



Over a Brew session - 18th Nov 2022

Putting co-production at the core of regional improvement.



CURATORS
OF CHANGE



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Over a Brew session -18th Nov 2022

Putting co-production at the core of regional improvement.

27 people joined the session
to share views ,insights and ideas , over a brew.

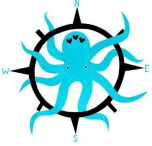
***'We need a Trust
Reset!'***



***'It's all about
trust'***

***"..dropping the badge
and status'***

Recap on questions and themes from previous sessions..



Questions

How can we make change happen using Co-production and involving people better?

How can we enable collaboration?

How can we create more meaningful impact?

How can we focus on , being more human ,equity and inclusion?

How can we unlock local community power & enterprise?

How do we design interconnected systems that make sense, and work for people?

Themes

Commissioning
leadership

Mindsets

Being human

Community

Collaboration

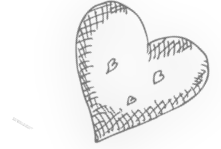
Accessibility

Inclusion

Inequality

service design

We asked 'What comes to mind when you hear the word TRUST?'



..building a relationship.

..respect and following-through on promises.

..people who are on my side/have got my back.

..having an open door relationship - honesty ,communication.

*..creating a relationship between practitioner and client to reach a solution
best for the client!*

*..mutual confidence, but also risk (ie taking a risk in placing your trust in
someone) so it needs to be built up.*

*..I think for me what comes to mind is reliability - strong relationships - being
free to be open and honest...*

*..Mutual respect and knowing each other's role and that they will deliver on
this.*



..a respectful, reliable relationship.

..being open, respectful and authentic.

..respect in building relationships.



Sabotage activity!

We asked participants to capture on a **flinga board** anything they would do to sabotage trust and relationships

ADASS EAST - Over A
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How do we sabotage
any attempts at
building trust and
relationships in
everything we do...

dishonesty.

Assuming professionals know best what is right for people

dont be honest with people

Lie to people

not listening

dont spend time really getting to know people

inconsistent communication

not listening.

No use of empathy

Corporate or organisational directives being imposed on relationships with partners

fill my diary with as many meetings as possible so I dont have time to spend with those I am supporting

Not communicate with people

not attend meetings because you've got "more important" things to do

Not understanding someone's experience

Not acknowledging someone's experience

focus on what is wrong with people - rather than what matters to them

refuse to listen to others

Ignore lived experience and deliver what you want and not what's needed

Getting the same faces in the room

make assumptions about what people can or can't do

Tell people how to live their lives

not acknowledging the power differentials

Not doing what you'll say you'll do

Frustration / social workers who don't listen

building walls

lack of engagement.

being defensive in approach.

Failing to listen, but only broadcasting own agenda

Not able to devote time to build trust

introduce a hierarchy based on who is putting in more money, or on professional status, or any other reason

anxious to get a point across & therefore not listening

Focusing on who pays

Non-Validating a person

not believe peoples experiences

Not acknowledging everyone is different with different skills strengths and experience

by working in quadrants / silos

Committing to unrealistic actions and failing to complete them

lack of transparency

Not communicating and keeping in touch

creating barriers to communication

using language that is not inclusive

managers who fail to communicate with their teams

Time is a massive barrier

claiming you are co-producing when in fact you are consulting, or even just giving information

Poor communication

THEMES

Faux-production

Not listen, push own agenda

Make sure other stuff gets in the way

Put structural barriers in place

Ignore people's experiences – tell them!

No empathy

Be dishonest, defensive and lie

Don't spend time getting to know people

Treat people as problems and fix them! Don't focus on what matters

Participants were then asked to think about what **wasn't happening** in their experience currently

(this involved some pulling things back and forth as some people in the call did think things were happening some of the time):

Drag over to this side
of the board anything
that is not happening
in your experience
currently...

Anything dragged over
that you think is
happening then please
drag it back to the left!

I'm going to
go to the
moon

Summary

In small breakout rooms participants reflected on what came up!

