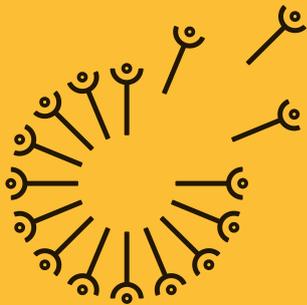


Annual Learning Review 2020



**FULFILLING
LIVES**
LAMBETH
SOUTHWARK
LEWISHAM





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About the programme

Fulfilling Lives Lambeth, Southwark and Lewisham (LSL) is funded by The National Lottery Community Fund and is part of the National Fulfilling Lives Programme. This is a £112 million national investment over 8 years supporting people who are experiencing multiple disadvantage facing three or more of homelessness, a record of current or historical offending, substance misuse, and mental ill health.

The programme funds local partnerships in 12 areas across England to test new ways of ensuring people receive joined-up and person-centred services which work for them. Partnerships work with people we support, service providers and commissioners, and local authorities to design, test and implement different approaches.

Fulfilling Lives LSL is led by Certitude in partnership with Thames Reach and strategic partners from the three boroughs. The Fulfilling Lives LSL programme runs until June 2022.

What we do

Service delivery – Change the lives of people experiencing multiple disadvantages for the better – now and in the future.

Co-production – Give equal value to the voices of both the decision makers and the people we support, so that all opinions are heard and respected equally.

Systemic Change – Make an impact on the way people are supported – by influencing policy and practice both locally and nationally.

Often people experiencing multiple levels of disadvantage are quickly labelled as hard to reach; unfortunately we (the system) very rarely reflect and review our own behaviours which can lead to the system(s) being hard to access.

Introduction

from the Chair of the

Core Strategic Group

Nicholas Campbell-Watts



This report provides an overview of the programme's work up to March 2020 and outlines our focus for the final phase of the programme.

The Fulfilling Lives LSL programme began in 2014. During the first 4 years, the programme provided a support-focussed service, employing personal budgets to work with individuals experiencing significant, entrenched multiple disadvantage. An economic model was used to evaluate the potential for whole system savings, if people were successfully supported to reduce their repeated use of crisis support services.

Evaluation found that the Fulfilling Lives LSL model could demonstrate financial savings of 34% from reduced service use. A significant review of the programme by the core strategic partners, our funding partner, the National Lottery Community Fund and people we support, led to a refocus away from only direct service provision, and back to the core purpose of The National Fulfilling Lives programme, supporting system-level changes in commissioning, service design and provision.

In January 2018, the programme transferred to Certitude as the lead provider, in partnership with Thames Reach and in continued close collaboration with the London boroughs of Lambeth, Southwark and Lewisham, and South London and Maudsley NHS Foundation Trust (SLaM).

A new team structure has been introduced including a practitioner team, testing new evidence-based interventions with people experiencing multiple disadvantage and innovation and evaluation team created to evaluate and share the impact of that support at a local and national level to influence system change. We have been determined to embed co-production approaches in our work and promote and share our insights across the sector. A community and peer team has been recruited to integrate the voice of people with lived experience of multiple disadvantage across the three boroughs.

In mid-2019 we rebranded to reflect our alignment to the National Fulfilling Lives programme, and we agreed key strategic system change priorities with our partners. We are now looking forward to

sharing learning from the programme and exploring how we can shape change across the sector locally and nationally, impacting on the health, social care, housing, education, criminal justice systems and beyond. This is more important now than ever due to the impact and significant system disruption of COVID-19. This period of unprecedented crisis and interruption to our lives and day-to-day operations and systems has further exposed the structural inequalities in our communities that are at the heart of the Fulfilling Lives programmes. But COVID-19 has also given us hope as we have seen people, communities, organisations and agencies step up to the challenges, side-lining the bureaucracy, barriers and processes that so often delay people getting the help that they need, where they need it and when they need it.

We are delighted to also now be working alongside our new research partners New Philanthropy Capital (NPC), Groundswell and Centre for Regional Economic and Social Research (CRESR) at Sheffield Hallam University, who will provide objective and academic evaluation of the findings. We look forward to collaborating to influence system change over the final years of the programme.

