

# Peer Leadership Development Programme



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# Developing Peer Leaders:

## The Story so far

There has never been a more important time to help shape and influence how health and care is delivered in England. Demand for health and care services has increased in recent years, more people are living with a long-term condition and we're experiencing a pandemic. It's really highlighted what works well and what needs to change in the NHS.

That's where Peer Leaders come in. A Peer Leader is 'a person with lived experience who is committed to working collaboratively with the system to shape and influence how health and care is delivered.' It makes sense that the only way to ensure that our NHS meets everyone's needs, is to involve people who use our services, and especially those who are living with a long-term health condition, disabled people and family carers.

For the last few years, the Personalised Care Group at NHS England and NHS Improvement has been running a hugely successful and inclusive programme to develop Peer Leaders who are active at a national, regional and local level. They come from diverse backgrounds with different lived experience but there's simply not enough of them! So, 2020 sees the launch of an exciting and innovative new programme called the Peer Leadership Development Programme that aims to develop 500 Peer Leaders by 2024.



# What is the Peer Leadership Development Programme?

## The programme has three main aims:

1. To tell people what personalised care is and how people in England can benefit
2. To develop new Peer Leaders who can support the development of personalised care
3. To develop Peer Leader Facilitators to provide leadership and support to Peer Leaders

## Fun and interactive learning

The programme is delivered in partnership with an accessible learning platform called Future Learn. Together, they offer a powerful new way to learn online. Every course is designed according to principles of effective learning: through story-telling, discussion, visible learning and using community support to celebrate progress. It also means you can learn from the comfort of your own home!

## What makes this programme different?

The Peer Leadership Development Programme is mainly aimed at people who could benefit from personalised care, for example:

- Disabled people
- People who have a long-term health condition and/or
- Their family carer.

The programme is rooted in the perspective of people with relevant lived experience of personalised care, so their voices and reflections are woven throughout.

When we describe the Peer Leadership Development Programme, we say it's a personal development programme, rather than a training programme. So what's the difference? A training programme is usually about learning skills and acquiring knowledge. A personal development programme is more about personal growth. Not only will you have the chance to reflect on your own experience and how you do things, you'll be learning alongside other people with lived experience. It's one of the most valued aspects of the programme.

We know that people will have different reasons for participating and different learning goals. We also know that becoming a Peer Leader is a step in a personal journey that often starts with experiencing the benefit of personalised care in your own life or the life of someone close to you. So the programme begins by helping build your knowledge, skills and confidence about personalised care. As you move through the programme, you'll be encouraged to reflect on the skills, qualities and behaviours that would enable you to be a good Peer Leader or Peer Leader Facilitator.

## What can I expect on the Peer Leadership Development programme?

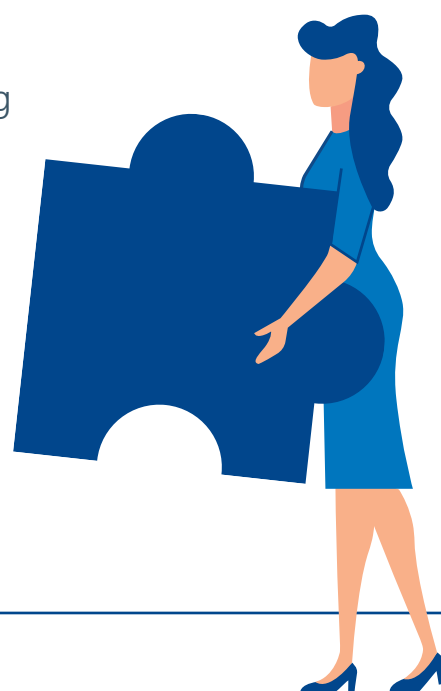
The course is delivered in bite-size chunks using language that is easy to understand. We've also included videos with sub-titles and transcripts. There are plenty of opportunities to discuss your thoughts and experiences with other learners and to 'like' and 'comment' on what you've heard. You will also hear from people who've experienced the benefit of personalised care and inspiring stories from Peer Leaders who are actively influencing how personalised care is developed and delivered.

### Peer Leader 2019

When I first saw an advert for the Peer Leadership Academy, I wasn't sure at all. I lacked confidence and wondered what being a Peer Leader would involve. I hadn't been on a course for years, didn't know what to expect but decided to go for it.

My confidence has grown enormously. I loved meeting other people in a similar situation and learnt so much from them. The best bit was probably hearing people's personal stories and completing the Myers Briggs Type indicator. I had a few surprises there!

I never imagined I would become a Peer Leader but since completing the Peer Leadership Academy, I've gone on to join a national co-production group. I've been involved in some interesting working groups, spoken at a regional conference and been on interview panels.



# The four steps in the Peer Leadership Development Programme

## Peer Leadership Framework



### Peer Leadership Foundation:

An online development programme to build the foundations of leadership practice.

### Peer Leadership Academy:

A blended learning programme that helps people become a Peer Leader and step into an active Peer Leadership role at a local, regional and national level.

### Peer Leadership Facilitation:

A blended learning programme that helps people become a peer leader facilitator. This role enables groups of peer leaders to connect effectively with the system.

