



Culture Shift!

Thrive Edinburgh Conference #3: Think, Talk, Act

Held on 25 November 2022

1. Overview

- 1.1 **Thrive Edinburgh** is a city where every individual realises his or her own potential, can cope with the normal stresses of life, can work productively and fruitfully, and is able to contribute to her or his community.¹ Our ability to thrive as human beings and as a city is closely tied to our mental health.
- 1.2 Since our inaugural conference in November 2019, Thrive has been working to implement our aspirations for Edinburgh alongside people who have committed to improving the mental health and wellbeing of the citizens of Edinburgh.
- 1.3 In 2021 we held our second Thrive conference, **Get Your Thrive On!** It was chaired by the former Lord Provost, Frank Ross. The day provided opportunity to come together to hear about, discuss and connect on work aligned with our 4 guiding principles – Change the Conversation, Change the Culture; Act Early; Partnering with Communities and using Data and Evidence to drive and create Change - and share future aspirations.
- 1.4 We were delighted to welcome over 140 people, to the third Thrive Conference where a range of committed and enthusiastic presenters and participants explored culture change, how it is being enacted and what is needed
- 1.5 The Lord Provost Robert Aldridge, who has now assumed the Chair role within the Thrive Assembly, led the morning session of the Conference. He spoke of how privileged he was to be known as Edinburgh's first citizen and the responsibility of ensuring equity for all. He noted the fantastic opportunity that events such as the Thrive conference offer in creating environments that bolster creativity and collaboration.
"...And this is why I welcome events like today which draw us all together to share our learning and experiences, to nurture and strengthen our mutual efforts to realise our Thrive vision of creating a mentally healthy Edinburgh."
- 1.6 The Forget Me Notes, a dementia friendly choir who use the power of music to bring people, supporting their wellbeing and building connections and friendships brought energy to the start of the day with 3 songs.
- 1.7 Dr Linda Irvine Fitzpatrick then led a session to update on progress against the strategy, as well as give a flavour of upcoming key focuses for the year ahead. Touching on the new narrative change programme which will use the power of storytelling to drive systemic change across the city
- 1.8 An engaging and thought-provoking performance by Spit It Out, as well as a participatory drama from Active Inquiry covered many of the issues and emotions which were touched on throughout the day. Listen Think Draw encapsulated the day through their wonderful illustrative skills.
- 1.9 Thank you to all who presented and attended, performed and participated – we are so looking forward to working with you to continue to change the conversation; change the culture.

¹ Adapted from the World Health Organisation

The Thrive Conference - illustrations by Listen Think Draw



2. Lord Provost: Welcoming Speech

- 2.1 The Lord Provost of the City of Edinburgh, Robert Aldridge welcomed everyone to Scotland's National Museum for day that hoped to inspire, provoke, and challenge.
- 2.2 He highlighted that he had only recently taken on the role as Lord Provost of Edinburgh, and felt privileged to be known as Edinburgh's first citizen. The Lord Provost noted that this comes with the responsibility to make sure that all citizens are represented regardless of gender, class, ethnic origin, ability, sexuality. It is for this reason that he welcomed events such as the Thrive Conference which draw us all together to share learning and experiences, to nurture and strengthen mutual efforts and realise the vision of creating a mentally healthy city.
- 2.3 As the new chair of the Thrive Assembly, The Lord Provost stated he was keen to:
- Create more opportunities to nurture our natural assets and beautiful green and blue spaces which we know are so important for our mental health and wellbeing.
 - Reach out and connect with our city's institutions whether that be our universities and college, our business community through the Chamber of Commerce; our schools and community centre; our health centres and hospitals and of essential importance in our communities.
 - Recognise and build on the efforts of our communities and 3rd sector in Edinburgh really did come into their own during Covid pandemic – looking out for one another, supporting those who were more vulnerable, galvanising people to work together and support one another; offering friendship and kindness.
- 2.4 The Lord Provost stated that the delegates had a fantastic programme of events for the day as they would hear from a number of partners, as well as sessions that will use music, drama, and film.
- 2.5 The Lord Provost ended by encouraging all delegates to participate fully in the day and to contribute ideas

3. A Bright Start to the Day – *Forget Me Notes*

- 3.1 Alan gave a warm welcome to all and thanked Thrive for inviting the Forget Me Notes along to perform. He noted that they are a charity that uses music to build community and combat isolation in a variety of settings.
- 3.2 In all of their work they aim to use music to build an inclusive community of warmth, openness and understanding, and to build environments where self-expression is encouraged and welcomed.

- 3.3 He went on to say that they are a project that is built upon dementia-friendly values and is open to all. They seek to provide environments that are purposeful, supportive, accepting, empathic, secure, celebratory, and are encouraging of self-awareness and achievement.
- 3.4 The group began with an original song and invited attendees to sing along throughout their performance.

Forget Me Notes Song

*When we start to sing, all the rafters ring
Makes it feel like Spring
We're together in song, as we sing along
Come together as one
It lights the corners of my mind
Life is happening everytime we sing*

*Forget Me Notes, Forget Me Notes
Full of songs and anecdotes
Forget Me Notes, Forget Me Notes
We all have fun at Forget Me Notes
Flying high we'll touch the sky
Our spirits run free
Forget Me Notes, Forget Me Notes
We all have fun at Forget Me Notes*

*All the memories we share, it shows we all care
Love is everywhere
Fears are overcome, it's not just for some
It's for everyone
It lights the corners of my mind
Life is happening every time we sing*

*Forget Me Notes, Forget Me Notes
Full of songs and anecdotes
Forget Me Notes, Forget Me Notes
We all have fun at Forget Me Notes
Flying high we'll touch the sky
Our spirits run free
Forget Me Notes, Forget Me Notes
We all have fun at Forget Me Notes*

*Where there's music there's a way
A melody turns night to day
So come alive, let's all thrive
We'll swing and sway*

*Forget Me Notes, Forget Me Notes
Full of songs and anecdotes
Forget Me Notes, Forget Me Notes
We all have fun at Forget Me Notes
Flying high we'll touch the sky
Our spirits run free
Forget Me Notes, Forget Me Notes
We all have fun at Forget Me Notes*

With a little help from my friends

*What would you think if I sang out of tune?
Would you stand up and walk out on me?
Lend me your ears and I'll sing you a song
And I'll try not to sing out of key*

*Oh, I get by with a little help from my friends
Mm, I get high with a little help from my friends
Mm, gonna try with a little help from my friends*

*What do I do when my love is away?
Does it worry you to be alone?
How do I feel by the end of the day?
Are you sad because you're on your own?*

*No, I get by with a little help from my friends
Mm, get high with a little help from my friends
Mm, gonna try with a little help from my friends*

*Do you need anybody?
I need somebody to love
Could it be anybody?
I want somebody to love*

*Would you believe in a love at first sight?
Yes, I'm certain that it happens all the time
What do you see when you turn out the light?
I can't tell you, but I know it's mine*

*Oh, I get by with a little help from my friends
Mm, get high with a little help from my friends
Oh, I'm gonna try with a little help from my friends*

*Do you need anybody?
I just need someone to love
Could it be anybody?
I want somebody to love*

*Oh, I get by with a little help from my friends
Mm, gonna try with a little help from my friends
Oh, I get high with a little help from my friends
Yes, I get by with a little help from my friends
With a little help from my friends*

Thank you for the music

*I'm nothing special, in fact I'm a bit of a bore
If I tell a joke, you've probably heard it before
But I have a talent, a wonderful thing
'Cause everyone listens when I start to sing
I'm so grateful and proud
All I want is to sing it out loud*

*So I say
Thank you for the music, the songs I'm singing
Thanks for all the joy they're bringing
Who can live without it? I ask in all honesty
What would life be?
Without a song or a dance, what are we?
So I say thank you for the music
For giving it to me*

*Mother says I was a dancer before I could walk
She says I began to sing long before I could talk
And I've often wondered, how did it all start?
Who found out that nothing can capture a heart
Like a melody can?
Well, whoever it was, I'm a fan*

*So I say
Thank you for the music, the songs I'm singing
Thanks for all the joy they're bringing
Who can live without it? I ask in all honesty
What would life be?
Without a song or a dance what are we?
So I say thank you for the music
For giving it to me*

*I've been so lucky, I am the girl with golden hair
I wanna sing it out to everybody
What a joy, what a life, what a chance*

*Thank you for the music, the songs I'm singing
Thanks for all the joy they're bringing
Who can live without it, I ask in all honesty
What would life be?
Without a song or a dance what are we?
So I say thank you for the music
For giving it to me*

*So I say
Thank you for the music, for giving it to me*

“Who knew the Thrive Conference would be rockin’ before 10.00 am!