Nicholas Campbell-Watts

Summary

We have worked with 141 people, delivering flexible, person-centred support, reaching out to and working alongside them in the community. They have achieved a range of positive outcomes around their housing, mental health, offending and substance use.

Our work is underpinned by a commitment to understanding and applying the principles of a trauma, gender and culturally informed and human rights based approach. It is important to recognise the ongoing impact of COVID-19. We know that the pandemic has highlighted structural inequalities in society, and we will continue to monitor the impact on people experiencing multiple disadvantage and use this learning within our system change work.

We have appointed an external research and evaluation partnership of New Philanthropy Capital (NPC), Groundswell, and the Centre for Regional Economic and Social Research (CRESR) at Sheffield Hallam University.

We provide learning and evidence that will be used to influence at a local and national level, creating sustainable, long-term systemic change for people facing multiple disadvantage.

See our publications, including evidence contributed to Dame Carol Black's Independent Review of drugs, on our website: fulfillingliveslondon.com/news-publications/

Through listening to and learning from people experiencing multiple disadvantage, alongside the evaluation of data, the annual review focuses on 3 of the system change priorities that are underpinned by the core values of the programme that we are working on locally across Lambeth, Southwark and Lewisham.

The first system change priority is women's access to treatment and services. We have learnt that women face different barriers to men when they access services, so we are working with women facing multiple disadvantage, services and commissioners to set up a pilot project to support women's access to treatment. In particular, to enable women involved in street based sex work who experience sexual exploitation and violence to access a new treatment journey. We are also contributing to local strategies around violence against women and girls and dual diagnosis treatment.

The second system change priority is transitions. We know and have seen that people facing multiple disadvantage go through numerous challenging transitions. We are piloting an evidence-based framework called Critical Time Intervention, which we will use to support people in Southwark moving out of temporary accommodation, and to support people experiencing multiple disadvantage as our programme comes to a close.

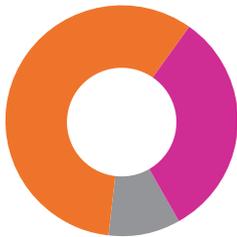
The third system change priority is to influence system behaviour by creating an equal space for decision-making through a culture of co-production. We have considered how co-production needs to be embedded within an organisation and a tailored induction and training package can support a workforce with lived experience to transition into employment. We are building networks of people with lived experience to continue shaping research, local and national strategies and our system change projects.

Who we work with

National Fulfilling Lives

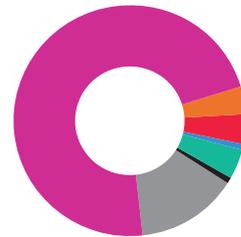
The National Fulfilling Lives programme has worked with 3,934 people.

Gender



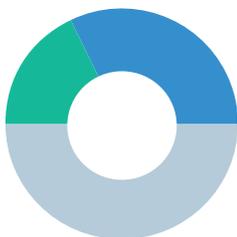
58%	Male
32%	Female
10%	Unknown

Ethnicity



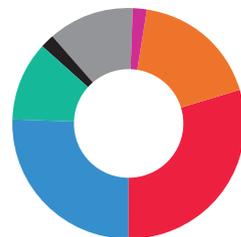
72%	White British	1%	Asian/British
4%	White (other)	4%	Mixed
4%	Black African/ Caribbean/British	1%	Other
		14%	Unknown

Disability



18%	Literacy problem
32%	Disability

Age

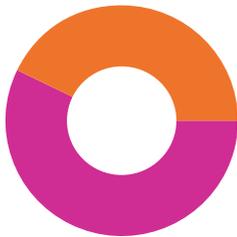


2%	16-19	11%	50-59
18%	20-29	2%	60+
30%	30-39	12%	Unknown
26%	40-49		

Fulfilling Lives LSL

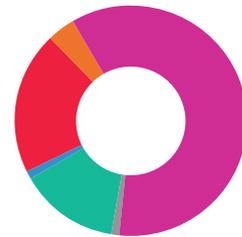
Fulfilling Lives LSL has worked with 141 people overall and 86 since April 2018.

