



TOGETHER FOR CHANGE PANEL

Changing Communities Sub Group





PARTICIPATION

Participation is about meaningfully engaging people who use a particular service, in the decision making, development and leadership of the service. It is about recognising that ‘nothing about us, without us.’

LIVED EXPERIENCE

Lived experience is the experience(s) of people on whom a social issue, or combination of issues, has had a direct impact



PARTICIPATION AT THE TRUSSELL TRUST: WORKING PRINCIPLES





TOGETHER FOR CHANGE PANEL

CHANGING COMMUNITIES SUB TEAM

COURAGE
RISK
TRUST
HONEST CONVERSATIONS
A SAFE SPACE
REAL RELATIONSHIP



Our challenge question:

“When someone is in financial hardship, how can we make sure they have a good experience accessing and engaging with support and advice, and that it leads to a good outcome?”

THE RESOURCE

Together we created a 26-page resource for food banks, to support them with both their financial inclusion work and their participation work, wherever a food bank is on their journey with either of these.

We've covered all sorts of topics in our conversations including building trust, empowering people and the feeling of being judged



SINCE SEPTEMBER

RESOURCE
LAUNCHED



PODCAST

WEBINAR



IMPACT

- Written marketing materials
- Adviser recruitment
- Volunteer training
- Increased confidence
- National teams and our partners
- Insights shared more widely



ELIMINATING THE ASK

“How do we ensure that people can step outside their safe / comfort zone, knowing the help is there, before they even have to ask? When someone in a crisis situation needs help it is so hard to make that move. We want to hear someone say, ‘We’re not asking you to ask anymore, we’re going to help you deal with this.’”

FINANCIAL INCLUSION FROM OUR PERSPECTIVE

“Successful financial inclusion isn’t all about money. It’s about giving people dignity, helping them out of those feelings of guilt, shame, stigma, exhaustion, desperation, all that mental turmoil, and getting them to the point that they feel like they can get by, that they feel like they have enough to live, not just enough to survive.”

POWER OF PARTICIPATION

“Change needs to start in communities, at the grassroots level. They need to not tolerate the way people are being forced to live. Raising people in hardship up out of that to lead the change will be powerful.”