Self-Directed Support
POWOW Pilot Report

March 2013
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“Do you ever get a time when something was greater than normal? I just want to say thanks truly”

POWOW Pilot Participant
Summary/Key Recommendations

Summary
5 Wellbeing workshops (POWOWs) were run in Jan/Feb 2013 as a pilot to gauge interest and feasibility of running wellbeing workshops commissioned by SDS and self-funding clients. 35 workshop places were taken, feedback was positive with 97% of participants agreeing or strongly agreeing they felt comfortable during the workshops and 81% of participants agreeing or strongly agreeing they felt more confident as a result of the workshop. When asked if £25 was a good price for a workshop using SDS funds or self-funding, 50% of participants said, ‘yes’ and 35% said, ‘maybe’. Peer workers involved in facilitating the workshops reported to have benefited from the mutual learning that takes place during group work, thus enriching their own Recovery and promoting Recovery by example. Peer workers reflected the importance of representing ‘hope’ and ‘inspiration’ to participants through sharing part of their journey. All the facilitators felt the preparation and debriefing time at each POWOW was fundamental to the success of each workshop and felt that additionally meeting in a group offered further support to their facilitator role.

Key Recommendations:
1. It is feasible to go ahead with trialling POWOWs funded by individual payments though SDS or self-funding. £25 per place is overall considered a reasonable amount to pay by people who use services.
2. Where possible Peer Workers should co-facilitate workshops to strengthen the two-way learning process and enhance an inspirational environment as ‘models of hope’ in Recovery.
3. Current evaluation processes show a positive link between participating in POWOWs and reaching the outcome of improving confidence however further work needs to be done around linking in I.ROC with POWOW delivery to evaluate effectiveness of achieving other outcomes.
4. Facilitators should be trained and supported to deal with problems that may arise and effectively facilitate the group learning process.
5. Facilitators should electively choose to be facilitators than it become mandatory to existing roles.
6. Facilitation groups should be established to enable co-support, information sharing and problem solving; time should be built in for preparation and debriefing for every POWOW. Facilitators may need additional support during supervision in their role as a facilitator and this should be reflected in management training.
7. POWOW session plans and content need to be developed to ensure a clear and easy to follow structure that is outcomes focused.
8. Drawing up a commercially viable business plan to implement and support individually commissioned and outcomes led POWOWs across Penumbra’s services is the next step to achieving Penumbra’s ‘menu’ of services.
The current situation

The landscape of service provision is changing and it is likely the Social care (Self-Directed Support) (Scotland) Bill will be implemented April 2014, and we are now in the 3rd year of Scotland’s National Strategy to implement SDS.

The approach local authorities are taking to implement Self Directed Support options across Scotland vary in speed and method, however, as the Bill has now been granted Royal ascent, local authorities are paying more attention to the philosophy and systems around its implementation. This means that the number of people in control of their allocated social care funds will continue to increase. Studies from England show that people who have their own individual budget are more likely to spend or direct the money on leisure and community pursuits than established services.

As the focus shifts from hours to outcomes, it is important to enable a flexible, variable and creative service that can contribute to achieving the outcomes of people that use services. We are gradually moving away from Penumbra ‘services’ and into a Penumbra Service where people regardless of location will have access to a personalised service unique to them with a choice of products they can commission to suit their personal outcomes. Traditional block funded services can provide barriers to facilitating a gradual supported path to inclusion, citizenship, independence and responsibility.

Penumbra’s Wellbeing Workshops (POWOWs) promote wellbeing and citizenship and are geared towards specific outcomes. Currently POWOWs are run within Penumbra Nova services and so are dependent on block commissioned funding. Penumbra could provide a workshop programme that is commissioned by the individual payments of SDS or self-funding clients.

Why do a POWOW Pilot?

Market
Firstly there is a need to test whether there is a market for wellbeing workshops and to collect evidence to present to the local authorities to encourage the move away from solely commissioning 1-1 support packages with providers.

