



## WELLBEING IN SERVICE DELIVERY

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## AIMS

This session will explore Freedom from Torture's (FFT) journey toward the integration of a systemic, trauma-informed approach to wellbeing within the organisation.

Attendees will gain insight into:

- The importance of survivor involvement and empowerment for wellbeing
- The development of FFT's approach to wellbeing and the learnings from this process
- Consideration of wellbeing in response to a changing and challenging external context and increasing strain on services.

We encourage you to think about the context of your own organisation and how aspects of our learning/thinking could be applied to your setting.

# FREEDOM FROM TORTURE

- Established in 1985 as the Medical Council for Victims of Torture
- We provide psychological, medical, legal and welfare support to survivors of torture
- Led by torture survivors we campaign against torture and for the rights of survivors seeking asylum in the UK.
- FFT employs survivors, psychologists, therapists, psychiatrists, lawyers, social workers, doctors, administrators in service delivery roles (both paid and voluntary) as well as a range of other roles in advocacy, fundraising, campaigning and support functions.
- 148 paid staff and 90 volunteers supporting
- Four pillars of our strategy: changing lives, changing the system, survivors driving change and changing ourselves.

## GOAL 4 – CHANGING OURSELVES

### Wellbeing considerations at FFT

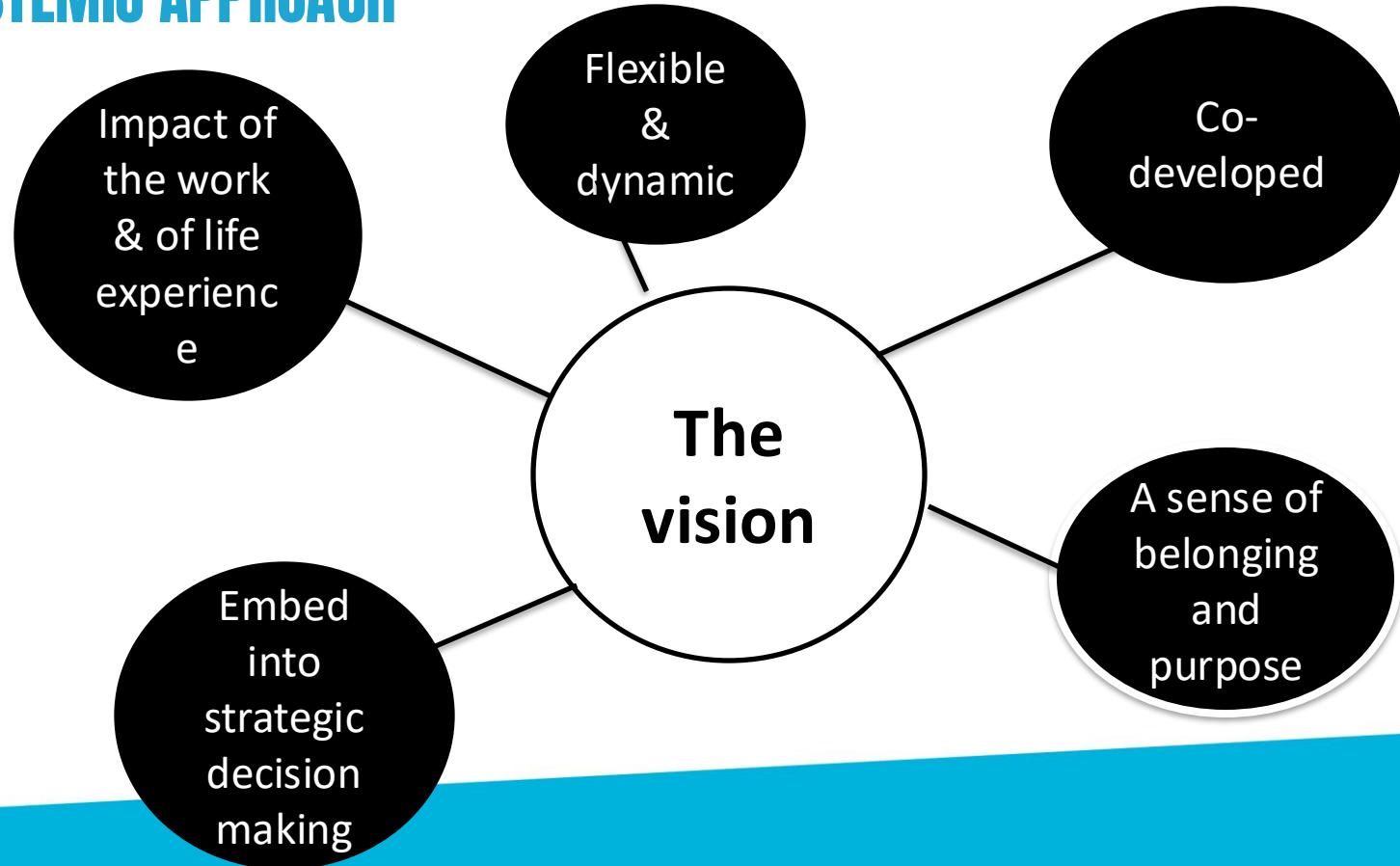
- Funding and financial challenges
- Increasing need v. limited resources
- Hostile external environment and political context
- Workforce community
- Repeated exposure to trauma (through client work, referrals, advocacy work etc.)