More

- Trust building
- Human-relationships
- Empathy
- Consistent leadership
- Consistent processes
- Creative problem solving , together
- Including people in practical change
- Accessible communication as standard
- Listening to peoples experiences

Less

- Power hoarding at the top
- Excess bureaucracy, red tape
- Dodging responsibility
- Fire fighting
- Continually re-proving our worth (smaller organisations)
- Reminding larger organisations about their need to communicate accessibly

***‘Think a bit out of the box -
start to look at how we cut
this red tape...’***

Suggested Actions

Rewrite red tape- eg what constitutes ‘risk’ and the responses we create policy for.

Start small - e.g. rewrite letters.

Set up coproductive, creative problem-solving sessions

Focus the Dec session on red-tape!

Detailed feedback from breakout rooms

Great rich discussions around trust and how hierarchy and bureaucracy gets in the way - people's stories getting turned into data and we lose the sense of people and empathy.

Exploring positive ways to change things - really how you include people - if we don't include people how can we really bring about change.

Great to hear about different bits of work - including patients in designing health services...

Does it feel like the onus is always on you to build the relationships/trust with organisations?

In short, yes! NHS England write the Accessible Information Standard, and tell local organisations to implement it. We (as a provider who co-produces our work) spend a lot of our time highlighting the importance of doing this work and chasing orgs to meet people's communication needs!

Difficult when there is a change in Directors or senior leaders that then changes process and system - and has the impact of derailing care and breaking down trust and relationships.

It's having permission from Directors/ Leaders etc... the red tape doesn't come from the social workers but we're the ones who have to work within it!

A good way to start is to have a cup of tea and a chat! However that is sometimes not enough when people are really struggling.

Who is hard to reach? The people - or the services?!

People are only hard to reach if we are not reachable - how do we become reachable!

The dynamic between supporting stat orgs and running a small org (around information and advice) - we feel we have to chase a lot - a lot of work to build the relationships. We hear a lot of stuff we can offer a tiny amount of the solution - but it is frustrating that we have to prove our worth, justify what we can offer.

Detailed feedback from breakout rooms: contd

Story of not being able to get the support for a family because as a staff member I can't find the support for them - this has impacted the trust and relationship. The system is often so stretched we are often fire-fighting.

Very hard for me to hear about a family struggling in the context of the conversation on building trust.

It's hard when, as people who receive services, we are not able to access or get the support that we want.

How do we challenge this - is RED TAPE a conversation for the next over a brew - are there rules we can start to 're-write' or explore how we 're-write' them?

Unconditional regard - empathy that has to be the basis - unfortunately the organisation and the red tape inhibits that.

How can we connect together and support one another to challenge the red-tape and bureaucracy - how can we bring that into the next session?

It needs to come from the foundations of what we do and the beliefs of what our culture is built on - it needs to come from our ability to walk alongside, about 'dropping the badge and status' - we need to blend the data stuff in the background.

Not much came up in the activity about feelings. It's really hard to trust or learn to trust when it has been broken in the past...

It's about being human first and foremost the performance, form filling, tick boxes - we have to do those things - but we do need to think about collecting different information and collecting the information differently - does it matter how many assessments we are doing if what people are receiving isn't fit for purpose/we are not delivering.

Taking it back to basics!

To be perfectly honest I don't give a *** about your red tape - I am here because I really want to make a difference - please talk to us about the red tape - the impact it is having, and invite us into the problem to help work out how we can change things.

Feedback from breakout rooms: contd

How do we include those people in the conversations? Some of them are engaged. L. who chairs the Market Development network for example gets it... ADASS are encouraging these conversations in the hope this will spark change...

We need to be honest, transparent and open...

Although organisations say they are transparent and honest BUT where actually is it - stop hiding behind the KPIs etc - the reason we are here to reach/support people.

Keeping the human element in mind - we need to have some kind of trust rebuilding focus.

Very true positive stories need amplifying, from both sides (I don't like to say sides but that often feels how it is, them and us) - maybe that's another side issue, eroding the barriers

I think health & social care fall between the two. It's not a hard and fast meritocracy, more often found in the private sector and at the same time we can't be truly holistic. (health and social care operates in the 'real world') Speaking from my perspective as a private 'business' working with the public sector. A hard place to navigate sometimes.

We need to be comfortable with getting things wrong too - messing things up - but being open and honest about this too...