Groups have a unique role in achieving outcomes
For a person using services, the availability of having the option to take part in the shared learning experience within groups may be paramount to the success of reaching their personal outcomes. Outcomes such as improving confidence, mental health and self management skills can be achieved through accessing packages which include workshops.
Stepping stone to mainstream groups
While the ultimate goal would be for people to independently access mainstream groups to achieve their outcomes, some people report that the stigma they encounter at such groups can deter them from joining. Being involved in a group which is understanding and inclusive about mental health difficulties can help people gain the confidence and social skills to become more involved in more mainstream activities and may provide an avenue for them to take the role as facilitator themselves. POWOWs facilitated by peer workers can provide inspiration and hope for participants’ on their Recovery journey.

Value for money
The cost of attending a workshop is probably going to cost less per hour than 1-1 support and may help meet some outcomes that 1-1 support can not. It’s in the best interests of the client to have options to choose from that allow value for money in support purchased to meet their outcomes.

Portability of service
Penumbra POWOWs should be available and accessible to all and not always tied in to one service. Anyone can access a POWOW whether they are a local resident or not, perhaps as part of a short break package. This frees up the market to make more relevant choices.

The Pilot

Where
In January and February 2013, 5 wellbeing workshops ran in Glasgow where implementation has accelerated at greatest speed. For the majority of service users that are already supported by Penumbra this has manifested as an assessment followed by an individual budget allocation which the council manages and the person using services decides how it’s spent:

“the important thing is that the money is being spent in ways that help the person achieve the outcomes in the support plan”. Raymond Bell, Glasgow City Council.

Mr Bell also states that people can spend their budgets on, ‘Direct support, work and learning, short breaks, being part of the community and things that support people’s health and wellbeing’. With this in mind Glasgow seemed like a good pace to start.

Process
Funding for the project came from the Police Benevolent Fund with a remit to develop wellbeing workshops. Facilitators were recruited by advertising the pilot to West area support staff who registered an interest in the pilot. The resulting team consisting of 2 peer workers and a support worker took part in facilitation skills workshops with Penumbra’s Personalisation advisor. The ‘elective’ aspect of becoming involved in the pilot proved to be essential in ensuring a solid, enthusiastic and committed working team. Through further planning and development sessions,
the group went on to develop the content and structure of 4 existing POWOWs and write a new one so that each had a clear outcomes-led approach:

- Realising your potential
- Participation and Control
- Snooze
- Speak with Confidence
- Feelin’ Good

Further materials and learning workbooks were also developed to enhance the group learning experience. Advertising took the form of paper and electronic flyers to resource centres, service users and through websites such as SCIF, SDSS, SRN etc. It was made clear that the workshops were free and open to anyone with experience of a mental health problem.

Running the POWOWs
The POWOWs ran every Friday afternoon for 5 weeks and were roughly 3 hours long. 35 places were taken (averaging at 7 people per POWOW) and 32 evaluation sheets returned. Two facilitators ran each workshop with exception of the last where a participant with Autism had struggled to work within the group and so one facilitator worked 1-1 with the person for the first half of the session then re-joined the group. The facilitators met before and debriefed after each POWOW.

Learning

Participant feedback

Overall feedback was positive (please see the appendix for full data results) with 97% of participants agreeing or strongly agreeing they felt comfortable during the workshops and 81% of participants agreeing or strongly agreeing they felt more confident as a result of the workshop. When asked whether they would like to come to another workshop, 68% said yes and 27% said maybe with an encouraging 98% wishing to hear about future POWOWs.

Participants were asked what could be improved, the most constructive feedback being to give “a bit more clarity in directions (a small concern not a problem)”. The qualitative feedback was reassuringly positive:

“Much better than I expected. Very pleasant facilitators. Enjoyed it very much.”

“Excellent. Good to meet new people and to realise that I have potential if I put my mind to it.”