Gender



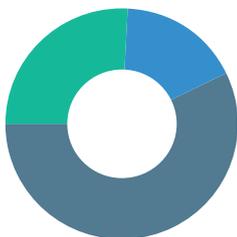
43% Male
57% Female

Ethnicity



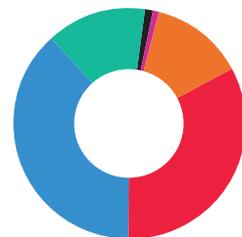
60% White British
4% White (other)
20% Black African/
Caribbean/British
1% Arab
14% Mixed
1% Unknown

Disability



26% Literacy problem
17% Disability

Age



1% 16-19
13% 20-29
33% 30-39
38% 40-49
14% 50-59
1% 60+

Who we work with

People we work with experience a combination of interconnected needs, and respond more positively to person-led support, reaching out to and working alongside them in the community. The data opposite gives a snapshot of how Fulfilling Lives LSL support enables people to reduce risks in their lives and improve their quality of life.

This is measured using two tools in line with the National Fulfilling Lives evaluation: the New Directions Team Assessment of Risk and the Homelessness Outcomes Star. The data uses these measures and reflects the progress of people we have been working with for 12 months or more.

90%

90% were using substances and/or alcohol when we started working with them, and 98% of these people were given help and advice around addictions and/or access to a substance use worker, detox or rehab. 36% are now actively addressing their substance and/or alcohol use, 7% of whom are totally abstinent.

84%

84% had a history of offending. Over half have reduced their offending, and a quarter of those are no longer offending.

90%

90% had mental health needs when we started working with them, and 31% of these people engaged with either counselling, Cognitive Behavioural Therapy or psychotherapy with an average of 37% improvement in their mental and emotional wellbeing.

Of the people we are currently working with



77%

77% were experiencing insecure housing when we started working with them. 49% are now actively managing their accommodation.



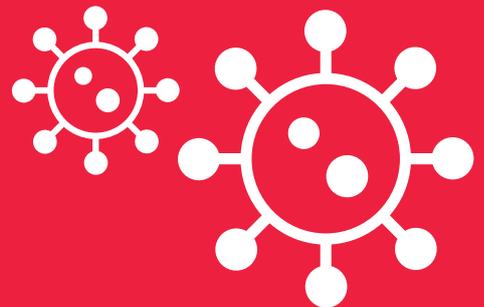
15%

15% have had an untreated serious health condition.



28%

28% have a blood-borne virus.



81%

81% of people are receiving the correct benefits, 21% of whom have been supported to maintain their benefits, and 17% have been supported to get identification.

How people feel

they are seen

People we work with who experience multiple levels of disadvantage don't feel that they are seen for their strengths. Services and systems often use negative language that describes and labels them as a whole person, which impacts wider perceptions and interactions.

"I don't know... I believe a lot of what people tell me. So, I don't know, I don't have much confidence and self-worth, I am not content. I say I am quite broken and insecure. Normally I put on a fake smile and it is not a real smile and people don't know the difference."

"I'm claustrophobic so I don't like waiting in some box room. I get scared but then people act like they are in danger because of me... People are scared of me but they don't realise I am scared of them."

"They make me look like a monster."

Labels we are committed to not using

We continue to pay attention and challenge, ours and others' language to reduce stigma and negative perception.

Difficult

Hard to reach

Non-engaged

Aggressive

Co-dependent

Manipulative

Addict

Not helping themselves

Complex needs

Attention seeking

Chaotic

Neglectful

To see upcoming campaigns please go to multipledisadvantageday.org

How people see themselves

In 2019 the National Fulfilling Lives programme launched its first campaign, #seethefullpicture. This campaign highlighted the importance of the public seeing beyond someone's immediate circumstances, the challenges they experience, or stereotyped images in the media and encouraged people to see the full person.