As you can see, there are **four steps** to the Peer Leadership Development Programme. That's not to say that everyone will complete the full programme. You only need to do as much as you find useful and you can leave at any point.

The journey to becoming a Peer Leader starts with developing some knowledge about personalised care, so you learn how to **improve your own situation**. Once you've gained that knowledge, you may want to use what you've **learnt for the benefit of others**. People who've experienced the benefits of personalised care, often become personalised care champions. They may also **want to collaborate with the health and care system to bring change** so that more people can benefit. That's the role of a Peer Leader. Peer Leaders can't do it alone. They need support and leadership from others. So, the final step in the journey is **developing Peer Leader Facilitators**.



# What will you learn at each step?

## **Step One: Peer Leadership Foundation**

**Code: FL01**

**Course: Discover what personalised care is and how the whole population can benefit**

Step One is an online programme delivered via Future Learn. It's an introduction to personalised care and the positive difference it can make in your life or in the life of a family member or close friend.

How it works: Step One is a 4-week course for 1-3 hours per week. It includes clear and straightforward information, videos, online discussions and a quiz. It is free and open to everyone.

You will learn about:

- The different ways that people can experience personalised care
- What will be different for people
- What 'good' personalised care looks like
- Personalised care in practice

## **Step Two: Peer Leadership Foundation**

**Code: FL02**

**Course: Further explore the use of personalised care in the NHS and consider how you can use what you know for the benefit of others**

Like Step One, Step Two is an online programme delivered via Future Learn, but its aim is to build the foundations of peer leadership.

How it works: Step Two is a 4-week course for 1-3 hours per week. It includes clear and straightforward information, videos, online discussions and a quiz. It is free and open to everyone.

You will learn about:

- Where personalised care came from
- How the culture in the NHS is changing
- The role of policy and legislation in personalised care
- How you can help other people benefit from personalised care



### Step Three: Peer Leadership Academy

**Code:** PLA03

**Course:** Learn about working collaboratively to effect change within the health and care system, and what it means to be a Peer Leader

This step builds on your learning in Steps One and Two and is all about **becoming a Peer Leader**. Step Three, the Peer Leadership Academy, is open to people with lived experience. When we say, 'lived experience', we mean people living with a long-term health condition, disabled people and family carers.

How it works: Step Three is an 8-week blended learning course. It includes more in-depth information, videos, online discussions and a quiz. It's a closed course that is facilitated by the Personalised Care Group at NHS England and NHS Improvement and delivered via Future Learn and via Microsoft Teams. In weeks 5 – 8, you will need to attend a weekly, online session from 10am to 3pm where you will get to know other people with lived experience and learn in small, facilitated groups.

You will learn about:

- How change happens in the NHS
- How the NHS buys things
- The skills, qualities and behaviours of a good Peer Leader
- The approach to strategic coproduction for personalised care

You will also:

- Share your personal story (but only as much as you feel comfortable sharing)
- Complete a free Myers Briggs Type indicator (MBTi) for personal development with a final report and additional resources (not compulsory)
- Have participated in facilitated group discussions
- Meet some of the Personalised Care Team at NHS England and NHS Improvement

To apply for the Peer Leadership Academy, you will need to:

- Have fully completed Step One and Step Two
- Have relevant lived experience of personalised care
- Be able to commit to the course and virtual sessions
- Sign up to the values and principles, or 'Acts of Leadership', that define a Peer Leader

### **The Acts of Leadership shown by peer leaders are:**

- Willing to offer their time and commitment to the development of personalised care
- Inspired by others and inspiring to others
- Champions for personalised care
- Collaborative and constructive
- Keen to make a positive impact
- Able to see things from a range of perspectives

Whilst we're committed to developing as many Peer Leaders as possible, there is a limit on the number of places. You can request an application form by e-mailing **england.pldp@nhs.net**

### **Certificate:**

You will receive a certificate if you successfully complete Step Three. This means:

- Completing the online learning on Future Learn
- Attending at least 75% of the facilitated sessions on Microsoft Teams
- Completing an informal assessment and demonstrating the skills, qualities, knowledge and behaviours of a Peer Leader. You'll have the opportunity to do this by sharing your personal story, reflecting on your experience on the programme, sharing your thoughts for 'getting active' as a Peer Leader.
- Committing to the Acts of Leadership.

I would encourage anyone with lived experience to apply for the Step Three, Peer Leadership Academy. You'll learn a lot about personalised care, but you'll also learn a lot about yourself. Don't worry if you've not done anything like this before, because everyone is in the same boat.

### **Peer Leader 2020**

## Step Four: Peer Leadership Facilitation

**Code:** PLF04

**Course:** Learn about the knowledge, skills, behaviours and qualities that make a good Peer Leader Facilitator

Peer Leaders can continue their journey to becoming a Peer leader Facilitator by completing Step Four of the Peer Leadership Development Programme. Step Four will be launched in Spring 2021.