“I found it a very friendly atmosphere. Fun, informative, facilitators made you at ease by sharing their stories too”.
“I thought the group was positive. Sharing our tips on a healthy sleep pattern. Information in hand outs helped me see what I needed to apply to myself. Very welcoming.”

“Good group of people, liked all the tips on confident speaking from the workbook and others in the group”

POWOW Pilot Participants

A person who had initially struggled working within the group dynamic (in response the facilitators worked with him on a plan that would work for him and the rest of the group), wrote to Penumbra later with feedback which reflected his appreciation of the personalised approach taken to ensure he could work with the group:

“…the 1 to 1 time she gave was appreciated… it felt like a couple of years ago at former autism resource Centre, when I focus on one thing with one person and ill be honest it meant so much she did that. Do you ever get a time when something was greater than normal, well the time she gave helps and hoping she is able to find others who can help. I just want to say thanks truly “

POWOW Pilot Participant

Overall, participants reported a positive experience and indicated the POWOWs contributed to improving confidence. Further outcomes focused evidence can be undertaken by linking I.ROC in with POWOW evaluation in future developments.

General Observations
It was noted that many of the participants initially felt anxious about attending a POWOW, the majority of whom reported to have felt at ease relatively quickly and went on to actively participate in the group with the exception of one lady who needed some 1-1 time outwith the group to cope with her anxiety. It was generally felt that the no ‘obligation to participate’ policy was key in contributing to people’s overall comfort.

Facilitator Feedback
The following are some of the key points brought up by the facilitators:

What went well:

- The planning sessions helped facilitators to; bond thus contributing to effective co-facilitation; focus; feel more confident about facilitating the pilot; clarify their role as facilitator and develop their planning skills.
- By contributing to the content of the POWOWs, facilitators felt they were able to take ownership of the process.
- Debriefing after every pilot helped reflect and problem solve in preparation for the next POWOW.
- Facilitators felt that the end result of the POWOW session plans were of a good standard and easy to follow.

“I think all the planning sessions beforehand got all the facilitators working together so it was easier to co-deliver”
Debriefing after the POWOW helped support your practice. Preparation time beforehand helped you to focus for the POWOW ahead

“I also now know how to put together and plan POWOW’s”

POWOW Pilot Facilitators

What could have gone better:
- More facilitation training focusing on practice around ‘problem’ scenarios.
- A better ventilated room

What facilitators got out of the pilot:
- Sense of achievement; learning from others; increased confidence; re-established perspectives of Recovery; more opportunities to be creative.

“I gained confidence in facilitating especially with looking at problems with a solution focus. I gained self esteem in facilitating and being a model of hope”

“A real strong sense of achievement. I felt humbled and grateful at how people were sharing and made me realise how far I had come in Recovery”

“I gained experience of facilitating which I hope to be able to build on. I also enjoyed working as part of a group and being able to be a bit creative”

POWOW Pilot Facilitators

Problems facilitators sometimes experienced:
- Lack of confidence when facilitating; difficulty facilitating the group when one participant became overly dominant; difficulty keeping on track.

“I struggled to gain control of the group when one member was being very dominant”

POWOW Pilot Facilitator

How the facilitators overcame these difficulties:
- By being flexible with the group e.g. working 1-1 where appropriate; participant feedback helped reaffirm confidence; supporting each other as a facilitation group helped gain knowledge and confidence as a facilitator.

“We found a solution to these difficulties, a one to one (with the disruptive member) while I facilitated the larger group. Great to hear how well that worked for that person re his feedback.”

POWOW Pilot Facilitator
Support facilitators felt would be vital to their role:
- Preparation and debrief time, time with other facilitators as a group, supervision with their line manager to discuss any problems.

Training facilitators felt essential for the role:
- Listening; group work skills; managing challenging behaviour; autism awareness.

Key learning:
1. Facilitators meeting in a group helps to establish a support network, share information, focus and problem solve and ultimately aides co-delivery.
2. Preparation and debriefing time is essential for focusing, learning and reflecting on practice.
3. A flexible and personalised approach to facilitation is essential especially in response to challenging participants.
4. Facilitation training should cover listening skills, group work skills, managing challenging behaviour and autism awareness.