## APPROACH TO WELLBEING

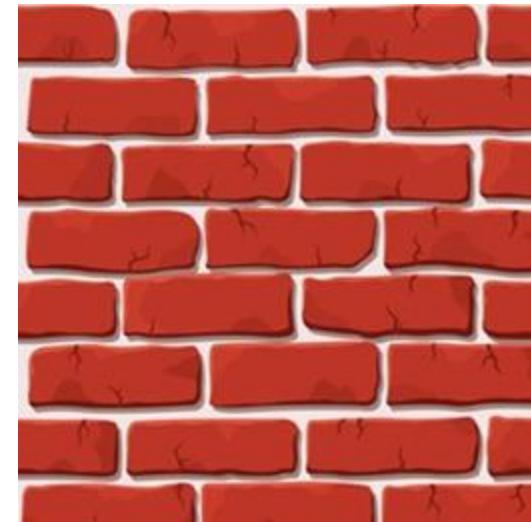
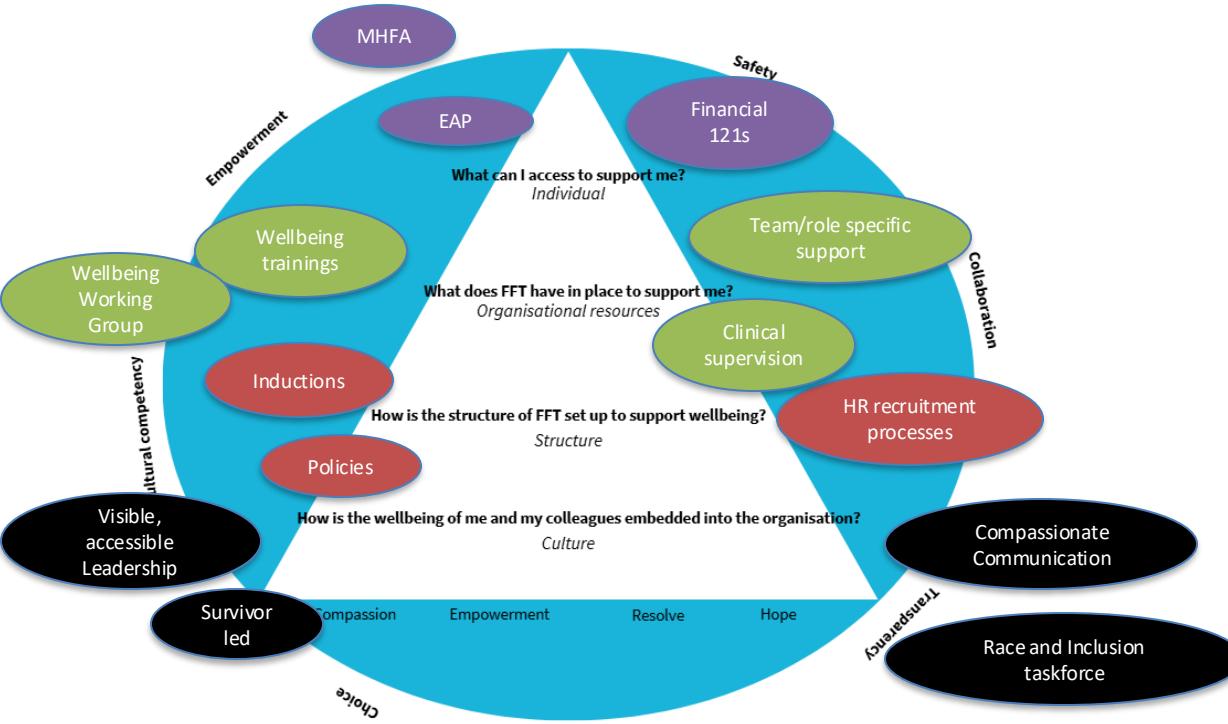
**2021-2024:** Trauma-informed approach. An attempt to recognise the impact of the work on staff and take inspiration from healthcare and education settings to embed principles that are informed by a psychological knowledge of trauma.

