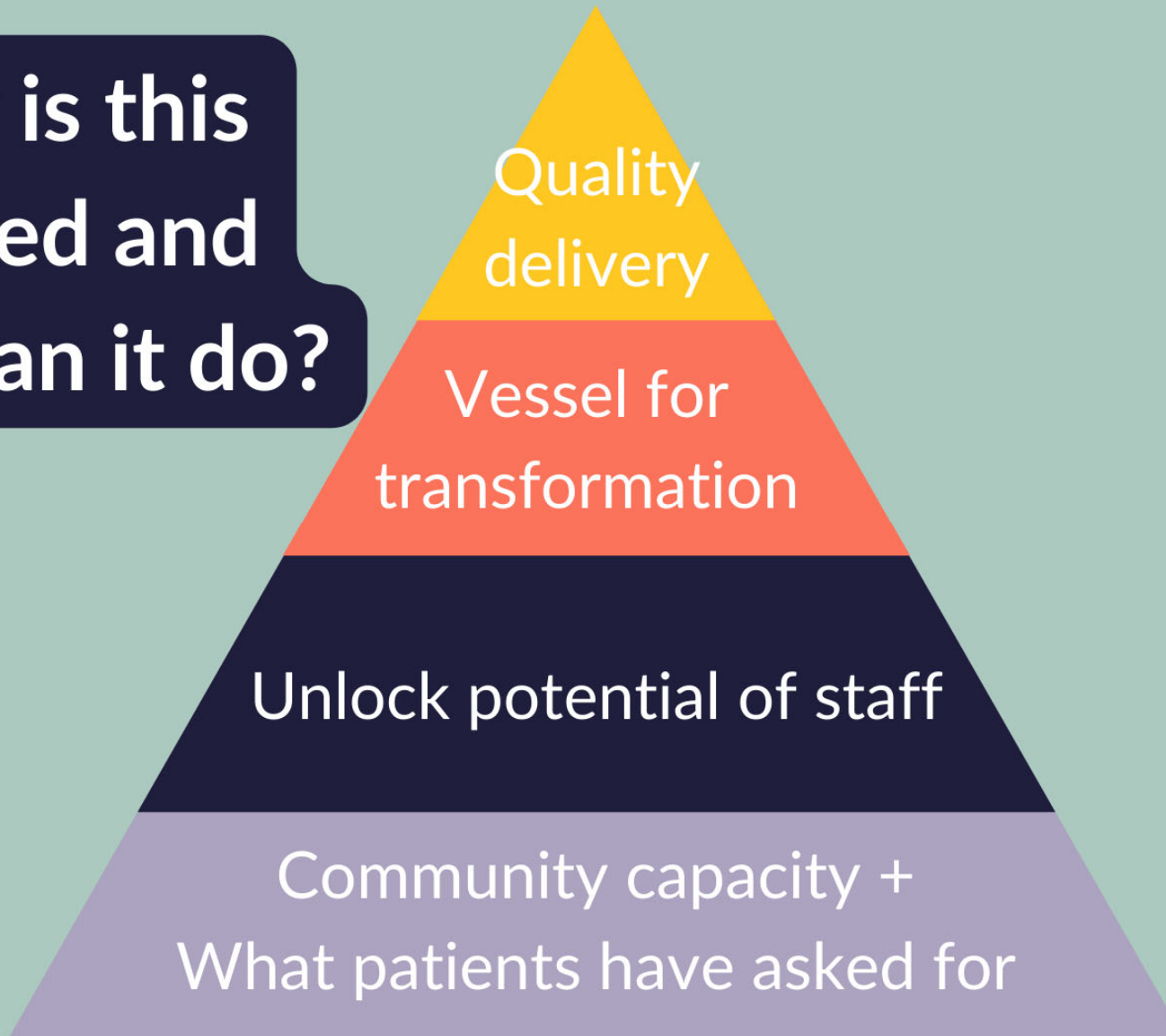
Lived and living experience leadership must be supported and visible throughout all levels – from individuals leading their own recovery journeys to senior leadership positions to smash through the bigotry of low expectations.

There is an essential need to support leadership among diverse and marginalised groups including indigenous communities, people of colour, ethnic groups, veterans, women, people with disabilities, refugees/

the critical principles of
agement, respect, and
resilience,

Peer / Lived Experience Leadership

**Why is this
needed and
what can it do?**



NHS

Tees, Esk and Wear Valleys
NHS Foundation Trust

HABITUS
Collective

5

NHS TEWW Peer Leadership Element:

Sharing the movement

Peer Leadership Worksheets

Aligned NHS Healthcare Leadership Model Dimension: Sharing the Vision

What is it?

