

CASE STUDY

North East & Yorkshire Peer Support Workforce Network Event

At a Glance

Overview

An innovative event bringing together professionals, stakeholders, and service users to elevate the peer support workforce, promote mental health, and foster community well-being.

Approach

A collaborative approach featuring comprehensive presentations, inclusive planning, and personalized experiences, fostering engagement, networking, and professional growth.

Impact

Generating momentum regionally, the event prompted exploration, mapping, and evaluation of peer support's impact on service provision. Uncovering opportunities and driving positive change across the region.

OVERVIEW

The event convened professionals, stakeholders, service users, and peer support individuals to promote collaboration and enhance the peer support workforce. The event aimed to support peer support workers, foster mental health and well-being, and achieved positive outcomes through various activities.

OBJECTIVES

- Share of Good Practice
- Update on Regional Developments
- Networking for Service Improvement
- Career Progression
- Explore Potential for Peer Support
- Identify Challenges and Seek Solutions
- Share Resources and Training Ideas

CHALLENGES

- Stakeholder Engagement: Ensuring active involvement of stakeholders in event planning and execution, effectively incorporating their input and perspectives.
- Operational Challenges: Addressing logistical issues associated with organising a face-to-face event, while personalising it to accommodate diverse participant needs, including accessibility adjustments.

APPROACH

- Comprehensive Representation: The event featured presentations from multiple providers to represent the integrated peer support workforce, offering diverse perspectives and experiences.
- Steering Group Involvement: The event's success was attributed to an actively involved steering group consisting of various stakeholders, ensuring the event was valuable for a wide range of participants.
- Inclusive Planning and Execution: The event prioritised the desires and needs of stakeholders, adopting an inclusive approach that reflected their priorities and goals.

IMPLEMENTATION

The implementation of the event involved efficient registration through Eventbrite, selecting a centrally located venue in Leeds for convenience and accessibility. A dedicated website was created, offering valuable post-event resources to participants. The event was recorded, providing accessibility and allowing participants to access the content afterwards. A dedicated staff team ensured effective communication and smooth logistics. Additionally, participants had the flexibility to choose their preferred presentation format, enhancing engagement and interactivity.

RESULTS

The event yielded significant results, including the creation of a resourceful website that provided participants with valuable post-event materials. It fostered greater connectivity and collaboration among services, facilitating the sharing of ideas and mutual support. Key learnings and insights gained from the event were shared with participants. Additionally, the event resulted in the availability of case studies showcasing successful peer support practices, which were made accessible through the event's website. These results collectively contributed to the overall success and impact of the event.

LESSONS LEARNED

Several valuable lessons were gained from the event. It was important to avoid acronyms and prioritise accessibility, such as reserving chairs near the door for those in need and providing content in advance for participants to review. Communication of presentation requirements in advance and addressing job prospects for Peer Support Workers were identified as key areas for improvement. The venue selection should consider a larger space with more quiet areas and reasonable adjustments. Timely reminders for presentations and a wider variety of peer support presentations were recommended. These lessons will guide future events to enhance participant experiences and achieve even greater success.

RECOMMENDATIONS

The event has made a significant impact by inspiring a comprehensive exploration and mapping of peer support in the region, shedding light on areas that require improvement and assessing its influence on service provision. To build on this success, it is recommended that qualitative and quantitative evaluations be conducted to measure the effectiveness of peer support programs. This includes tracking individuals who have undergone training through NHSE-funded initiatives and analysing project evaluations. Sharing the findings and collaborating with services will facilitate ongoing improvement and enhance the program effectiveness. Additionally, implementing a tracking system to assess the long-term impact of peer support will provide valuable insights. These recommendations aim to strengthen the evidence base, drive positive change, and enhance the delivery of peer support services in collaboration with various stakeholders and service providers.

Contact information

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