At Fulfilling Lives LSL, we encourage people to recognise their own strengths. When asked 'how would you describe yourself?', here is what people told us:



System change

priorities



As part of the National Fulfilling Lives programme, we work with other Fulfilling Lives partnerships across System Change Action Network (SCAN – the Leaders of each of the local Fulfilling Lives programmes), National Expert Citizen Group (NECG), National Evaluation Partner (CFE), National Communication Group (NCG), Making Every Adult Matter (MEAM) and The National Lottery Community Fund on the following system change priorities:

Improving access to services – particularly mental health;

System-wide workforce development, including the importance of trauma-informed and strengths-based approaches;

Improving service transitions – including hospital discharge and prison release;

Developing and expanding the role of co-production in effective systems change;

Embedding a culture of systems thinking and ‘what works’ in creating systems change.

Over the last year we have focused on 3 system change priorities that we are working on locally across Lambeth, Southwark, and Lewisham:

1. Women’s access to treatment and services
 2. Transitions and relationships
 3. System behaviour and co-production.
-

Our learning and plans for working on these priorities are discussed in more detail in this report. The system change priorities are underpinned by our commitment to further developing a trauma, gender, culturally informed and a human rights based approach.

These local Fulfilling Lives LSL system change priorities are in line with and have influenced the National Fulfilling Lives priorities and also support the National Expert Citizens Group system change priorities.

The National Expert Citizens Group

The National Expert Citizens Group (NECG) is a representative group whose members have lived experience of using Fulfilling Lives services. The NECG uses its insights to collaborate with decision makers with the aim of improving systems and services.

The NECG priorities are:

Helping create services designed for people with co-occurring substance/alcohol use and mental health ('dual diagnosis'). This includes providing support for people who want support but are not yet abstinent.

Designing services that are appropriate for women that have experienced multiple disadvantage.

Improving support for people leaving prison and people experiencing repeat contact with the criminal justice system.

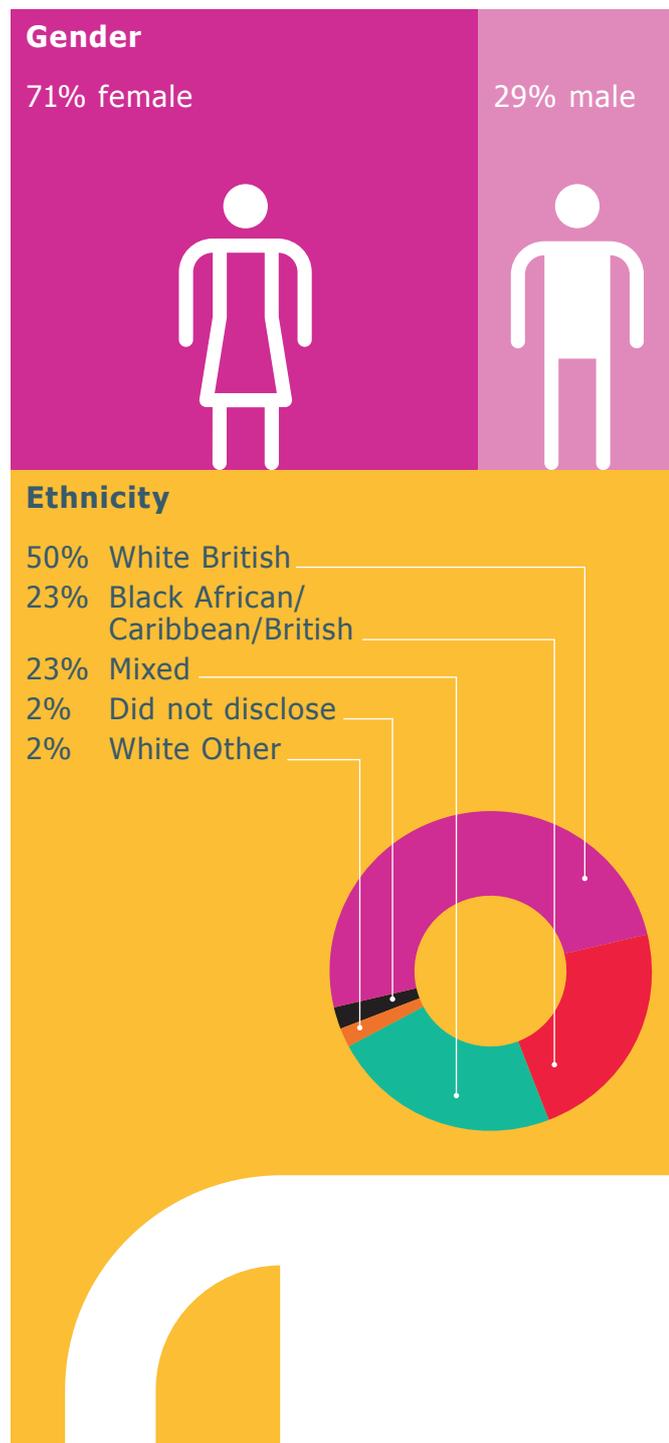
Developing appropriate accommodation options for people who are experiencing multiple disadvantage.