Alan Midwinter, Choir Master

4. Thrive Edinburgh: Change the Conversation, Change the Culture – Linda Irvine Fitzpatrick

- 4.1 Linda began by thanking the Forget Me Notes, noting that it served as a reminder of the work we are doing and encapsulates the theme of the conference around changing the conversation, changing the culture. She shared that the presentation would be done in two parts, firstly looking at some headline points on work to date and then a specific new initiative that would be implemented in 2023.
- 4.2 Linda noted that it is inspiring to see that there is a new suicide prevention strategy for Scotland that has just been published. Thrive have invited a number of stakeholders in January to look at what this means for Edinburgh and how we prioritise the actions within that for the city. She also highlighted that there has been a lot of work across the city that is centred around cost of living and how food inequality can be addressed in a dignified way, such as the work that the Cyrenians have undertaken through the Something to eat, someone to eat with programme.
- 4.3 Linda shared that Thrive has continued to work with Universities and Colleges, noting that it is not just a student focus but incorporates the wider learning environment and staff. Additionally, the GameChanger partnership has been reunited with Hibernian Football Club and has expanded to include Hearts Football Club to ensure a city-wide reach. She noted that there has been great work done around City (E) Scaping, which Lucy and Martin would cover in a later session, as well as the Thrive Arts programme which Cat and a number of partners have been involved in. Linda highlighted that the Thrive Line would be restarted in 2023.



In 2 parts

Headline update On Thrive 2022

Change the Conversation: Change the Culture

Dr Linda Irvine Fitzpatrick
25 November 2022

Workstream – Building Resilient Communities



Creating Hope Together Suicide Prevention – 20th January stakeholder seminar

Addressing food poverty with dignity - Something to eat, someone to eat with

Universities and Colleges – Edinburgh as 10% student population - focus on staff, students and environments

GameChanger – the second half

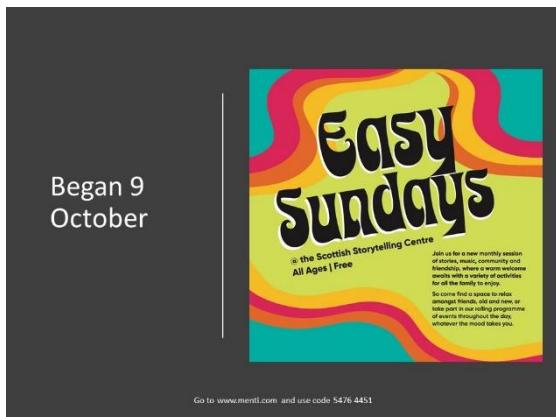
City (E) Scaping Programme - green urban spaces

Thrive Arts Programme - ThriveFest & National Arts Festival

Building the "Thrive Line"



- 4.4 Thrive have a new partnership with the Scottish Storytelling Centre for the **Easy Sundays** sessions, being held once per month. These include arts, crafts, Ceilidhs and other activities.
- 4.5 The next workstream is addressing inequalities, which Linda highlighted will be a major priority for the coming year. Thrive will continue to support the initiatives with various groups including minority ethnic and gypsy travellers. Additionally, there are new initiatives centred around veterans, the Scottish Veterans Wellbeing Alliance launched in May 2022. All of the work within this stream is about connectivity with the poverty commission and employability across the city.



Workstream : Addressing Inequalities



Specific initiatives with:

- BAME Communities
 - Gypsy Travellers
 - LGBTQ+
 - Care Experienced Young People
 - Veterans – new alliances
- All include partnership working with Football Clubs, youth organisations and arts organisations
- Edinburgh Poverty Commission
 - Employability Review

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- 4.6 Linda acknowledged that the cost is renting privately is beyond the reach of most people on low incomes, even if they are working full time. She advised that there is ongoing work with housing colleagues to ensure people have a safe secure base with person centered choices and access to meaningful activities to ensure people have more good days.
- 4.7 Excellent work is being done within the **rights in mind workstream** that colleagues from the Patient Council will present on later. Linda noted she is proud that we are one of the few areas that support collective advocacy in Scotland.

<p>Workstream - A place to live</p>  <p>Homelessness – Insecure Housing <i>"The cost of renting privately in Edinburgh...is now beyond the reach of most people in low incomes even if they are working full time"</i> <small>Edinburgh Poverty Commission - Contributor</small></p> <ul style="list-style-type: none"> • Ensuring people have a safe secure base with person centered choices and access to meaningful activities to ensure people have more good days • The view from my window – focus on Place making – not just bricks and mortar - readover to Building Resilient communities workstream • Coproduction process for recommissioning of support and accommodation places completed • Development plan for resettlement programme • Strengthening links with Housing Colleagues <p>Go to www.mentti.com and use code 5476 4451</p>	<p>Workstream : Rights in mind</p>  <ul style="list-style-type: none"> –Reciprocity principle of the MH Act –Feeding into the Scott Review –Service User led education programme on Human Rights –PANEL principles –Supported decision making –Commissioning of independent individual advocacy <p>Go to www.mentti.com and use code 5476 4451</p>
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- 4.8 She went on to say that there has been a number of key developments in the **Get Help when Needed** workstream over the past year and thanked colleagues for their support with this. Currently work is underway to improve access to psychological therapies and there has been a reduction in the number of people waiting too long, but more work needs to be done. Additionally, there is a redesign of urgent care pathways with new nurses for the mental health assessment service and navigators employed by Penumbra to ensure people are linked into community supports. Linda noted there is also a real opportunity to develop the work that has been ongoing for since 2020 around the Thrive Welcome Teams with Primary Care colleagues to make services accessible and locally based as possible.
- 4.9 The **meeting treatment gaps worksteam** relates to diagnosed conditions such as eating disorders or personality disorders. There have been new developments with 3rd sector colleagues for children, young people and adults with eating disorders. Additionally, there will be a focus on 5 improvement areas to support improving life opportunities for people who may attract a diagnosis of personality disorder. Linda also added that Thrive are supporting a redesign of the Neurodevelopmental pathway which will begin in January 2023, exploring much more creative ways of delivering support for people.