## Quick summary guide

Course	Quick guide to each step	Step			
		One	Two	Three	Four
Access	Free	✓	✓	✓	✓
	Open access for people aged 12+	✓	✓	✗	✗
	Small closed groups for people aged 16+. By application	✗	✗	✓	✓
Delivery	Online learning via Future Learn	✓	✓	✓	✓
	Facilitated group sessions on Microsoft Teams	✗	✗	✓	✓
Duration	Four-week online course	✓	✓	✗	✗
	Eight-week blended learning course	✗	✗	✓	✓
	Informal assessment	✗	✗	✓	✓
Certificate	Certificate of completion	£20 (with upgrade)	£20 (with upgrade)	Free	Free



# Frequently asked questions:

## How often does the Peer Leadership Development Programme run?

Steps One and Step Two run continuously throughout the year. If a course has already started, you can still take part.

Step Three runs four times during the year. Course dates are available on the Future Learn platform **[www.futurelearn.com](http://www.futurelearn.com)**. You can also e-mail **[england.pldp@nhs.net](mailto:england.pldp@nhs.net)**

## What will I need to complete the programme?

You'll need:

- A computer, laptop, tablet or smartphone
- Internet access
- Any tech tools that will enable you to use your device

## What's expected of me?

Step One and Step Two are open courses which you can complete at your own pace. To get the most out of the course, we'd encourage you to participate in discussions and add comments. It makes it a rich learning experience for everyone.

Step Three is a closed course where you will join a group of about 18 learners. Step Three is a step up! You'll complete some learning on the Future Learn platform, but you'll also have facilitated sessions on Microsoft Teams. We ask you to complete all the learning on Future Learn and attend all the facilitated sessions. The dates for the sessions will be available in advance. You'll be asked to share your personal story but only as much as you are comfortable sharing. There is an informal assessment on Step Three if you want to complete the course and get a certificate. It's not a test or an exam. You are simply asked to demonstrate your understanding of what makes an effective Peer Leader. If you want to know more about what's expected on the course, please e-mail **[england.pldp@nhs.net](mailto:england.pldp@nhs.net)**

## What happens if I, or the person I care for, becomes unwell during the course and I can't continue?

If you're unable to complete Step One and Step Two, you can join the next course.

If you're unable to complete Step Three, you'll be asked to reapply for the next available course.

## Will I get a certificate?

NHS England and NHS Improvement has commissioned Future Learn so that anyone in England has free access to the Step One and Step Two programme. However, if you want to receive a certificate for completing Step One and Step Two and have access to these on courses on Future Learn beyond each four-week course, you'll need to upgrade. You can buy an upgrade for £20 on the Future Learn platform at any point before, during or after the course – there's no deadline.

Step Three and Step Four are both closed, with an application process. All learners who successfully complete Step Three or Step Four will receive a certificate.

## I'm disabled and have access needs. How can I access the programme?

We've found lots of useful information on different ways to access the Peer Leadership Development Programme. You will find them in the next section.



# Accessing the Peer Leadership Development Programme (PLDP)

We recognise and value the diversity of our Peer Leaders. It's only by understanding what's working well and what needs to change from a range of perspectives, that we can ensure personalised care works well for everyone. As well as bringing a diverse range of experiences, potential Peer Leaders will also have different needs and circumstances. This is central to the development and delivery of the Peer Leadership Development Programme. The programme content is clear and understandable, and the Future Learn platform is compliant with Web Content Accessibility Guidelines (WCAG) 2.1.

## Accessing content on the Future Learn platform

All the Step One and Step Two content is delivered using the Future Learn platform. Future Learn has taken reasonable steps to ensure learners can access the programme content. For example, you should be able to:

- Zoom in up to 300% without the text spilling off the screen
- Navigate the PLDP content using just a keyboard, as many users with different abilities are unable to use a mouse or other pointing device
- Navigate the PLDP using speech recognition software like Dragon v1.2
- Listen to most of the website using a screen reader like [JAWS v14](#) and [NVDA](#) on Windows 10
- Use a High Contrast Display setting which assists people with vision impairment by changing the size and colour of fonts and the background for ease of viewing.

The accessibility and inclusion policy of the Future Learn platform can be accessed [here](#).

## PLDP Step Three and Step Four on Microsoft Teams

Step Three and Step Four of PLDP are delivered via Future Learn and on Microsoft Teams. Microsoft Teams enables collaboration for everyone by adapting to different learning paces, motor skills, and communication preferences. Here are some of the accessibility features:

- Have documents read aloud and broken down by syllables with Immersive Reader
- Navigate with a keyboard
- Dark, light, and high contrast theme
- Zoom in and out of Teams
- Search for messages and more
- Compatible with assistive technologies, like:
  - Screen readers like JAWS and NVDA
  - Dictation software
  - Voice control (on iOS and Android)
  - Screen magnifiers

Further details on Microsoft Teams' accessibility overview can be found [here](#).

## Digital skills training and advice

[Learn my way website](#) offers free online courses to help people develop their digital skills. It contains over 30 free courses designed to help beginners get started with the online basics: using a mouse, keyboard, setting up email accounts and using internet search engines, while also offering plenty to help people further develop their digital skills.

[AbilityNet](#) has advice on making your device easier to use.