**2025:** Systemic approach – embedding aspects of trauma-informed care and recognising both organisational and individual responsibility as well as interconnecting systems and subsequent impact. This was driven by an in-depth review.

# A SYSTEMIC APPROACH

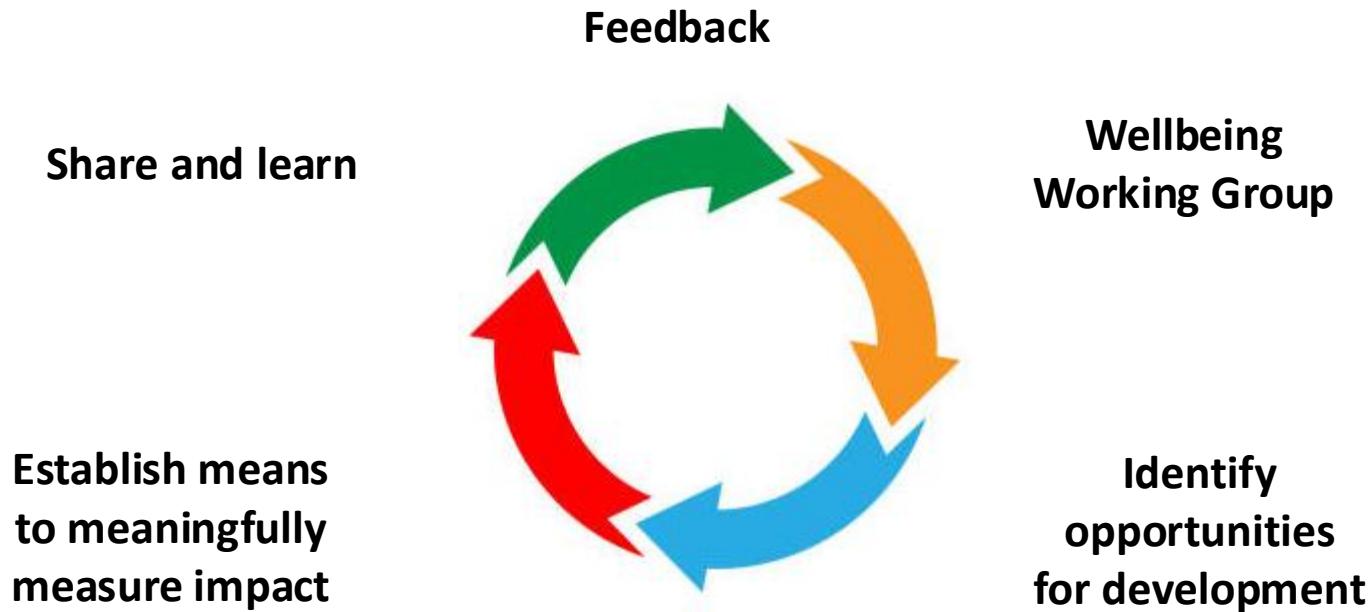


# BUILDING BLOCKS



Challenge	Mitigation
<b>Limited staff capacity</b>	<ul style="list-style-type: none"> <li>• Pre-plan wellbeing sessions and training</li> <li>• Senior managers align plans with resources and KPIs</li> <li>• Managers support staff reprioritisation</li> <li>• Review ICT systems for efficiency</li> </ul>
<b>Limited resources</b>	<ul style="list-style-type: none"> <li>• Seek ring-fenced funding for wellbeing</li> <li>• Identify and implement low/no-cost wellbeing initiatives</li> </ul>
<b>Organisational changes</b>	<ul style="list-style-type: none"> <li>• Start early discussions to identify potential points for staff stress</li> <li>• Provide timely additional support</li> </ul>
<b>Hesitation to engage</b>	<ul style="list-style-type: none"> <li>• Wellbeing Lead builds trust across FFT</li> <li>• Engage via Wellbeing Working Group</li> <li>• Share collective benefits and positive impacts</li> </ul>

# WHAT COMES NEXT?



# GOAL 3 - SURVIVORS DRIVING CHANGE

## INTRODUCTION ABOUT MY ROLE AND WHAT WE DO:

**Who is involved in this work , who we are and how we do?**

Survivor leadership and influencing directorate:

- Asylum Advocacy Work
- Accountability

# **SURVIVOR DRIVING THE CHANGE**

## **WHAT IS SURVIVOR EMPOWERMENT?**

"One of the most powerful ways to fight torture is to empower survivors to become agents: first to get rid of the impact of torture and live free from what the torturers wanted to achieve, and second to stand tall against torture by using their voice how they wish to"