Peer Perspectives
In Penumbra’s Nova services, the POWOWs are usually run with one Recovery Practitioner and one Peer Worker. The peers involved in this pilot were co-facilitators of 4 of the POWOWs and one POWOW was solely facilitated by Peer Workers. The Peer workers were asked to focus on what the peer aspect brings to group work at a recorded focus group, their full responses can be found in the appendix however the key points are:

- Peer facilitators strongly identified with the POWOW participants.
- They felt that as peers they offered relevant experience, hope and empathy.
- From their own past experience, they have valued a person with lived experience facilitating groups – they felt relief, hope and inspiration and it encouraged them listen and participate.
- They also recognised the 2 way learning that took place and that their wellbeing toolbox can expand through facilitating POWOWs.
- Peer workers felt it helped them reflect and appreciate how far they’ve come in their own Recovery journey.

“I thought it was really good that the peer workers were involved because a lot of the stuff we spoke about we’ve got experience of overcoming a lot of these”

“where I felt strongly in the peer support role is when people shared, I identified with a lot of the stuff people were talking about and feeling”

“People look at us as workers and can put you up on a pedestal but being able to share some of your own stuff just brings you back into that line and lets them see ‘I’m just the same as you, I’ve experienced similar to you and this is where I am now’
that’s what I love about being a peer support worker and that really worked in the groups”

“We’ve experienced what we’re actually talking about in some shape or form. It’s almost like practicing what we preach”

“we’re not just talking the talk, we’re walking the walk. It’s like you say we’ve been there, done it and are in Recovery “

POWOW Pilot Peer Facilitators

To summarise, the Peer workers facilitating these workshops came from a position of empathy and mutuality where they were able to share their experience in a relevant way that they felt helped to put people at ease and inspire hope. They noted that it is a different experience to that of a ‘professional’ giving advice; peer facilitation can enable an equalising and inspirational atmosphere. By facilitating workshops, peer workers feel it helps them reflect on their personal journey of recovery. They themselves learned through the two-way process of group learning which reinforces and makes more apparent the unique approaches people take to their recovery – group work is a great platform for highlighting this.

Conclusion

Based on the overall learning and success of this pilot, it is feasible to go ahead with plans for trialling POWOWs funded by individual payments though SDS or self-funding. £25 per place is overall considered a reasonable amount to pay by people who use services. Current evaluation processes show a positive link between participating in POWOWs and reaching the outcome of improving confidence however more work needs to be done around linking in I.ROC with POWOW delivery to evaluate effectiveness of achieving other outcomes. Where possible Peer Workers should co-facilitate workshops to strengthen the two-way learning process and enhance an inspirational environment as ‘models of hope’ in Recovery.

Facilitators work best having chosen to facilitate and need to be fully trained to adequately deal with problems that may arise and effectively facilitate the group learning process. Facilitators should be able to meet as a group to enable co-support, information sharing and problem solving; time should be built in for preparation and debriefing for every POWOW. Facilitators may need additional support during supervision in their role as a facilitator and this should be reflected in management training. POWOW session plans and content need to reflect a clear and easy to follow structure that’s outcomes focused. Drawing up a commercially viable business plan to implement and support individually commissioned and outcomes led POWOWs across Penumbra’s services is the next step to achieving Penumbra’s ‘menu’ of services.
References:


Appendix

1. POWOW Pilot evaluation (participant feedback)
2. Peer Perspectives
3. Facilitator Feedback
Number of workshops: 5  
Number of places taken: 35  
Number of feedback returns: 32

The following is the combined feedback results from all 5 POWOWs held Jan/Feb 2013.