Developing approaches to prevent drug-related deaths and adapt to changes in drug use (e.g. rise in crack cocaine, prescription drugs and new psychoactive substances).

System change priority 1

Women's access to treatment and services

Of the 86 people we have worked with since the review



Of the people we are currently working with

24%

24% people have reported experiencing violence in a relationship

Of the women we are currently working with

45%

45% are involved in street-based sex work

76%

76% are using more than one type of drug

35%

35% of those referred to the programme have disclosed experiencing physical abuse during childhood

78%

78% have had children removed; this amounts to 82 children placed in the care system



"I was put in jail after care when I was 15 because they couldn't manage my behaviour – but I needed help, not punishment."

"People don't understand my diagnosis (PTSD/Dissociative PD/Depression), they don't understand how it impacts me. Every day is a struggle... Have they ever gone to get a bus and come around two days later in a hospital? It's really distressing, how can they say that doesn't affect me?"

"Sometimes you just need to get away from men... this is especially true for women who are involved in prostitution or who are with a guy who beats them up."

"When you go to a place like that [drugs service] its horrible anyway and then if you're a working girl you see people you really don't want to see when you're there... All services should have a women's only space."

Key learning

The data above provides a snapshot of the challenges faced by some of the women we work with. Through consultations and focus groups with key stakeholders and people we support to explore these issues further, it is clear that women experience disadvantage in different ways to men, and combined with experiences of trauma, this can lead to barriers for them in accessing services.

We aim to improve access to treatment for women experiencing multiple disadvantage, particularly those experiencing sexual exploitation and violence. We promote the importance of training and practice-based trauma, gender, and culturally informed approaches. We are exploring how to improve the service provision to reduce the revolving cycle and risk that some of the women we support experience.

We are creating safe spaces to listen properly to women's opinions and experiences to shape positive systemic change. We have set up the first South-East sub-regional women's group through discussions with the programme's ambassadors and other NECG women to represent the views and perspective of women with lived experience of multiple disadvantages.

What we are doing

1. Pilot a gender-informed approach, with women, local services, and commissioners to understand and overcome barriers to accessing drug & alcohol treatment for women
2. Pilot a new service offer aimed at reducing access barriers to housing, drug and alcohol services, & mental health treatment for women involved in street-based sex work.

System change priority 2

Transitions

People experiencing multiple disadvantage have numerous transitions through the health and social care system. This is reflected in the number of services involved in someone's support and the number of places they live.

Over a 2-year period:

10%

10% of people had more than seven different services working with them



21%

21% of people changed address more than four times



In a 6-month period:

19%

19% experienced a housing eviction, abandonment or planned move-on due to behaviour

23%

23% of people we have worked with spent time in local authority care and have transitioned from children to adult services



"Sometimes you feel like you're fighting a losing battle but when you have someone on your side things get groovy, just been trying to get through the obstacles and hoops."

"I feel stuck in the system, it's like a merry go round, I want to change and step off."

"There's so much to do when you first get out [of prison] – housing, probation, drug service, family and that's all in the first day. It's a massive pressure, they should stagger the appointments, and you shouldn't have to do them alone. It's a big trigger for relapse."