<p>Workstream: Get Help When Needed</p>  <p>Redesign of Urgent Care Pathways - additional nurses and navigators</p> <p>Improving Access to Psychological Therapies - number of people waiting too long but still too many people waiting too long ; clarity of what a specialist service will provide</p> <p>Completion of prototyping and organisational change for Thrive Welcome Teams moving into..</p> <p>Thrive Welcome teams and Primary Care Mental Health - huge opportunity – 20 minute neighbourhood</p> <p>Go to www.mentti.com and use code 5476 4451</p>	<p>Workstream: Meeting treatment gaps</p>  <ul style="list-style-type: none"> • New 3rd sector developments of people with eating disorders • Improving life opportunities for people who may attract a diagnosis of personality disorder 5 improvement areas - • Purposeful admissions - Edinburgh one of the national HIS Pathfinder sites • Neurodevelopmental assessments and support - redesign pathway; January 2023 <p>Go to www.mentti.com and use code 5476 4451</p>
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- 4.10 Linda stated that Thrive are committed to using data to drive change, which she noted will lead into the second part of her presentation. Thrive have a number of partnership PhDs

with Strathclyde; City University New York; Yale; and Queen Margaret University. This gives people the opportunity to blossom, learn and bring that knowledge back into Edinburgh. She shared that there are a number of Peer Review Publications which provide that evidence base for change. Linda also highlighted the **Thrive Exchange Community of Practice** which encourages anyone with an interest in research, no matter your point in your research career to share knowledge and generate ideas. Thrive have been focussed on the past year around the work being done within the **Edinburgh Wellbeing Pact** around the impact of loneliness and isolation which are major public health issues. Authentic connections are what Linda aspires Thrive to be about, all of us making these connections.

Using data and evidence to drive change

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1 completed, 4 underway and 2 planned
Partnership PHDs
Strathclyde and City University New York;
Strathclyde and Yale
Queen Margaret University
Peer Review Publications
Thrive Exchange Community of Practice
Narrative Change Programme

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Loneliness and Isolation

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- A bigger killer than a lifetime of smoking or obesity
- Perhaps a root cause of other diseases such as dementia
- Raises blood pressure, leads to sleeplessness and weakens the immune system
- With no one to talk to we loose our cognitive facilities and our memoires become a little less agile

Authentic Connections NOT a managed intervention

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- 4.11 She noted the importance of being able to lead a life without shame you must be able to visit and entertain your friends and you must be able to keep track of and participate in the things that others are doing and talking about.
- 4.12 The **Coorie in for Winter** booklet has now been released, this is the 3rd year of production with tips for wellbeing over the winter months. Linda advised that 114 programmes have been funded over winter to support people to stay connected or reconnect.

Relationships

thrive
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To lead a life without shame you must be able to visit and entertain your friends and you must be able to keep track of and participate in the things that others are doing and talking about.

Go to www.mentti.com and use code: 5476 4451

114 Programmes

coorie in for
Winter
Programmes

Tips for keeping well during the winter period - craft, recipes and support available

- 4.13 The ask of the Assembly, which the Lord Provost is now chairing, is now to move into the **100 days of action** which will focus on different themes; early discussion includes eating disorders; how we use the buildings in the city differently; and aspiring to be a trauma informed city.

- 4.14 **Change the Conversation, Change the Culture** is the first pillar of the Thrive strategy.

- 4.15 Linda noted there are some great examples of this at work, including Changing Lives books published with interviews with people with long term mental illness moving from hospital to community and with staff who support them. There was also the Oor Mad History which was inspired by colleagues in Toronto, it now has undergraduate and postgraduate modules at Queen Margaret University.

- 4.16 An excellent example of how the conversation is brought into learning environments is through the work with Strange Town. This is a 3-year project with Strange Town.

Changing Lives

- 3 books published with interviews with people with long term mental illness moving from hospital to community and with staff who support them
- A film and an interactive exhibition in a public space
- Arts as activism programme

Our Mad History

- Inspired by colleagues in Toronto
- Undergraduate module
- Postgraduate module
- Situated in the academy taught by people with lived experience
- Permanent members of faculty
- 2nd book – history of activism

Strange Town Theatre Company

STORM LANTERN:

Performed in **15** from Sept to Oct 2022

900 people saw a performance of Storm Lantern from Sep - Oct '22 including 99% of the sold out public performance at the Scottish Storytelling Centre

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Total number of secondary school pupils who saw a performance of Storm Lantern from Sep - Oct '22 including 99% of the sold out public performance at the Scottish Storytelling Centre

45

Largest audience 100

Smallest audience 14

- 4.17 Linda then introduced the new **narrative change programme** that will begin next year. She emphasised the importance of evidence, but not just that which we can count, but the stories people tell us and the lives that they lead. This new work will be **titled Big Stories...the lives people lead, the stories we tell** (the ellipsis representing what could come next).

- 4.18 This is going to be a new programme focussing on the importance of narrative change. When individuals are telling their stories, they are not isolated and independent of their context. She noted that our challenge is to examine and understand how human actions are related to the social context in which they occur and to consider how and where they occur through growth. The task for the analysis is therefore to find a way to avoid the

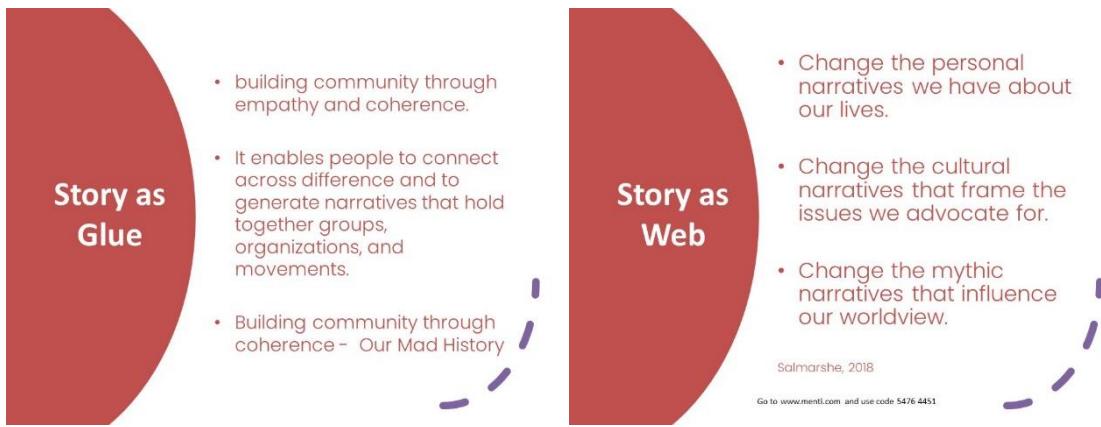
pitfalls of just being individual or societal stories. Narratives capture both the individual and the context.



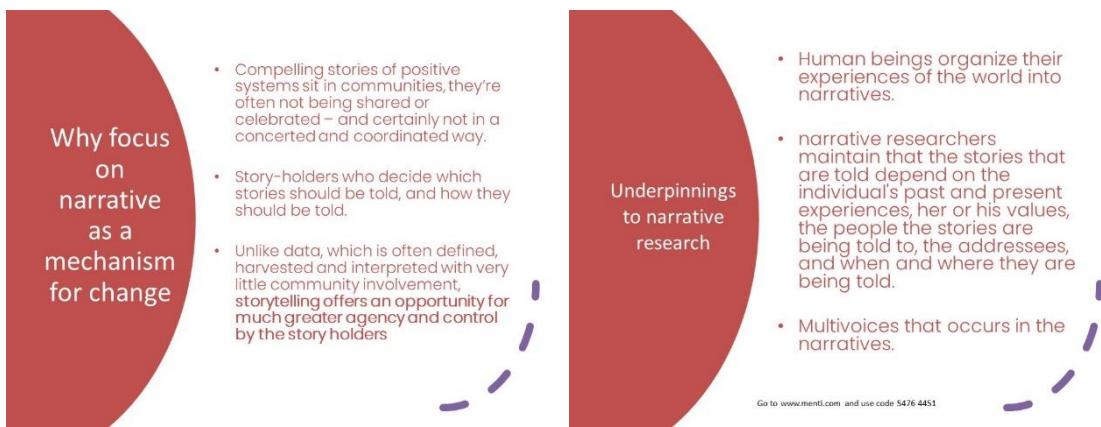
- 4.19 Thrive is about stories for system change. Stories are important as it is a direct route to our emotions, and therefore important to decision-making. It creates meaning out of patterns, brings communities together, and engenders empathy across difference. It enables the possible to feel probable in ways our rational minds can't comprehend.
- 4.20 Story as light, illuminates the past, present, and future lighting up the paths of change. Linda went on to say that stories can highlight the fault lines in a system and makes visceral cases for change. They can illuminate outliers - joining the dots, she noted that this is something we talk about often as there is so much happening across the city. It creates compelling visions of alternative futures. It makes the possible feel more probable, bring new perspectives that challenge the goals and mindsets of a system, enable the transformation of rules and processes.



