



Connecting Conversations

Leaders by Experience

The Project



Connected Conversations is a project that will empower older people to contribute their views, insight and skills to shape services and influence the ways in which they work together to support lonely older people in Hertfordshire.

This is a two-year project that will train and support up to 36 **Leaders by Experience** (LBEs) and 12 staff from community-based organisations to help improve services, contributing their views on an equal footing with others to tackle loneliness in Hertfordshire.

The **Connecting Conversations** project is supported by the **Older Peoples Network** that has membership from community based organisations supporting older people throughout Hertfordshire. These organisations will nominate older people and we will support them to take part in the training and activities.



The Approach



Our belief is that organisations need to move beyond current and traditional approaches. We will train a group of older people with lived experience and others who work with services to support people, in an approach called **Conversational Leadership**.

Effective leadership is not about formal structures or job titles, its about the quality of relationships and the “real” conversations that people have. Through this approach the project aims to deliver positive change that really tackles loneliness in older adults and gives a voice to older people.

Making it happen



The project will develop **Leaders by Experience** - older people with lived experience of loneliness and isolation gained either through their own life experiences or as a carer.

The **Leaders by Experience** will be part of a group of people who will take part in activities to help improve and change services for older people. They will work alongside staff in projects, care managers and commissioners to find new and better ways to connect people with family, friends and their community.



They will be provided with leadership training to become part of the Tackling Loneliness Co-Production Group. There will be a get together twice a year to set priorities for activities and discuss what support is needed. The **Leaders by Experience** will be asked to contribute to activities – for example, providing views on a service or championing an approach or organisation that you feel is great.



We value your experience – without this we don't feel real change is possible.

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