Key learning

For most people, moving through multiple services that support them at different stages of their journey is an effective process. However, based on our work with and listening to the experiences of people we support, we know that people who experience multiple levels of disadvantage often "fall through the gaps". They can be labelled as "hard to reach", and generally have had a revolving door experience within health, social care, housing and criminal justice systems. They may have experienced multiple evictions or abandonments, or been excluded from services. They are frequently asked to build new relationships with workers. There is an expectation to 'engage' without team members having a full understanding of the impact of how many times they have to do this previously or the experience of this for them. It has been evidenced that this small group of people cost the system significant amounts of time and money, and leaves the individual facing higher levels of risk.¹

We are exploring different transitional frameworks. Underpinning these frameworks will be an understanding of relational attachments to support successful transitions.

We are trialing a framework called Critical Time Intervention (CTI) from the US. This was chosen because it is an evidence-based model for supporting people through a transition in their lives. We are using this with people experiencing multiple disadvantage in our three boroughs. It provides structured, time-limited support with a focus on helping the person build a supportive community around them, ensuring that successful transition is sustainable.

What we are doing

We are learning about how to support people through transitions in two ways:

1. To test and learn the CTI framework
2. To support people through the transition of the programme coming to an end.

¹ Lamb et al., (2019) Why we need to invest in multiple needs. CFE Research.

System change priority 3

System behaviour

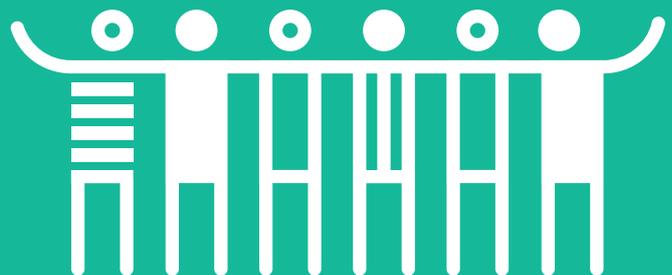
50%

More than 50% of the workforce has personally experienced multiple disadvantage.



6

We have directly recruited 6 people for their lived experience of different areas of multiple disadvantage.



A key principle of the programme is changing system behaviour through embedding a culture of co-production.

Co-production is more than just a way of working – it is a way of being, based on equality, inclusion and recognising the strength in diversity. It recognises and celebrates the different skills and experiences of professionals and people with lived experience as they come together to work on a shared goal, project or idea.

“Being part of the Fulfilling lives team has been quite a journey. I joined as a Peer Support volunteer before the transition to Certitude where I am now in a paid role as part of the Community Team. Having the work which I did valued not just with word but by the offer of employment within the team has been confidence building.

“In addition to gaining employment the programme has endeavoured to make my transition and that of my colleagues smooth. It is not always easy to plan for what to expect with a lived experience team but the programme has shown creativity and a willingness to test and learn new ideas, of which my colleagues and I are fully involved and in some instances leading the charge for change we want to see.”

Key learning

We heard from previous volunteers that they wanted to be managed by someone with lived experience of multiple disadvantage, and we recognised that some of the work carried out by volunteers deserved remuneration.

We listened to what people were telling us and took this feedback on board. Since 2018, we have recruited a Peer Programme Lead and we used consultation with people we support to inform the person specifications for recruitment of a new Community and Peer Team of people with lived experience of different areas of multiple disadvantage.

We now have a team of people with lived experience who are part of everything we do and a core part of the programme. Through working with the Community and Peer Team we have reflected on the importance of workforce development and how to really value lived experience within the workplace. For most of the team, this is their first time in formal employment for a while. This has shaped the development of an induction and training package, which will be shared as part of our learning.

What we are doing

We know how important it is to embed co-production so that it underlies everything we do. An essential part of this is building the team; every member of the Fulfilling Lives LSL team is recruited with a panel of both team members and lived experience.