Some really good social workers out there - who need to be encouraged - how do we support this. Also picking up the point about how people get out into communities and sit alongside people while they do their job. And we need to build more (yes more) empathy and compassion in.

We are all human - but depending on our conditions, disabilities etc we do sometimes see things differently.

In Leicester for e.g. we started with something really small - by re-writing letters with people who receive them - can we push the conversations in the next session towards some small bold actions...

Feedback from breakout rooms: contd

I'm wondering how people who work in social care can do creative thinking together to solve situations?

How can the system hear from the mum that we talked about in our group?

We need a Trust Reset!

We need to move it towards action and challenging back to the system... What can people with lived experience and the workforce practically do to change this.

Essex - need to think differently about how they 'grade' people in terms of their risk! I am classed as 'amber' risk having made a 'mistake' on an invoice! You can be graded from green to red in terms of risk! (not good for building trust).

The voices we don't hear are sometime the most important - we need to reach out to them - rebuild the relationships and trust!

Ultimately we are in this because we want to make a difference -we have the policies and the will but WHY is change still not happening!

How powerless social workers feel when the power is further up the system, and in the systems they work in.

Social workers need more space to be able to go to the creative side of their brain - the system doesn't allow for this!

Although to be accepted by the service in the first place, the decisions are based on the subjective views of the professional.

Additional ideas and feedback from the flinga board:

Any ideas about how we resolve this - Key Recommendations to make back to ADASS networks and in your local areas...

Trust is lost when services can't deliver what's needed

It takes courage to co-produce - if people have been let down before and feel hurt

Feeling that the system is fire-fighting so capacity to do things is limited

To build trust - cuppa and talk is a good start

But cuppa and chat not enough when people really need help

so services (for carers) aren't fit for purpose

Strange that the exercise didn't come up with more 'feeling/emotional' things

Signposting to services that can't deliver

default is that people have to go into crisis to get help



Session feedback

Interesting

Informative

Enjoyable

Interactive

Thankyou for listening



Notice board

New peer to peer support project in Essex for families with someone (18+) with LD or who is autistic.

Please contact me for more info gabby.horecka@fifessex.org.uk and spread the word

Next #OverABrew sessions

13 January 2023

10 February 2023

To register for any of the above sessions use this link

https://us02web.zoom.us/join/zt0ld0itqz0oHdY9q4_oSFWiE_X_elqFwXAY

A confirmation with Zoom link will be sent to you after registration.

If you wish to contact anyone about the sessions, please email:

Hello@curatorsofchange.com

'Over A Brew' guide



Grab a brew

Once you have your
brew, ask someone to
be the timer



Reflect

Each person reflects on the
questions in the zoom chat
for one minute



Have your say

Each take it in turns to say
your response (3mins
each)



Go round again,

reflecting on what's been
said (no fixing)

Try the Camerados principles



PRINCIPLE #1 If we see someone struggling...we ask them to help us.*

PRINCIPLE #2 No fixing each other's lives...we are just alongside each other.

PRINCIPLE #3 It's ok to be a bit rubbish...we share our failures without worrying.

PRINCIPLE #4 We mix with people...who don't look and think like us.

PRINCIPLE #5 Remember to have fun...it keeps things human.

PRINCIPLE #6 When we disagree...level with each other respectfully.

* Creates purpose, self-worth and gets people out of their own worries.

Still got some time?

Go round once more-
What's not been said? What
are your lasting thoughts?





Over a brew...

We are interested in what your experience is to date of receiving or looking for adult social care and support. Come and join likeminded people over a brew!

Who: The sessions are for anyone receiving or looking for adult social care and support, people working in adult social care and related services

Where: Zoom (online)

Time: 12.00 - 1.30pm

Dates:

- Friday 23 September 2022
- Friday 21 October 2022
- Friday 18 November 2022
- Friday 16 December 2022
- Friday 13 January 2023
- Friday 10 February 2023



To register for any of the above sessions, please click this link - [Meeting Registration](#) - [Zoom](#) . A confirmation email will then be sent to you with the Zoom link.

Further detail, please see here: <https://adasseast.org.uk/download/1846/>

For more information please email: hello@curatorsofchange.com