- Inspiring hope to all teams (peer led or not) that change is possible and is exciting.
- Communicating a compelling and credible vision of what the peer movement is trying to and can achieve.
- Understanding how different teams, services and people interconnect and interact.

Why is it important?

In creating a vision, peer leaders can ensure that the voice and experiences of lived experience are driving design and decision making. Peer Leaders understand how things are done in different teams and recognise the implications of different structures, goals, values and cultures. This enables them to make links, share risks and collaborate effectively. As this section is focused on sharing the movement with others, it has been developed as a reflective approach that is suitable for peer leaders, not just peer-led teams.

What is it?

- Being...
- Focus...
- Belie...

- We do this very little
- We do this sometimes
- We do this all the time

The TEWW Tool

Examples of Living the Peer Leadership Element

...ience

Notes from Peer Coaching Sessions



Aligned to

Version 1.0

Healthcare Leadership Model

The nine dimensions of leadership behaviour



Sharing the vision

What is it?

Communicating a compelling and credible vision of the future in a way that makes it feel achievable and exciting

Why is it important?

Leaders convey a vivid and attractive picture of what everyone is working towards in a clear, consistent and honest way, so that they inspire hope and help others to see how their work fits in

What is it not?

- Saying one thing and doing another
- Talking about the vision but not working to achieve it
- Being inconsistent in what you say

Essential

Communicating to create credibility and trust

- Am I visible and available to my team?
- Do I communicate honestly, appropriately and at the right time with people at all levels?
- Am I helping other people appreciate how their work contributes to the aims of the team and the organisation?
- Do I break things down and explain clearly?

Proficient

Creating clear direction

- Do I help people to see the vision as a journey, describing the 'journey' we need to take to get to life?
- Do I use stories and examples to bring the vision to life?
- Do I clearly describe the purpose of the vision and the organisation and how they will be achieved in the future?

Strong

Making long-term goals desirable

- Do I become 'ambassadors' for the vision and excitement about it?

Exemplary

Inspiring confidence for the future

- Do I display confidence and integrity under pressure and public criticism?



Engaging the team

What is it?

Involving individuals and demonstrating that their contributions and ideas are valued and important for delivering outcomes and continuous improvements to the service

Essential

Involving the team

- Do I recognise and actively appreciate each person's unique perspectives and experience?
- Do I listen attentively to my team and value their suggestions?
- Do I ask for contributions from my team to raise their engagement?

Proficient

Fostering creative participation

- Do I ask for feedback from my team on things that are working well and things we could improve?
- Do I shape future plans together with my team?
- Do I encourage my team to identify problems and solve them?

Exemplary

Holding to account

What is it?

Agreeing clear performance goals and quality indicators, supporting individuals and teams to take responsibility for results and providing balanced feedback

Essential

Setting clear expectations

- Do I take personal responsibility for my own performance?
- Do I specify and communicate clear expectations?

Proficient

Managing performance

In Real Life



Monthly protected time to think strategically and reflect intentionally on leadership

Office hours and 121s to have practice/leadership conversations

Evaluation of the Tool to uncover what actually makes a difference and any refinement

Sharing the Tool nationally and internationally

Having the words and approach to put peer knowledge and experiences in the workplace

Somewhere to share, protect and heal the 'moral injuries' experienced

Think and plan for own career trajectories and the impact wanted for our communities

A framework to use with own peer team staff development

What does it do?

Framework for development and impact evaluation

Places NHS Trusts as national/international leaders

Builds collective leadership capacity to create change

Increases resiliency of the model and team

Increased connection and improved feedback

Break (10 mins)



Whole Group Discussion:





What Next?

- Thank you ! This has been fantastic to be part of!
- Moving to offering quarterly sessions
- Continuing inpatient support + wider focus where requested
- Aiming to promote sharing from within the group
- We welcome your feedback on this?

Completed 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	Evaluation	Problem solving / sharing successes
8	Developing Peer Leaders & Peer Networks Friday 13 March, 2pm – 4pm	Reflections & what next?

Upcoming Sessions

Session	Hour 1	Hour 2
1	Friday 26 June, 2pm – 4pm	Problem solving / sharing successes
2	Friday 18 September, 2pm – 4pm	Problem solving / sharing successes
3	Friday 11 December, 2pm – 4pm	Problem solving / sharing successes
4	Friday 5 March 2027, 2pm – 4pm	Problem solving / sharing successes

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 sessions to your needs!
- Please contact 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