**Q1. I found the workshop relevant for me:**

- Strongly Disagree: 0%
- Disagree: 0%
- Not Sure: 10%
- Agree: 34%
- Strongly Agree: 56%

**Q2. I felt comfortable at the workshop:**

- Strongly Disagree: 0%
- Disagree: 0%
- Not Sure: 3%
- Agree: 56%
- Strongly Agree: 41%
Q3. I feel more confident as a result of this workshop

- Strongly Disagree: 19%
- Disagree: 19%
- Not Sure: 62%

Q5. I would come to another POWOW workshop:

- Yes: 68%
- Maybe: 22%
- No: 5%

Q6. How could we improve the workshop?
- “More people, bigger groups”
- “Don’t know”
- “Just having a repeat follow up session”
- “Don’t know, really enjoyed the way the group was run”
- “don’t know thought it was fine”
- “a bit more clarity in directions (a small concern not a problem)”
- “By having a spell checker”
- “maybe but not sure, maybe a meal out at the end of the group to evaluate”
- “By emphasising that speaking from memory is vital”
- “Maybe outline exactly what we are doing”
- “Show a DVD”
Q7. How did you hear about this POWOW?

“Addaction” x 4
“Penumbra support worker” x 8
“through a friend” x 4
“at a meeting”
“through the carers at the center”
“Penumbra” x 3

Q8. If you were in receipt of SDS funds* or were self funding, do you think £25 is a good price for a workshop?

- Yes: 50%
- Maybe: 35%
- No: 9%
- No Answer: 6%

Q9. Would you like to hear about future POWOWs?

- Yes: 28, 93%
- No: 7%
Q 10. In your own words, what did you think of the workshop today?

“It was very good and well run and had a good mix of people attending”

“Much better than I expected. Very pleasant facilitators. Enjoyed it very much.”

“Excellent. Good to meet new people and to realise that I have potential if I put my mind to it. Just good to have regular reminders.”

“Good group, good fun, felt really comfortable – had a good afternoon a lot of fun – looking forward to next week.”

“I found it a very friendly atmosphere. Fun, informative, facilitators made you at ease by sharing their stories too. Definitely will come back.”

“Fantastic”

“I found it quite helpful and constructive”

“Enjoyed it and learned from others”

“I am glad I went”

“Excellent”

“very well facilitated, good atmosphere. Very informative”

“Good group, learned a few things about sleep!”

“Excellent long may it continue”

“Very helpful gave a lot of good helpful ideas”

“I thought the group was positive. Sharing our tips on a healthy sleep pattern. Information in hand outs helped me see what I needed to apply to myself. Very welcoming.”

“Supportive and friendly”

“Very interesting”

“today went well and all participated. Organised well and was more than happy here”

“Well it was at the 3rd powow and the 1 to 1 time she gave was appreciated and outside of support worker it felt like a couple of years ago at former autism resource Centre, when I focus on one thing with one person and ill be honest it meant so much she did that. Do you ever get a time when something was greater than
normal, well the time she gave helps and hoping she is able to find others who can help. I just want to say thanks truly “

“It was excellent”

“Some of the input was difficult”

“It was very good. Lively”
“Good group, bit intense”

“Good group of people, liked all the tips on confident speaking from the workbook and others in the group”

“Today was well prepared and thought out, it was delivered great”

“It was helpful and I learned new ways and ideas to cope”

“Very good a lot of ground was covered and solutions to various problems covered”
POWOW Pilot
Peer Perspectives

2 Peer facilitators gave some insightful feedback surrounding the value of peer workers facilitating the West POWOW pilot.

Key Points

- Peer facilitators strongly identified with the POWOW participants.
- They felt that as peers they offered relevant experience, hope and empathy.
- From their own past experience, they have valued a person with lived experience facilitating groups – they felt relief, hope and inspiration and it encouraged them listen and participate.
- They also recognised the 2 way learning that took place and that their wellbeing toolbox can expand through facilitating POWOWs.
- Peer workers felt it helped them reflect and appreciate how far they’ve come in their own Recovery journey.