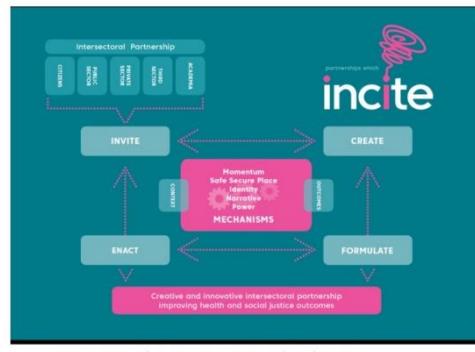
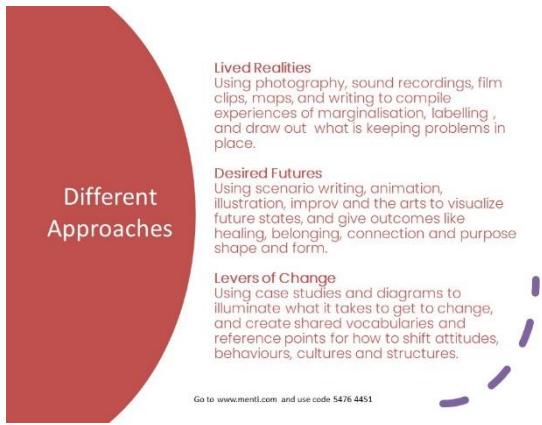
- 4.21 Story telling can function as glue, building community through empathy and coherence. It enables people to connect across difference and to generate narratives that hold together groups, organizations, and movements. It builds community through coherence, Linda highlighted Our Mad History as a great example of this.



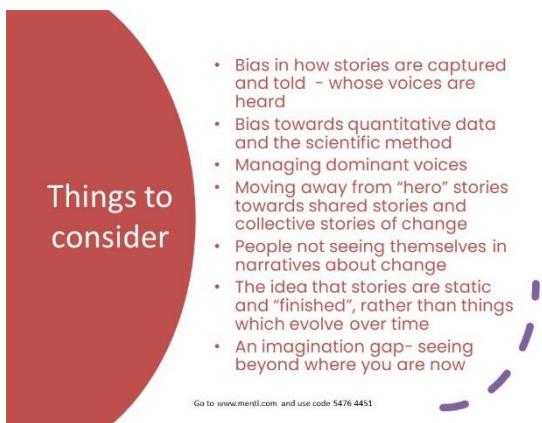
- 4.22 Linda went on to explain why there is a focus on narrative as a change mechanism. Compelling stories of positive systems sit in communities, they're often not being shared or celebrated and they are certainly not in a concerted and coordinated way. This is because there are not the systems in place to support that. Unlike data, which is often defined, harvested and interpreted with very little community involvement, storytelling offers an opportunity for much greater agency and control by the story holders.
- 4.23 She went on to say that we all tell our stories and we re-tell our stories, that is how we make sense of the world in which we live. They are dependant of our experience, our values, and who we are telling our stories too. These multivoices begin to build that narrative.



- 4.24 Linda stated that there are many different approaches to telling our stories and the conference today is a good example where signing started off the day and we will have drama, films and spoken word. Use of different forms and media is something Linda really wants to nourish and develop the work that is being done.
- 4.25 Linda went on to say that to build the narrative change programme she will be using the Incite model which she developed through her own research and is how she has been building partnerships across Edinburgh for a number of years.



4.26 Linda expressed that she wants everyone to consider openly the bias in how stories are captured and told, whose voices are heard. The bias towards quantitative data and the scientific method and how we manage dominant voices. She noted the move away from “hero” stories towards shared stories and collective stories of change and how we make sure people see themselves in narratives about change. She was also keen to see a challenge to the idea that stories are static and “finished”, rather than things which evolve over time. Linda highlighted that it is sometimes difficult to see how we get beyond where we are now.



“Maybe stories are just data with a soul”

Brene Brown, *The power of vulnerability*, TED Talk, www.ted.com. June 2010.

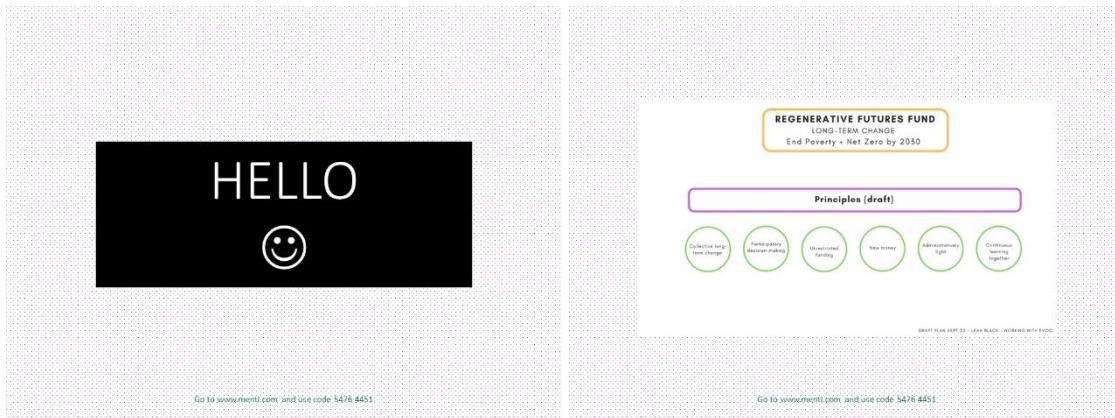
4.27 Linda finished with a quote:

“Maybe stories are just data with a soul”

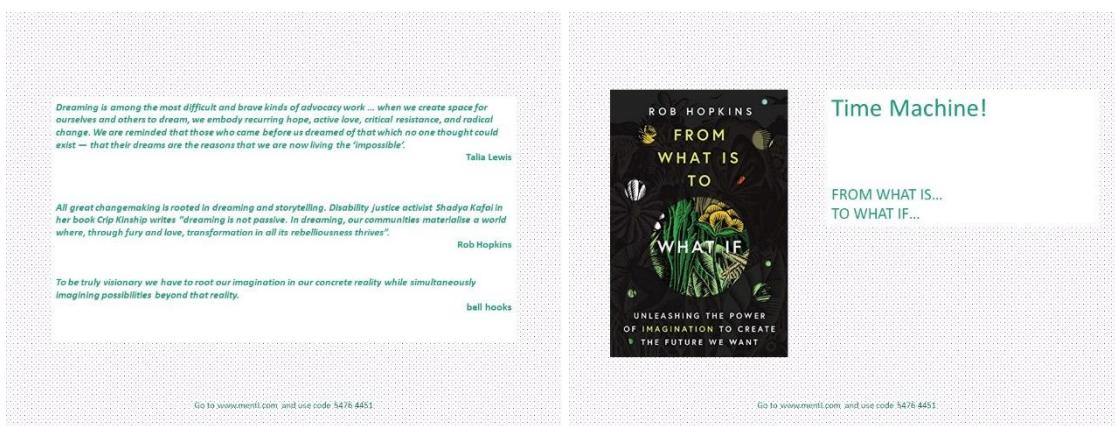
Brene Brown

5. Step into the Time Machine - Leah Black

- 5.1 Leah explained that she has been working at Whale Arts as the Chief Executive for last 4 years. She shared her frustrations with short-term thinking and short-term funding and how the targets of net-zero etc can be met even with these constraints.
- 5.2 Currently Leah is working with EVOC on the regenerative futures fund, which is looking at creating a new 10-year fund for community organisations in Edinburgh.