We have engaged with people supported by Fulfilling Lives LSL to better understand what has worked well for them about the support we provide, and to gather their ideas about what changes in the system would be helpful for them. We have started holding focus groups, and we are working with people's creativity and talents, engaging with our programme in ways that support and showcase their strengths. We have worked alongside people who experience multiple disadvantage to inform and shape into several reports and research areas, including women and substance use, sharing views with a partner agency on sexual health and our report about the initial impact of COVID-19 on people experiencing multiple disadvantage.

We are building relationships in the community with other peer groups within Lambeth, Southwark and Lewisham to strengthen the voice of people experiencing multiple disadvantage and create networks of peers. These perspectives will be embedded throughout our system change projects during the final phase of the programme.

We continue to support two Ambassadors in shaping the programme and to attend the National Expert Citizens Group. They regularly facilitate sessions with our full team to discuss the work they are doing and share their findings and feed back to the national forum.

Our aim to give equal value to the voices of both the decision makers and the people we support, so that all opinions are heard and respected equally for the design, delivery and commissioning of services.

Charlotte M's experience



Charlotte was supported by Fulfilling Lives Lambeth, Southwark and Lewisham for several years, during which time she made many changes in her life. We are privileged to continue work alongside her, learn from her, and are so proud of everything she has achieved. We wish her all the best as she starts her new university course.

We asked her to share a bit about her experiences and how her life is now, in her own words:

"I was referred to the programme in 2016, having just returned home from a treatment centre outside London. I have accessed numerous substance misuse services and treatment programmes over the last 18 years, and I can honestly say that Fulfilling Lives is a very unique and exceptional programme.

From the outset, I felt respected and valued as an individual, as opposed to a recovering addict. I felt that my recovery journey was a collaboration between my key worker and myself, with a focus on independent living and regaining my place in society.

I was not automatically encouraged to use 'aftercare' or 12-step recovery groups. After quickly identifying that this had not worked for me in the past, we developed a very bespoke and holistic treatment plan that was centred around rebuilding my life in the same flat that it had fallen apart in.

In early recovery, we re-built my relationships with my children and family, gained more access to my youngest, and found activities such as swimming, yoga, and creative writing that encouraged me to stay clean. We then completely redecorated my flat which was fundamental to my recovery. Prior to Fulfilling Lives, I'd always be told not to 'focus on fixing the inside before the outside' but actually the two are interrelated. My key worker was the first to acknowledge that this was important to me and vital for my individual recovery.

I was asked to be part of the recruitment panel quite early on, which was initially a rather anxiety provoking experience, but after encouragement from the team, I began to really enjoy it. I have always felt that I am an equal part of the panel, working alongside the project leads and other managers in our partner programmes, and that my opinion and insights are genuinely taken into account.

I am now a NECG ambassador for the programme which is a very dynamic and rewarding role. I am able to 'act as a voice' for our beneficiaries in the regional and national meetings, meaning that our collective lived experience is used to influence the delivery of existing services, and shape the design of those to come. We are currently working on designing a pilot project in line with both the Fulfilling Lives and NECG's system change priorities, true co-design and co-production.

On a personal level, I can speak publicly in groups of over 60 people now which I could never have done before, and I credit this to the constant encouragement and support that I receive from every member of the Fulfilling Lives LSL team. I have attended, and managed to speak up in System Change Action Network meetings and Shared Learning Forums, because I feel that my insights are valued, and more importantly will be acted upon.

My roles within the programme have helped me in so many ways, I've gained in confidence, and have developed a repertoire of transferable skills. I very much feel part of the team, I'm really welcomed when I come into the office, and I was very honoured to be awarded the 'Michael Rosen Award for Best Volunteer' last year, a big surprise!

The Fulfilling Lives team are also helping me to meet my personal development and career goals. With their unfailing, truly altruistic support, including many, many chats with various members over the last few years, I have been able to complete a Pre-Access and an Access course, and now I'm about to start a degree, four years ago I was not even capable of sending an email!"

COVID-19 response

COVID-19 has brought significant disruption and has exposed the structural inequalities that exist in society, our communities, and our health and social care systems.