Key words:

Empathy, Equalising, Relevant, Reflection, Recovery, Mutual Learning, Hope, Inspiration, Experience, Real

What are your thoughts on the advantages of facilitation from a peer’s perspective?

FG I thought it was really good that the peer workers were involved because a lot of the stuff we spoke about we’ve got experience of overcoming a lot of these….a lot of the wellbeing tips that we were proposing people take on board we have experience of using to over come certain issues and barriers and finding ways to get over them. In some roles as a facilitator you don’t get to express your own points of view but in this facilitation role we got to share along side the people that came along and it was relevant and it worked really well.

AB: I totally echo what you are saying what I felt strongly was the mutuality and where I felt strongly in the peer support role is when people shared I identified with a lot of the stuff people were talking about and feeling. Just being there, there initially was a lot of anxiety, by coming into a building they didn’t know meeting people they didn’t know, and I thought they did great and I could identify with that anxiety. People look at us as workers and can put you up on a pedestal but being able to share some of your own stuff just brings you back into that line and lets them
see ‘I’m just the same as you, I’ve experienced similar to you and this is where I am now’ that’s what I love about being a peer support worker and that really worked in the groups.

So peer facilitators can be an inspiration on a realistic level?

FG: There’s that automatic hopefulness, there’s the automatic respect that you get as a worker but you bring that down to earth by sharing and telling people that you’re a peer worker and that you’ve got your own personal experience. There’s that hopefulness for people to hang on to. I think what’s really important is, see every one of these POWOW workshops that we have facilitated; they have been a problem to us at some point in our lives. We’ve experienced what we’re actually talking about in some shape or form. It’s almost like practicing what we preach.

AB: That’s it, we’re not just talking the talk, we’re walking the walk. It’s like you say we’ve been there, done it and are in Recovery from experiencing a lot of this. That again can make it real. In know as a service user I’d be sitting there thinking, ‘you don’t have a clue how I feel, you don’t have a clue what it’s like for me. You’ve never been in this position.’ In fact I used to use that – I’d say, ‘all you know is what you’ve read in a book’. So when I started to hear, it was counsellors for me, they told me they were in Recovery themselves I started to listen, I paid attention they were talking about something I’d experienced and I started to listen. Don’t get me wrong, the support worker I had directed me there but that was my argument to her, ‘you don’t know what you’re talking about’.

What did that feel like for you, being in the position where someone with lived experience was facilitating?

AB: Relief and also hope. I didn’t know at the time but they were showing me that it was possible, I didn’t believe I would ever get out of where I was but the people standing in front of me were telling me that it is possible and I’m doing it, I didn’t know it was hope at the time.

FG: That is how we show hope. Being real, being genuine. The great thing also is that as peer workers we’re learning off of everyone in that room and we don’t have all the answers. We’ve got our own experience and to a certain extent we can utilise that experience but by encouraging other people to share with us, we’re expanding our knowledge and our wellbeing toolbox

AB I get right in touch with my humility and gratitude because I often forget how far I’ve come – people expressing issues I had forgotten I’d experienced! So that gets me in touch with how grateful at how far I have moved along in the process. Sometimes I think my mental health is suffering then I realise that my God I’m in paradise compared with where I used to be!
that’s the same with me, it gets me back to my absolute roots of where I came from.

In summary:

Peer support workers facilitating workshops can come from a position of empathy and mutuality where they are able to share their experience in a relevant way that can help to put people at ease and inspire hope. It is a different experience to that of a ‘professional’ giving advice, peer facilitation can foster an equalising and inspirational atmosphere. By facilitating workshops, peer workers feel it helps them reflect on their personal journey of recovery. They themselves learn through the two way process of group learning which reinforces and makes more apparent the unique approaches people take to their recovery – group work is a great platform for highlighting this.
POWOW Pilot
Facilitator Feedback

The West POWOW pilot was organised and facilitated by 4 staff members: Fiona Gray (peer support worker), Angela Bateman (peer support worker), Leona Irvine (support worker), Corinne Scott (personalisation advisor). Feedback from FG, AB and LI below:

1. What worked well about the POWOW pilot?

FG: “I think all the planning sessions beforehand got all the facilitators working together so it was easier to co-deliver. Facilitators contributing to content of the POWOW helped. Debriefing after the POWOW helped support your practice. Preparation time beforehand helped you to focus for the POWOW ahead”

AB: “The planning beforehand really helped me to feel focused and confident to facilitate the POWOW. The actual POWOW session plan was excellent and I felt as if the 2 sessions that I facilitated flowed really well”

LI: “The advertising worked well as all sessions were well attended. The preparation also worked well as before taking part in the POWOW pilot I wasn’t altogether clear about the difference between a trainer and a facilitator but I am now aware and I also now know how to put together and plan POWOW’s from running a small one during the POWOWs training. I also think having a small team of four worked well.”

2. What could have worked better?

FG: “I think some more formal facilitation skill training might have been appropriate i.e. problems that can occur with solution focus. If we had been able to find solution to problems a little earlier on”

AB: “The room could have been better. I personally really struggle with this group room because the ventilation is really difficult to get a balance with”

LI: “I think simply more experience and awareness of issues with may occur during a POWOW. We could of maybe invited someone to talk to the group who has been a facilitator for a while so they could advise us”
3. What did you get out of facilitating the POWOWs?

FG: “Great sense of achievement for completing the pilot. It was a fantastic experience facilitating the POWOW’s from a peer perspective. Felt so appropriate to be a peer worker facilitating as I could share and empathise with others. I learnt a lot from others about workshops. I gained confidence in facilitating especially with looking at problems with a solution focus. I gained self esteem in facilitating and being a model of hope”

AB: “A real strong sense of achievement. I felt humbled and grateful at how people were sharing and made me realise how far I had come in Recovery. I also got a good laugh with the service users and took great pleasure in witnessing them enjoying being part of the group.”

LI: “I gained experience of facilitating which I hope to be able to build on. I also enjoyed working as part of a group and being able to be a bit creative.”

4. What difficulties did you experience as a facilitator?

FG: “After one POWOW facilitators felt they had to question their facilitation skills (due to a disruptive participant). Going home on Friday without a solution wasn’t good for the weekend.”

AB: “None, apart from not liking the group room”

LI: “I lacked confidence and wasn’t always sure of what I should be doing and forgot when to refer to the workbook a few times. I also struggled to gain control of the group when one member was being very dominant”

5. How did you or would you overcome these difficulties?

FG: “We found a solution to these difficulties, a one to one (with the disruptive member) while I facilitated the larger group. Great to hear how well that worked for that person re his feedback. Great to read feedback for looking at problems.”

AB: “I would like the venue to be changed”

LI: “By talking to the other POWOW facilitators to gain knowledge from their experience”
6. What kind of support do you think facilitators need if regularly delivering POWOWs?

FG: “I think they need preparation time before and debriefing time afterwards.”

AB: “Getting support time with other facilitators. Time in supervision (if needed) to discuss any difficulties”

LI: “To be able to debrief afterwards and feel very comfortable in being able to speak with the other members of their team.”

7. What kind of training do you think they need?

FG: “Perhaps some kind of formal problem/solution focused training, interactive training”

AB: “Listening Skills. Group Work Skills”

LI: “Facilitator training, managing challenging behaviour, autism awareness, group work skills.”

8. If group work/facilitation could be a regular part of your working life, can you describe what would be a good balance for you?

FG: “Once a week preferably at the end of the week to end on a high note, great tonic for the weekend!”

AB: “If I worked 5 days a week, I think 3 days supporting clients and 2 days doing group work/facilitation would be a good balance for me. If part time hours apply then 2 days supporting clients and 1 day doing group work/facilitation”

LI: “I would very much like group work/facilitation to be part of my working life. I would see once every 2-3 weeks being manageable.”