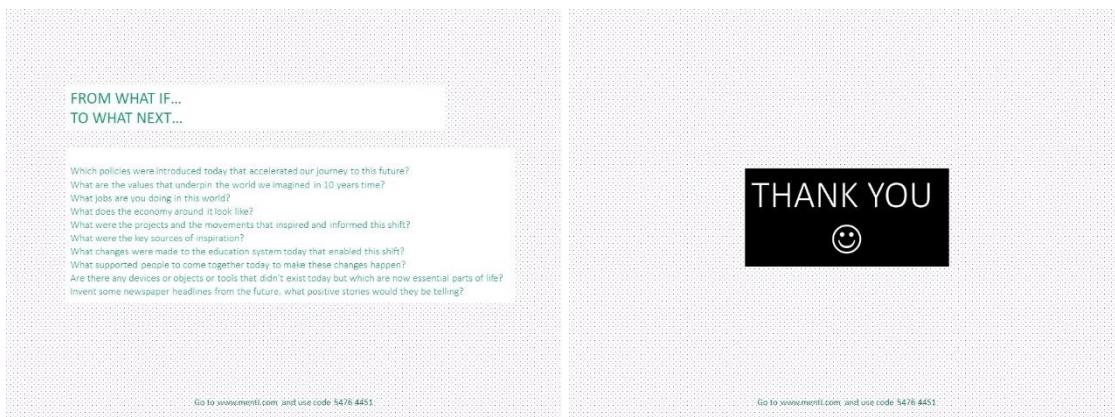
- 5.3 She went on to say that it can be difficult to do this type of thinking while we are in a poly crisis, but some of us need to be working in the future and thinking practically about what the transition towards that better future looks like.
- 5.4 Leah recommended the Rob Hopkins book, '**From what is, to what if**'. Rob pioneered the idea of the time machine, the exercise that Leah would take the attendees through.



- 5.5 She asked everyone to get comfortable, close their eyes and take a deep breath. She then took all in attendance through the time travel exercise, where she asked them to look 10-years into the future, where this period was the most profound and remarkable transition in human history. She asked the attendees to use all of their senses to understand what this time would be like.

5.6 Leah brought everyone's attention back to the present and acknowledged some of the 'what if, to what's next' questions, which can be helpful in thinking about the transition:

- Which policies were introduced today that accelerated our journey to this future?
- What are the values that underpin the world we imagined in 10 years' time?
- What jobs are you doing in this world?
- What does the economy around it look like?
- What were the projects and the movements that inspired and informed this shift?
- What were the key sources of inspiration?
- What changes were made to the education system today that enabled this shift?
- What supported people to come together today to make these changes happen?
- Are there any devices or objects or tools that didn't exist today, but which are now essential parts of life? Invent some newspaper headlines from the future, what positive stories would they be telling?



"To be truly visionary we have to root our imagination in our concrete reality while simultaneously imagining possibilities beyond that reality."

bell hooks

6. The Price of Recovery

6.1 Molly, Charlotte, Jasmine, and Andrew introduced themselves to all the attendees. They began noting that they are part of the Lothian Voices group which is a collective advocacy project bringing people together from across Lothian. The group ensures that decision makers hear their views on mental health **services**.



6.2



- 6.3 Charlotte explained the spoon theory for all those in attendance. Spoons are used as a visual way to explain how much energy someone has throughout the day for different tasks or activities. Everyone starts the day with the same number of spoons, however each action causes spoons to be used. Many people can keep their 'spoon levels' high through rest and recovery, however for someone with a chronic mental or physical condition their spoons can quickly be used up. For these individuals the number of spoons used for each task can vary on a day-to-day basis.



6.4 Jasmine highlighted some of the tasks and activities that can use up spoons. These included:

- Personal care (cleansing, grooming, dressing)
- Home cleaning (washing dishes, laundry, changing the sheets, hoovering)
- Home maintenance
- Caring for dependents or family members (children, pets etc.)
- Social interactions (negative or neutral interactions can be draining)
- Travel (road works, route changes, being on the bus, overcrowding)
- Anxiety of anticipated negative events
- Planning days
- Budgeting

Some things we identified at the People's Conference that use up our energy before we get to a mental health service:

- Personal care (cleansing, grooming, dressing)
- Home cleaning (washing dishes, laundry, changing the sheets, hoovering)
- Home maintenance
- Caring for dependents or family members (children, pets etc.)
- Social interactions (negative or neutral interactions can be draining)
- Travel (road works, route changes, being on the bus, overcrowding)
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- Budgeting



6.5 Charlotte took attendees through an exercise, asking them to imagine they only have 10 spoons available to get ready for an appointment. As those in attendance went through the steps many identified they would be left with little or no spoons for the remainder of the day.



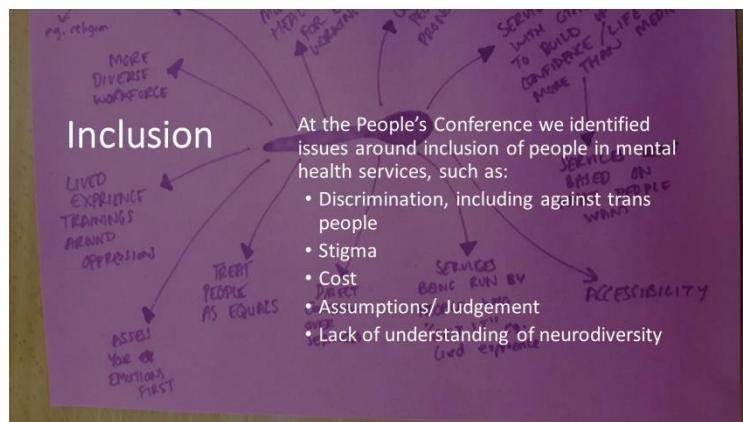
6.6 Andrew highlighted the ways in which services used up energy for many people. Often many must focus on proving themselves, as well as re-telling their story. In order to

navigate this, services need to be linked up better, he also stated the need for more resources to combat waiting lists.



- 6.7 It was noted that at the People's Conference they identified issues around inclusion of people in mental health services, such as:

- Discrimination, including against trans people
 - Stigma
 - Cost
 - Assumptions/ Judgement
 - Lack of understanding of neurodiversity



- 6.8 The group noted a number of ways in which services can improve their support, including:

- Prioritizing the hiring of lived experience practitioners to work within services and providing equitable support packages. That those with lived experience should be financially supported and not expected as free information.
 - Seeing each person as a human first deserving of unconditional compassion and support
 - Understanding each person lives within a complex web of interconnecting issues which you do not get to witness, so you meet them where they are not where you anticipate them to be

- Do not assume anything - give people choices, ask questions, and allow for a person to have agency over their care
- Sociocultural competency - which includes gender non-conforming and trans-inclusive language
- Make sure all staff, including non-patient-facing staff are trauma-informed
- Make sure that practitioner and patient well-being is placed at equal importance to improve staff conditions, including better pay, fewer hours /4-day week (or capped at safe working levels), more staff to cover staff absence, access to mental health care, and proper breaks to name a few. (You must put on your own mask first!)

