

# LIVED EXPERIENCE

The value governors bring to foundation trusts



**After receiving care and treatment from children and young people's mental health services for many years Jack Wilson signed up as a service user governor at Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust.**

**Because of the relationships, skills, and expertise Jack built during his role as a governor, he applied for a business**

**apprenticeship and was accepted within the corporate affairs team. Jack quickly progressed in his apprenticeship role through to full-time employment with the trust as a corporate engagement assistant.**

**As a service user Jack understood the barriers which often prevent people with mental health issues from putting themselves forward as a governor, or even having a voice. He used his knowledge to transform the way we communicate with communities and to make information about services more accessible and understandable.**

**Because of this, Jack has fundamentally improved, and continues to improve, how the organisation not only engages with trust members and local communities, but truly 'involves' people in how we, as a trust, develop our plans and services for the future, particularly from seldom heard groups such as children and young people, and the LGBT+ community. Jack is a shining example of the power and positive influence of people with 'lived experience' and the foundation of the purpose and value that governors bring to foundation trusts.**