# Over a Brew session - 16th Dec 2022
## Putting co-production at the core of regional improvement.

## Contents

**24** People joined the session
to share views, insights and ideas, over a brew.

*"There are gaps between LAs, health and the voluntary
sector - how do we stop people falling through the gaps?
Everyone needs to talk to each other.
AND
through talking, people understand more and it can
generate natural support and resilience within
communities as people find out who needs what."*

OVER a BREW

CURATORS OF CHANGE

## Themes

Commissioning and Leadership - including consistency.

Developing the best mindsets e.g. empathy

Being human - building trust

Creating consistent processes.

Growing community and collaboration, through creative problem solving together.

Service design - ensuring accessibility - especially in communication

Focusing on inclusion and inequality

Listening to peoples experiences

Including people in practical change

## Questions

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

How can we enable collaboration?

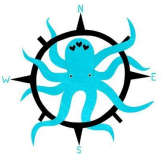How can we create more meaningful Impact?

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?

**At the November session -
a clear theme of red tape and bureaucracy came up.**

*'Think a bit out of the box -
start to look at how we cut this red tape…'*

# Responses to summary of last session

*Carers see* **co-production** *as professionals telling others what to do without actually listening.*

*Nothing sounds new - but it feels like we are really* **facing up to these long term issues in the right way and 'together'.**

*It's* **important to change hearts and minds**, *thank you to everyone attending (And warm those hearts up* 🙂 *).*

*Membership changes every-time and December is always so busy.*

*Should be* **outcomes-based,** *rather than focusing overly on the activities themselves.* **Direct Payments are meant to be flexible** *after all. Sorry you are going through this horrible experience, K.*

*It's a* **perfect storm of lack of values led work , red tape and silos.**

❖ *Think about a time you experienced red tape/ bureaucracy getting in the way, how did it make you feel?*

❖ *What could've been done differently?*

❖ *What can you do to change/rewrite red tape/bureaucracy or to make it feel more human?*

❖ *Think about the red tape issues in your organisation. What, if any, ideas that would help cut through it?*

# Summary of reflections

❑ **People - not 'cases and processes'**

Services and support must focus first on **people** led by values of kindness, empathy and understanding. Value informed Leadership, management and empowered staff are key. Some bureaucracy is necessary - but where there are negative impacts - structures and procedures need to be untangled.

❑ **Carers**

Carers - Why is it so hard to connect and communicate with 'professional' who holds the knowledge? (dementia example).
Signposting is not always enough, Carers need support to be 'alongside' and help to navigate systems.

❑ **Coproduction**

*A stitch in time saves nine!* Coproduction may feel like it slows progress down but the outcomes are so much more effective.
How can services embed more patience and time to get things right with and for people who require support (coproduce)?
The best outcomes come from collaboration and co-production - this means more focus on joining up efforts , information and conversations across boundaries of services beyond contractual relationships and commissioning

❑ **Consistency**

Consistency matters but people do not feel this is demonstrated across personal connections , processes , decisions and communication.

# Summary of reflections

**Practical steps**

❏ Review what red tape was cut through during Covid. Use this information and be braver, more agile?

❏ Review auto response time delays in systems, find other ways to manage staffing issues.

❏ Challenge the requirement for some services only using Microsoft Teams, as most people in communities find Zoom more accessible.

❏ Increase human to human communications. 'Official forms' need to be co-designed to help elicit the information needed, but NOT to guide or replace conversations.

❏ Close gaps between health, care and the voluntary sector - to stop people falling through, using more conversations to gain understanding.

❏ Check for proportionality - activities like auditing direct payments spend need to be pragmatic, cost effective and built on trust, understanding and relationships.

# Reflections in detail

*Example of bureaucracy - changing secondary schools. Every response from the* **LA said they would respond in 10 days, so delays were built in** *- ultimately the children missed a week of school. Probably down to lack of staff/funding...*

*Person working to support carers of people with dementia...* **Really hard for carers to know and understand the system** *and it's hard to find out which social worker is responsible and how to contact them.*

*A feeling that LAs have honed bureaucracy (Cambridgeshire) and that the system needs checks and balances etc to ensure equitable, effective services. But* **need to learn from people who access services and give this the time and patience it needs - it might take longer but things are ultimately better for co-production**, *particularly at place-based level as well.*

**Using Zoom** *- an IT bit of red tape is that LAs can only engage with people via Microsoft Teams which is nowhere near as good or effective.*