How does Lothian Voices think services can improve?

- By encouraging those working in mental health to self-reflect, being radically honest with themselves about any unconscious bias
- Getting Lived-experience training
- Seeing each person as a human first deserving of unconditional compassion and support
- Being considerate to people, which includes all staff, including those non-patient-facing, being trauma-informed
- Do not assume anything - give people choices, ask questions and allow for a person to have agency over their care
- Looking after their own staff, such as giving them access to mental health care, better pay, more staff or offering a 4 day working week
- Communicate with and share your knowledge/best practices across organizations to help unify services across Edinburgh and support sector-wide improvements

6.9 Molly asked those in attendance to share what they thought services could do to improve. Attendees used post it notes throughout the day, the suggestions included:

- Trauma informed training & embedding approaches in practice!!! Person first approach!
- LGBT Health and wellbeing – counselling service is according to what people can afford – free if necessary, so cost is not a barrier
- Actively listen + be solution focussed
- Reminding people during initial meetings that they only need to share what they feel comfortable with (asking about triggers, being guided by the person coming to support)
- Providing the opportunity for service users to feedback on services & influence how they are run
- Holistic person-centred approach. Be aware of overshadowing. Continuity & no endings
- Supporting people to create a support network rather than services deciding what people need when and if they are eligible.
- Be open-minded and compassionate
- Joshua Nolan Foundation offer funded counselling with the waiting list. We offer mental health first aid and soon, community activity programmes.
- Choice. Allow a person to choose the time of the day and method of how/when they want to meet + allow for cancellations. (Requires service provider to stop the “3x no show + close the case”)

- People living with bipolar and their carers/family + friends can access peer support in a safe welcoming atmosphere at Lothian Bipolar group meetings. No referral needed. Email: info@bipolaredinburgh.org.uk website: www.bipolaredinburgh.org.uk
- ‘Being the Bridge’
- Work together to increase capacity and share resources. Remove admin barriers. Demand more long-term funding that allows for flexibility and growth. Use less spoons -> meet service users where they are (-> local services in the community)
- Sharing – Transparency Curiosity Kindness at all stages. :)
- People recover/learn to cope at different paces – remove timescale limits on treatments.



6.10 Molly finished by thanking everyone who came along to the people’s conference, the Lothian Voices steering group for organising a great day for all. She also thanked all for listening at the Thrive conference.



“I’m tired of the focus on services. I want to instead build communities where people have choice to access what they need locally without becoming a “service user”.

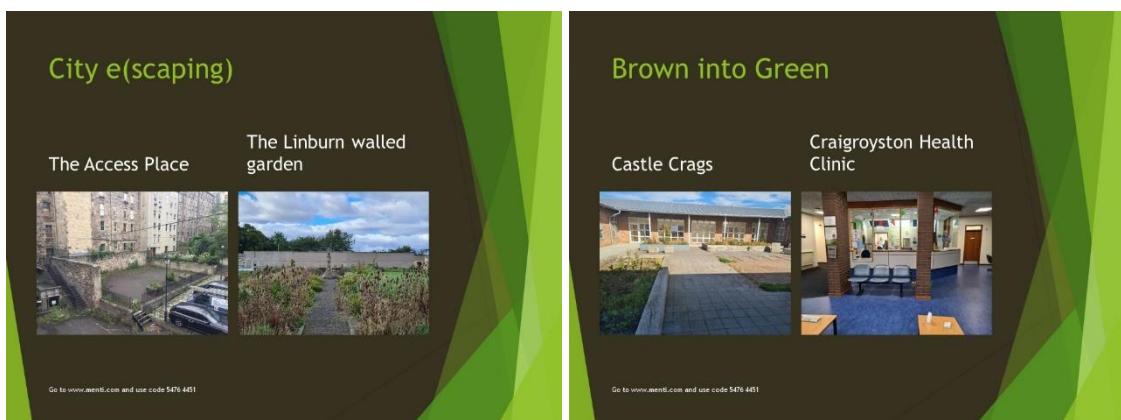
The People’s Conference 2022

7. City (E)scaping – Lucy Holroyd & Martin Danziger

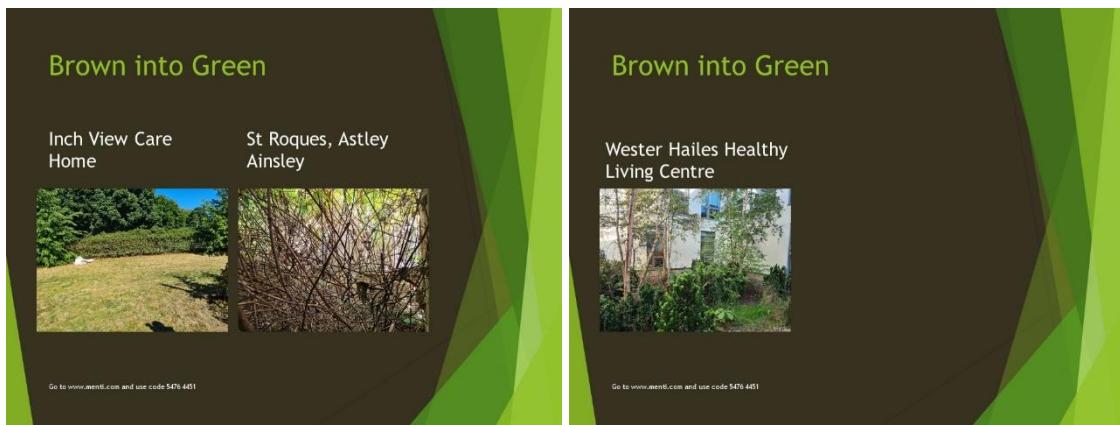
- 7.1 Lucy began by introducing City (E) Scaping which is a Thrive programme looking at arts-based approaches to improving green spaces across the city.



- 7.2 She noted that there are two spaces they are currently focusing on, which are The Access Place, which is an integrated service for people experiencing homelessness, where they can access health, housing, and social care. Linburn Walled Garden which is a space for war blinded veterans and is part of the wider Scottish Veterans Wellbeing Alliance.
- 7.3 Lucy highlighted the other programme they are involved in which is Brown into Green, this was a programme for health and social care colleagues to apply for funding to develop staff and patient spaces. They are partnering with Edinburgh Lothians Greenspace Trust and conservation volunteers.



- 7.4 Martin noted that they have been keen to engage users of these spaces to see how they can design a space that will benefit them and allow them to spend time in these spaces. He noted the diversity of the spaces within the Health and Social care partnership services.



- 7.5 Martin went on to say that the highlights have been the existing greenspace partnerships that he has experienced since starting his role within Cyrenians. He notes that service user and staff involvement is crucial to developing spaces that people will love and continue to care for. Finally, he stated that covid has allowed everyone to see the benefits of greenspace and this project builds on that momentum.
- 7.6 He also noted some of the challenges that he has faced, including the ownership of buildings, and getting agreement, he highlighted the complexities of the shared buildings, ensuring that all voices are heard. Martin also shared the high expectations of many, indicating that often costs put certain aspirations out of reach.

