

British Red Cross' approach to creating the conditions and measuring progress in Amplifying, Valuing and Acting Upon Lived Experience

Background

This document sets out the British Red Cross' developing approach to creating the conditions for achieving and measuring progress of the following priority outcomes from its 2030 Strategy in relation to Migration and Displacement:

- The British Red Cross will **amplify** and **value** the voices of lived experience and **act upon** it to improve people's lives.

The criteria or conditions for achieving this aim were generated by a series of creative consultation activities with staff and volunteers, people from our VOICES network* and from the Covid-19 Lived Experience Advisory Group*, together with frameworks and best practice from within coproduction and involvement activities.

Once these criteria were generated, a working group made up of people with lived experience of being displaced in the UK (VOICES ambassadors) and British Red Cross staff from Coproduction, Strategy, Evaluation, and Refugee Services, created the visual "values pyramid". Its pyramid shape emphasizes that achieving high performance in this outcome requires building work on a strong foundation of **avoiding harm** to people with lived experience. The middle layer is made up of the minimum standards required to meet the core of the outcome; amplifying, valuing, and acting upon. The top layer represents what is considered best practice for working **with** people with lived experience.

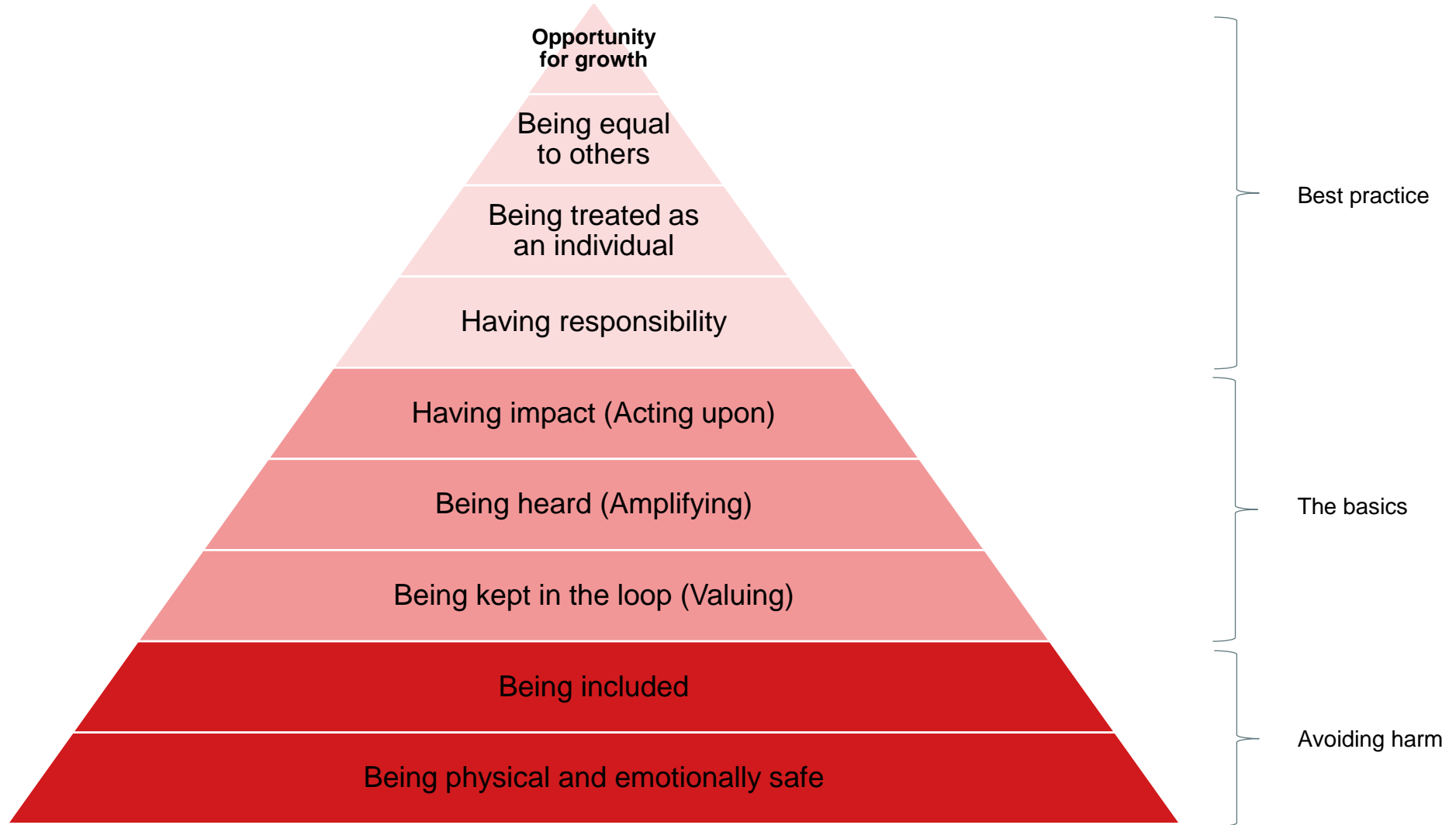
Development of values pyramid and approach

The British Red Cross is now piloting this pyramid and approach both in guiding its practice and in measuring how it's doing against this outcome.

We are looking at ways for teams to plan their activity against this pyramid, as well as to review the impact of their work. We hope to create an annual measurement and progress report of how we are doing in relation to this outcome.

At the moment, it is a draft, trial approach and we will be testing, learning and iterating. If you are interested in using the pyramid or finding out more, please contact coproduction@redcross.org.uk. If you do use this approach, please cite the British Red Cross and highlight that this is a draft approach.

Pyramid of Amplifying, Valuing and Acting Upon Lived Experience



What do the levels mean?

Criterion	Type	Definition
Being physically and emotionally safe	Avoiding harm	Practice is trauma informed & actively avoids retraumatising people. People don't feel pressured to share personal experience. Activities focus on people's strengths, expertise, & knowledge.
Being included	Avoiding harm	Staff provide accessible options for participation, removing barriers relating to format, language, finance, venue, family-life and timings and actively create a culture where people feel included.
Being kept in the loop (valuing)	The basics	People are kept up to date throughout an activity, including during creation as well as after the activity with what happened as a result of their input. Communication is clear, person centred and frequent.
Being heard (amplifying)	The basics	People feel they are listened to & that their opinions, views or ideas are taken on board in good faith
Having impact (acting upon)	The basics	People feel their participation made a difference. Staff were able to provide clear examples of where they had acted on input from people with lived experience.
Having responsibility	Best practice	People are given responsibility & clear expectations about their role and its importance to the task
Being treated as an individual	Best practice	People feel they are treated as an individual; with their skills, strengths and preferences respected while participating.
Being equal to others	Best practice	People feel valued and recognised in an equal way to everyone else involved while participating.
Opportunity for growth	Best practice	People have opportunities to grow and develop their skills, knowledge, and confidence as a result of their participation.