**Kolbassia Haoussou MBE, Director of Survivor Leadership and Influencing**

- SSO
- YOS
- OSV

**SURVIVORS  
SPEAK OUT** 



One  
Strong  
Voice

**FREEDOM  
FROM  
TORTURE**

# INTRODUCTION TO SURVIVOR ACTIVISM

## WHERE WE SIT IN FFT VALUES

FFT values:

### COMPASSION

We understand suffering, and work together to end it.

### RESOLVE

We never give up, no matter what.

### EMPOWERMENT

We unlock strength and help people move from passive to active.

### HOPE

We know things can change for the better.

# **SURVIVOR DRIVING THE CHANGE**

**SURVIVOR ACTIVISM IS ABOUT ....**

- **Build the network of torture survivors and people with Lived Experience of the Uk asylum system**
- **Building political & public support for a compassionate and fairer system**
- **Holding the Uk and countries around the word to stand and condemn torture**

# **SURVIVOR DRIVING THE CHANGE**

## **WHAT ARE THE IMPACTS WE SEEK TO ACHIEVE IN OUR WORK?**

***"Nothing about us without us"***

- Policies will be developed with the contributions of the people affected the most
- Opportunity for capacity building
- People are empowered
- People contributing to the change they wish to see and become active actor and no longer passive

# SURVIVOR DRIVING THE CHANGE

## STOP THE FLIGHT CAMPAIGN

Metbo distribution at Conservative Party Conference



FREEDOM  
FROM  
TORTURE

## Word Aviation airlines conference disruption that contributed to Stop the flight campaign



FREEDOM  
FROM  
TORTURE

# **SURVIVOR DRIVING THE CHANGE**

**DOES EVERY PARTICIPATION CONTRIBUTE TO WELLBEING?**

**What does good contribution look like?**

**These key principles will need to be reflected:**

- ✓ **Meaningful**
- ✓ **Safeguarded**
- ✓ **Preparation**

# QUESTIONS