Highlights	Challenges
<ul style="list-style-type: none"> ▶ Partnership approach ▶ Quick wins and visual impact ▶ Service user and staff involvement ▶ Enhanced perception of benefits of green spaces 	<ul style="list-style-type: none"> ▶ Varying needs of spaces/owners ▶ Complex partnerships for City Escaping projects ▶ What to do with what is there already ▶ Expectations ▶ Ongoing maintenance of spaces

- 7.7 Lucy indicated the next steps, they will continue to engage with staff and service users. They are looking to get the Brown into Green projects completed by March, the pre-Christmas period will contain much of the major work needed. She notes that beyond that, it is around identifying future funding for these spaces, ensuring sustainability going forward.



8. From Pillar to Post – Active Inquiry

- 8.1 Drama for Democracy is three new plays, followed by workshops and discussions, devised, and performed by people with lived experience.
- 8.2 They noted that they want to involve people across the country in deep questions about how to find help when needed, make systems work for people, encourage community solidarity, and protect the Earth.
- 8.3 This latest project from Active Inquiry, following on from 2019's successful Home, is presented in partnership with Shakti Women's Aid, The Bethany Christian Trust, and The Alma project. Drama for Democracy is a four-year project with the aim of using theatre spaces across Scotland as sites for participatory democracy.
- 8.4 At this stage of the project they hope to connect with communities across Scotland to learn more about the issues involved and how they can become part of the solution. Performances, discussions, and workshops are offered in venues and online.
- 8.5 For the Thrive Conference, Active Inquiry performed "**From Pillar to Post**" which centred around Isabella. Attendees saw that Issa was a great neighbour, good friend, and excellent artist. She was also unwell and at risk of losing her house.
- 8.6 The group encouraged audience participation in a warmup exercise and to explore what could have gone differently in Isabella's experience. People started to join in the drama showing how language and approaches could have been different which would have made the web less tangled for Isabella.
- 8.7 Linda recognised that we needed more time to fully embrace the forum theatre approach and it could be such a powerful tool for service redesign and change. We will commit to doing this again in 2023.

9. Peer Community of Practice – Hayley Chandler

- 9.1 Hayley firstly introduced herself and noted her role as development worker within the peer community, which has a focus on peer work and peer workers. She explained that Peer Workers are people with lived experience of mental health challenges and recovery who then intentionally use this experience to accompany others through their recovery.



- 9.2 Hayley highlighted the below diagram, indicating the range of people who are considered part of the peer community and the different parts within that.



- 9.3 The aims for the peer community were developed from a gathering that was held in March. These include:

- A Collective Voice – to ensure that peer workers and people with lived experience in general have a collective voice that is being heard in the right places.
- Knowledge and Understanding – to build a better understanding of what peer support can offer.

- Access and Inclusion – to ensure that the right peer support is available and clearly accessible; and that people with different needs, identities and experiences can be well supported and feel safe in our peer spaces and services.
- Resources – Peer spaces and services need to be properly resourced.

PEER COMMUNITY
Strengthening Peer Practice in Edinburgh

Our aims for 2022/23

Our overall aim is to strengthen peer practice in Edinburgh.

- A Collective Voice – to ensure that peer workers and people with lived experience in general have a collective voice that is being heard in the right places.
- Knowledge and Understanding – to build a better understanding of what peer support can offer.
- Access and Inclusion – to ensure that the right peer support is available and clearly accessible, and that people with different needs, identities and experiences can be well supported and feel safe in our peer spaces and services.
- Resources – Peer spaces and services need to be properly resourced.

Go to www.merri.com and use code 54764452.

@EdinburghPeers
peer@health-in-mind.org.uk

PEER COMMUNITY
Strengthening Peer Practice in Edinburgh

Current Focus

- Employed Peer Worker Survey
- Peer Work Charter

Go to www.merri.com and use code 54764452.

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9.4 Hayley finished by highlighting the current focus for the community. They have a survey available for people who are or have been employed in peer worker roles. Additionally, they are hoping to develop a peer work charter which organisations can sign up to. Hayley encouraged people to get in touch if that is something they would be interested in sharing their views.

Lunch Time

During lunch time participants were asked... What else can we do to Change the Conversation, Change the Culture?

There were 3 main themes drawn from the post its and chat:

<p>Information</p> <p>Translations</p> <p>More promotion of iThrive accessibility tool</p> <p>Always use easy read</p> <p>Use simple language</p> <p>Not just information but examples of good practice</p>	<p>In communities and settings</p> <p>Awareness raising with ethnic minorities</p> <p>Changing Workforce cultures</p> <p>Create conversations place for young people to discuss and innovate</p> <p>Thrive Gardens</p> <p>Thrive Allotments</p>
<p>Activities</p> <p>Yoga (including face and laughter yoga sessions)</p> <p>Thrive Walk and Talks</p> <p>Pooling resources and collaborating with funds, experience, be a worm...</p> <p>Book Club</p> <p>Lived experience training</p>	

10. The performance – Spit it Out – Bee Asha Singh, Hazel Peters & JJ Fadaka

- 10.1 Bee Asha from Spit it Out brought some of their community, JJ Fadaka and Hazel Peters, along to share their poetic work.
- 10.2 Spit it Out supports the community in finding cathartic creativity and creates platforms for sharing and healing.
- 10.3 Before beginning their performances, Bee Asha spoke to attendees:

"If we wore every moment of trauma we had ever faced as scars and boils on our skin, would we perhaps be more aware and therefore, empathetic towards each other as a result?"

As women, throughout our lives, we are subjected to a multitude of physically stressful and traumatic situations that often leave our bodies and minds in states of disarray. My, like many others, vulva has gone through a lot Including continuous invasive smears, violently painful "consensual" sexual acts, rape, and an extremely distressing abortion. "These traumas have left such scars on my mind that it is now a daily practice to steer my thoughts around them and bring myself back to the moment.

There are many that may need to seek help from medical professionals, which can be made an incredibly daunting process for those of us with mental health issues, learning disabilities or histories of trauma. I believe there needs to be a responsibility and a shift in the way healthcare providers are educated to treat patients. A more holistic approach needs to be taken in order to stop any further trauma. I believe there needs to be a shift in the way that our society looks at each other. We need to approach people with an initial foresight of kindness and compassion, no matter their creed.

"This person has lived a life. Anything could have happened to them."

- 10.4 If you would like to find out more about **Spit It Out**, you can visit their website: www.spititoutproject.com or via Instagram @thespititoutproject. Each of the performers can be reached through their Instagram accounts:
 - @Bee.Asha.Bish
 - @Hazel.peterss
 - @Jfadaka (Instagram) / @jj_round2 (twitter)

11. Question Time with Thrive Welcome Teams – Michele Mason, Erin Barton & Shaz Puri

Initial conversation

What is it?

The initial conversations template is used when a person is first introduced to the new model. A person with lived experience and a staff member complete it together. It normally takes up to an hour to complete.

How do you do it?

The staff member and the person with lived experience have the form on the table in front of them. They work through the questions together and the staff member is open about what they are filling in. The questions do not need to be asked in order but are a tool for getting to the heart of what is important to people.

Go to www.menti.com and use code 5476 4451

- 11.1 Michelle, Erin and Shaz shared their experience of the Thrive Welcome Teams to date through a Q&A session. The session went as follows:

What's' your role in the welcome team?

E: Erin noted her role is a welcome worker employed by Health in Mind.

S: Shaz added that he is a mental health wellbeing practitioner peer worker.

If there is such a thing, what does an average day look like?

