

Experts by Experience Panel Refugee Resettlement Service ST Helens Borough Council

Service Specification

Purpose of the Experts by Experience Panel

The Experts by Experience Panel is a group of people with lived experience as refugees, asylum seekers, or other migrants in St Helens who participate in the continued development of services in the borough to make sure we are providing the services that people want and need. The aims of the Experts by Experience Panel include to:

- Act as the voices of refugees, asylum seekers and other international migrants in St Helens by engaging with service users, assessing their needs and aspirations, and reporting these to service providers.
- Help shape the planning, delivery, monitoring and evaluation of public and other services (including the Refugee Resettlement Service, other services St Helens Borough Council, and the public sector more widely) so these services become more responsive and inclusive of those needs and aspirations.
- Participate in activities and events where they can influence decision makers and other staff in public and other services, including staff and multi-agency meetings, consultations, training and awareness-raising sessions, and research panels.
- Develop leadership and knowledge within refugee, asylum-seeker, and migrant communities in St Helens, contributing to their full integration in St Helens



The services provided by members of the Experts by Experience Panel include:

1. Engaging with service users who are refugees, asylum seekers or other international migrants and gathering their feedback and opinions about various services.
2. Identifying the needs and aspirations of service users in various integration areas and sharing feedback with service providers.
3. Identifying the main barriers and challenges experienced by service users and advising service providers.
4. Engaging with service managers and staff and helping shape the planning, delivery and evaluation of those services.
5. Participating in Experts by Experience Panel meetings and events and other relevant activities.
6. Helping raise awareness among service users about how various services operate and how they can influence service planning and delivery.
7. Assisting members of the Refugee Resettlement Service with delivering training and related activities and events.
8. Participating in consultation, engagement, review, evaluation, and research activities where required.
9. Getting involved in specific projects and activities, depending on availability and areas of interest, in agreement with the Refugee Resettlement Service.
10. Reporting to officers of the Refugee Resettlement Service about activities undertaken as part of the Experts by Experience Panel where required.



In addition to these activities, members of the Experts by Experience Panel are expected to:

- Work collaboratively with other members of the Experts by Experience Panel.
- Participate in relevant training and professional development activities offered by the Refugee Resettlement Service, including any mandatory training relevant to their role.
- Promote equality, diversity, and inclusion in their roles as Experts by Experience.
- Adhere to any relevant Council policies and protocols as directed by officers in the Refugee Resettlement Service.

Fees and other details

Members of the Experts by Experience Panel work as freelancers (consultants) and provide services to the Refugee Resettlement Service and other services as required and agreed. Members are recruited initially for 12 months. Membership may be renewed for an additional 12 months by mutual agreement.

Members are paid for services provided to the Experts by Experience Panel, as agreed by the Refugee Resettlement Service. The fee structure is as follows:

Per hour	£20
Per half day (4 hours)	£75
Per full day (7.5 hours)	£140

The fees will apply to participation in meetings and events, as well as to any other work required as part of their role as Experts by Experience Panel members, and as agreed with the Refugee Resettlement Service. Members may leave the Experts by Experience Panel at any time by providing confirmation in writing or by e-mail.

Refugee Resettlement Service:

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