At the start of the pandemic, we quickly initiated our business contingency plans with people we support. The Fulfilling Lives approach of building relationships, working flexibly, and giving access to resources to help people engage with services (such as mobile phones, food vouchers, security of accommodation) continued during the pandemic.

We will continue to explore inequalities experienced by the people we support during the pandemic and capture any wider structural discrimination within society that leads to different experiences of the welfare and health and social care systems, and barriers to accessing services. Fulfilling Lives LSL is a unique resource aimed at system-level change and while COVID-19 has brought challenges to health, social care, housing, education and criminal justice systems, it has also highlighted resilience, creativity, and collaboration in individuals and systems. We will remain curious and continue to share our learning during COVID-19 to strengthen support for people experiencing multiple disadvantage and advocating for systems to better respond to their changing needs.

Research and Evaluation

Partnership

We are delighted to have commenced a new two-year research and evaluation study with New Philanthropy Capital (NPC), in partnership with Groundswell, and the Centre for Regional Economic and Social Research at Sheffield Hallam University.

The research and evaluation partnership combines expertise in systems change, influencing policy-makers, peer research, and trauma, gender and culturally-informed approaches. They will work alongside our programme to develop a better understanding of the complex interactions in systems navigated by people experiencing multiple disadvantage in Lambeth, Southwark and Lewisham and will produce evidence to strengthen the case for change across those systems.

Both Fulfilling Lives LSL and the research and evaluation partnership led by NPC are keen to engage with as many stakeholders, practitioners and policy-makers as possible during the remaining years of this project.

We'll be sharing learning and involving people at all stages of the project through a range of different outputs to bring people together, spark ideas and collaboration, and to influence change, including:

Action guides for a range of audiences

A Literature Review – Understanding Models of Support for People Facing Multiple Disadvantage

Learning and discussion events

Six-monthly summary

The project will generate learning that will be used across the sector and beyond the lifetime of the project.

Please check back on [Fulfilling Lives LSL's website](#) and follow us on Twitter to keep up to date with our learning and the findings from the project, and to see ways of engaging with us.

With thanks to

We would like to thank all our partners, including:

The National Lottery Community Fund

Certitude

Lambeth Council

Lambeth CCG
(now part of South East London CCG)

Southwark Council

Lewisham Council

Making Every Adult Matter (MEAM)

One Health Lewisham

Against Violence & Abuse (AVA)

Inspirit Training

Homeless Link

Agenda

National Expert Citizens Group (NECG)

Kathy Taylor, Clinical Psychologist

Revolving Doors

C4 Innovations

South London and Maudsley NHS Foundation Trust

New Philanthropy Capital (NPC)

Groundswell

The Centre for Regional Economic and Social Research at Sheffield Hallam University

Get in touch

Email: information@fulfillingliveslsl.london

Twitter: [@FL_LSL](https://twitter.com/FL_LSL)

Website: fulfillingliveslsl.london

Linkedin: www.linkedin.com/company/fulfilling-lives-lambeth-southwark-lewisham

More information on the National Fulfilling Lives programme can be found here www.fulfillinglivesevaluation.org/

With thanks to
Howdy
CFE Research
Pause Southwark



Stigma

Don't you know I'm traumatised when I'm being stigmatised
You're bonkers
A nutter
A wacko too
Would you like it if I said it to you

A nut job
A screw loose
And definitely cocoo

And one I don't like it when you say you're a weirdo, insane, doolally,
oddball and psycho
But the worst one of all is when you call me Schizo

A fruit case
Basket case
You cause me such pain
Why do you do it when you don't know my name?

Disturbed
Crazy
Quack Quack as well
You think I should be locked in a cell

Mental
A mad man
A chuckin lunatic
I wish you would all just stop taking the mick

Empty bag
Brain dead
A bit strange
I'm here to speak now, as I'm not deranged

Somewhat deficient and totally off key
Why are you always picking on me?

Just what is normal?
Not what you think's true
One day the name calling could be directed at you

Normal is anyone
Things happen in life
Labels aren't sticks and stones
But a heart pierced with a knife

Charlotte W