E: Erin shared that there are no two same days, but seeing people is the main focus of their days. Each person might require something different e.g. support along to organisation or 1-to-1 support. Additionally, they meet as a team to reflect on the work that they are engaging in, ensuring that the person is at the centre of everything they do.

Where do referrals come from?

S: Shaz share that most come from GP, with a small percentage from psychiatry.

What is a multi-disciplinary team, and what is it like working in one?

S: Shaz shares that when he was first chosen to work within the team, the word collaboration was prominent. He noted that as part of that he was able to share what his vison for peer work would look like within that team and to date that has gone well. He indicated that there were some challenges at the start, including the differing views of what peer work was, he highlighted he was supported by Living Well to breakdown those barriers.

E: Erin noted the different roles within the team including social worker, Occupational therapists, mental health nurses, peer workers and support worker.

What is a Thrive plan and who does it?

E: Erin went on to say that a thrive plan is something that all the workers within the teams use, it is owned by the individuals receiving support and are free to use it across organisations to share their story. She highlighted that it is useful for goal setting and what support someone might need. Erin noted that the most important thing is that it is owned by the individual, that they are in control of their own information.

S: Shaz agreed that it defines people's strengths, it helps start a conversation. It deals with a number of different facets of people's lives.

What difference have you seen for the citizens of Edinburgh?

E: Erin shared that one of the main differences is that once connected with a citizen it is the quick access to support, made more accessible as it is short term. She notes that many believe they need that long-term support, but sometimes that short-term in the 'here and now' can be preventative.

S: Shaz agreed that the short-term support means people can go and try things for themselves, but they are always able to come back to the teams for support if needed.

What are the key achievements?

E: Erin shared that for her, it was seeing the statutory and 3rd sector working together and working well. It means that people are receiving well rounded support.

What is the Key learning?

S: Shaz went on to say that the key learning for him has been breaking down that 'us and them' barrier, which has defined services for so long. It was also around having and using solutions to the challenges that they faced.

What are the Key challenges?

E: Erin noted that one of the challenges is that open access is not yet available, so could be missing some people who may not necessarily go to their GP. She also indicated the challenges that covid and staffing have had.

S: Shaz shared that facing the waiting list can be quite challenging, as some people have been on the waiting list for so long that once they have completed their support with the Thrive teams, if they need further support, then they may face another waiting list, which is frustrating.

12. MORE-P: REH Patients Council – Simon Porter, Kat, Martin

12.1 Simon, Kat and Martin explained that they are the Mind Our Rights Education Programme (MORE-P) Team. As part of that work, they are delivering **Scotland's First Training Programme for Human Rights within Mental Health Service Provision**

12.2 They highlighted that their main objectives are:

- To raise your awareness and understanding of Human Rights
- To focus on how and why they are important for everyone
- To highlight how changes in Human Rights law will be affecting the way you work within Mental Health settings

12.3 **MORE-P** has been brought about by a Partnership with CAPS and Edinburgh Carers Council. Simon, Kat, and Martin noted that they are employed by The Royal Edinburgh Hospital Patients Council who strengthen the voice of patients through Independent Collective Advocacy.

12.4 The proposed outcomes for this training are:

- Raising awareness of key legislation, e.g., Mental Health Act, European Commission of Human Rights (ECHR), United Nations Convention on the Rights of People with Disabilities (UNCRPD).
- Discussing key concepts of autonomy, coercion, decision-making, equal treatment
- Exploring what social, economic, and cultural rights mean in a mental health context

- Discussing some of the controversies about the pace and extent of law reform required to meet human rights duties and developing a sense of the local views on this.
 - Professionals working across mental health services in the city will have access to high-quality, experience-led, rights-based education and awareness raising,
- 12.5 Overall, this training will contribute a more informed, engaged, and empathetic group of professionals and citizens who are better able to have helpful conversations about rights, leading to an improvement in the quality of decision-making, both on an individual and collective basis.

13. **Changing the Narrative: Young Syrian film series – *Kate Deacon, Briege Nugent, Nadin Akta***

- 13.1 Media Education, Syrian Futures (The University of Edinburgh) and young Syrian people aged 16-21 living in Edinburgh worked together through 2021 and 2022 to co-produce 5 films. This project was funded by the New Scots Refugee Integration Delivery Project.
- 13.2 The project was developed in response to the young people experiencing stereotyping and bullying whilst at school. They felt there is a culture of prejudice and misunderstanding around the lives of refugees in Scotland, which is also perpetuated in mainstream media.
- 13.3 The films were shown at the Cameo to a public audience and are going to be shown in secondary schools across Edinburgh and beyond through collaboration with youth-based networks. Media Education intend to develop a pack to accompany the films.



- 13.4 The project focused on showcasing the determination of the young people to be successful in their lives, whilst demonstrating the considerable barriers which exist to achieving this. Details of the 5 films are as follows:

13.5 GTS

This film was made by Jana, Sidra and Tayba. They wanted to talk about their expectations about coming here and the challenges they faced once they arrived. Language is highlighted here as a major challenge. They also touch on the stigma faced by Syrian refugees in Lebanon.

13.6 Your Life Can Change in One Second

This film, made by Rawaa, is about her love of learning and education. She describes her family's departure from Syria and the hard life in Lebanon. Rawaa explains how the whole family had to work long hours and how they paid for her to go to school. Her brother had to leave school to help the family by working. Rawaa also touches on her education here and her dreams for the future. The film also raises the common problem of split families due to visa and travel restrictions. Rawaa and her family had to leave behind one sister in Syria and one in Lebanon.

13.7 My Stand

This film was made by Esra. Esra was a refugee as a child in Lebanon for ten years. During this time she learnt hairdressing. In her film she talks about the racism she has experienced wanting to be a hairdresser here and wearing a headscarf (hijab). Esra demonstrates her pride in her skill and her determination to be herself and fulfill her plans.

13.8 Ammar's Story

This film tells the story of Ammar's love of cooking that has stayed with him from Syria, through Lebanon and to Scotland. Ammar describes learning to cook early from his mum, working in restaurants while young in Lebanon and finally continuing his passion in Scotland today. The challenges of having to go to High School in Scotland with no English are explored. The film shows Ammar's determination to keep working on his dream of one day being a famous chef and shows his skill and expertise in the kitchen.

13.9 Portrait of Change

This is a group film where the young people talk about their challenges of settling in and life at school in Scotland. They talk about the prejudices against the hijab and the difficulties of making Scottish friends. The film talks about how families are separated and the worry this causes of having close family still living in dangerous places.

The films can be viewed here: <https://vimeo.com/showcase/9823473>

13.10 Additional information on the films is included below:

- For more information please contact - Kate - kate@mediaeducation.co.uk
- These films are available with audio description and in BSL. This project has been a great success and now continues under funding from Thrive Edinburgh (the mental health and wellbeing strategy for all citizens in Edinburgh). Currently two further films are in development.

13.11 The films generated great decision and participants were so appreciative of the insights that the films gave. There was clear consensus that we need to hear and listen more to New Scots stories and experiences.

Thank You

On behalf of Thrive Edinburgh Linda thanked everyone for attending and contributing to the discussions throughout the day, including all the presenters who were thanked for their work in preparing and delivering the presentations and performances.

She also took a moment to remember Maria Arnold, who sadly passed in July 2022. Linda highlighted Maria's influential role within the development of Thrive and noted that the open, honest and kind approach that Maria had will continue on through the work that we deliver.

She finished by noting that all the information gleaned from the event would be compiled into a report and disseminated to attendees.

22 December 2022

Thrive Edinburgh Team

Dr Linda Irvine Fitzpatrick

Prappy Campbell

Cat Young

Emma Gall