

Transcript of video – Making it Real: Hertfordshire County Council Connected Lives Gateway Programme

Jenny Andrews, Business Improvement Manager: Our social care access service has been outsourced to Serco since 2012 and now we're going through this programme to bring that back in house.

As part of that we wanted to bring some co-production into it. There's other legislative changes around social care funding reform which has given us this opportunity to look at how people access the information, advice and support they need.

And we want to bring a preventative and enabling offer into that and we really want to strengthen the 'Connected Lives' approach which is the Hertfordshire approach to being person-centred.

Our focus is around how people get in touch about care services. So we're looking at when they or someone they know needs help, but they're not sure who from, when they would like to ask for a social care assessment or when they, or someone they know, already receives care and support and would like to talk to someone.

A co-production advisory group had been set up within the Connected Lives Gateway Programme and that group wanted a framework to use. They needed something to anchor that work and to really give it some direction.

We had the opportunity to take part in the Working Together for Change Programme which had been match-funded by ADASS, and it would give us the chance to you use this programme, see how works and also to learn from the other areas.

Nadine Lazzarotti, Business Improvement Officer: I'll explain about the process. It has eight stages. Stage one is about preparing, so we agree how, when and where we will use Working Together for Change and who needs to be involved.

It was really important to get people with lived experience, staff from across Hertfordshire, and providers, and we had several planning sessions with the Co-production Advisory Group

Stage two is around collecting the information, so I'll go into this a bit deeper in the next slide. Stage the three was about theming, so that was grouping the information together, and this helps us form the I/We statements. Stage four was understanding: we focused on the root cause of what is not working well for people and voted on the ones to address.

Stage five was about identifying success - what success would look like if the root causes were addressed and changed. We agreed the success statements using the 'I' and 'we' from different perspectives. For example, carers and family, commissioners and providers. Stage six was about planning, so we looked at what was already happening so we could move towards success and we thought about it from a range of viewpoints, for example traditional, community, and radical viewpoints, and we tried to turn these into action plans.

Stage seven was about implementing the plans and stage eight is about reviewing those plans.

I'll go onto about how we collected the information. We asked people through questions two things that were working well for you in your life now, two things that were not working well for you in your life now, and two things that are important for you in the future .

We published the questionnaire online and through our voluntary organisations and alliances and to make the process as accessible as possible, we provided different formats. So for example, easy read, telephone, virtual interviews. We also did video sign formats and to reach out to as many residents as possible, we also visited community centres and carers groups.

We collected the data roughly over two months. We did recognise that there was quite an open nature to the questions and this might challenge people, but we really really wanted it to be as person-centered as possible. In the end we had over 100 responses from the different reaches.

In terms of what's working well, one person told us: 'As a carer for my disabled partner I'm happy at the moment to be able to care for her at home.' In the not working well: 'Balancing the care and well-being of my parents with my life, and getting to talk to people face to face.' What is important for the people for the future? People told us: 'Care and support for my son when I'm no longer there.' There's a lot more responses but they're all very, very powerful and emotive when we were going through them and working through the process.

Jenny Andrews: We brought people together for two workshop days and it was quite intense. We understood it was a big commitment for people to come along. So two separate days held within the same week so that we got the continuity between them.

We had support from Simon and Ali leading the programme, and they were our facilitators on the day. And we'd trained up a group of facilitators so that we had a nice range of people there supporting on the day.

In terms of what we actually did, the feedback from the survey that Nadine has talked about, they were the printed out on slips of paper. As a whole group we decided how they could be themed together and then each one of those themes was given an 'I statement' - the group came up with what we thought described that good thing. For example, 'having a break when I need it ' that was one of the good examples we had there, very much keeping that sense of this is how we would word it in the community.

We did the same activity with those [things] are not working well. You can see there is quite a lot more feedback on that board (refers to screen) than there was the first one, but I think that in itself is really valuable.

We really wanted to value everything that people had said and put them into these categories so that we could really see some really powerful messages that we really wanted to capture. We did exactly the same again for the 'important for the future' data to recreate

them into the statements. So for example 'I want better joined-up services.' 'I want to connect with people like me.'

Then we did stage four, which is about the understanding, so looking at the root causes of what's not working well and then stage five is around identifying success. We voted on the themes that people felt would make the biggest impact to the most number of people within the workshop.

On the second day we did some action planning and so we looked at what we could commit to do within the first week, then three months, then six months, to actually make a change and to help solve that problem. People we had in the room were a mixture of commissioners, providers, and people with lived experience, so we really brought those three groups together.

The example you can see here, this our action plan around promoting support for carers, so that included wanting to reach more carers early, and addressing carer breakdown. The action that we chose to do here was around promoting support for carers by using a bus, that would stop in a place in the community, and give information and advice for carers.

We took photos at the end of that process to signify that commitment and to actually working together to make this happen.

Nadine Lazzarotti: So what worked well? Having a number of trained facilitators supporting the groups - we had up to eight, which was really useful, so we could put facilitators on each table, which supported everyone through the process.

[Also] being able to share a good amount of the person-centred data so this really felt like all the people that have given us those responses in the survey, it felt like they were in the room with us, so that was really great and powerful, and having the workshops in person was lovely after COVID. Being able to meet, you also get a temperature of everybody's feelings in the room and manage the whole process.

The challenges were ensuring that the right people were involved, it's always difficult holding a large event but we tried to give people as much notice as possible so making sure that everyone had the opportunity to be involved. We had accessible cards on the table, we also had one-to-one support for people who needed it.

Thirdly not letting people's past experience impact negatively on the process. To overcome this we had a 'parking board' space where people could raise issues which could be taken forward and addressed outside the workshop.

We will write a summary report about what happened in the workshops and what actions were agreed. We will share this report with people. We will have a follow up session to look at the data that we didn't get to share in the workshops, because there was so much data we couldn't go through.

Also we will honour that data and work through that as well, so we will follow up on the 'parking board' information collected and will share that with the coproduction boards within Hertfordshire County Council. We will meet with the Co-production Advisory Group to see how we are doing and we will present the information to the Strategic Co-production Board .

This is all really useful for when we hold our next event (refers to slide) so we will take that on board and try and make those improvements going forward.