**Co-production - idea of a stitch in time saves nine.**

**Carers need people to walk alongside and navigate the system, not just signposting.**

# Reflections in detail

*Working with official forms - one difficulty is that filling in the form guides the conversations with people who draw on services so it's not a conversation at all -* **you get asked about continence but not about what makes a good life.**

*There are gaps between LAs, health and the voluntary sector -* **how do we stop people falling through the gaps?** *Everyone needs to talk to each other. AND through talking, people understand more and it can generate natural support and resilience within communities as people find out who needs what.*

*What is the relationship between people who access services and organisations? It* **feels personal to the individual person** *and LAs don't 'get that' - the emotion, the person... see people as cases etc*

*Direct payment audits - staff spend a long time combing through prepaid card statements, looking for someone buying alcohol... but it's rare to find people misspending their budget, especially when prepayment cards control retailers etc where they can 'shop'.* **It's disproportionate - time/money employing audit staff to find pennies.**

**Providers need to be included in co-productive relationships** *- sometimes there can be, say, three providers supporting one person with different aspects, but it's not joined up. Noted Vic Rayner (National Care Forum) talking to government about providers being asked to provide solutions to hospital discharges in the winter, but* **not being part of the bigger conversation about how to make it all work better.**

# Reflections in detail

Sharing a We Statement from **TLAP's Making it Real** – *We always include a contact name, telephone number and email address when giving advice or information electronically*. Our group talked about people being able to find the right person to contact...

*www.thinklocalactpersonal.org.uk/makingitreal/*

Talked about the tensions in legislation and the financial context - red tape can be good for governance - but not so great when purely driven by finance. **Need good support from team and manager to challenge red tape in the context of the legislation.**

**Positive aspects of red tape** to prompt us to **work across agencies -** housing, police, carers etc...

Don't just ask for something - but it is important to **explore the impact of risk to people if things don't happen for people - i.e. carers assessment.**

It is about having good management - **makes such a difference when managers get it...** Especially for carers! Story of carer who wanted nails done once a week and their DP being increased to pay for this.

**Confidence of social workers to ask - and the support they get to act.**

**People think they are doing what the system wants them to do** - when often they are not doing the things the system wants them to do - or in ways that people need it done.

# Reflections in detail

*Been supporting daughter and wife for 20 years - what is recurrent is coming against decisions made by a professionals who is told that ' under these circumstances this is the decision that you make' rather than **having the power to do what they feel is right** in a situation. Also the **assumption that everything is going to cost [too much]** money - some of the things included in a support package might not require money - but there is a fear that it will.*

***Lack of trust of the frontline workers -*** *individually people know what they should be doing - but it feels like people are not able to do this.*

***This is all about coproduction*** *- the experience of others has often been this is what is going to happen cos these are the rules - when it should be a case of listening to us (Carers) and find out what really needs to be important.*

*Talked about **consistency across the age 25 barrier across councils and NHS - there are different rules in different places.***

*Experiences of communication - (this eg was hospital but can apply to social care) - **keeping people up to date with what the plans are - what is going on - seems to have got lost.***

*A lot of assumptions that '**we' should know what 'they' do and accept being pushed from pillar to post.***

***Consistency in terms of being able to see the same social worker would be good.***

# Reflections in detail

Heard about processes that just take too long - because its **built in that emails don't have to be answered for 10 days.** Impact of underfunding and lack of staffing?

Social workers - calling them but **not knowing who it is you are trying to contact** and this making it difficult.

**Organisations need to learn from people and be patient** - 'A stitch in time saves nine' - really asking people what works, doesn't work and giving time to conversations saves time.

**Amount of time spent on auditing** - i.e. prepayment cards to look for things people shouldn't be spending money on. How much does this cost compared to the 'mis-spending'

**Some bureaucracy is necessary.**

**Relationships between sectors that could be more coproductive rather than contractual commissioned...** Almost felt if you do more talking together in the system - it creates more opportunity to create more natural support in communities...

**System uses forms - and often this is the start of the conversation and makes it feel unnatural and we don't see the person.**

There is a need to **'educate' the back-office functions, management, senior management, Board regarding the impact of delays and declining services and the impact of co-produced support.**

# Reflections in detail

*How we can be **alongside carers?***

*Idea for carers to walk and navigate the system with you - not just signposting! I have been **"signposted" round in circles. It feels like passing the buck.***

*Signposting feels like a good idea - but as a carer it feels like passing the buck! Its **frustrating and time consuming to carers - but must also be frustrating and time consuming to the people we are 'signposted' too...** Can we not just talk about listening and think about how we can be more proactive in supporting people to be connected to the support that is needed!*

*I agree about signposting.  When you are **already feeling overwhelmed the last thing you need is a deluge of leaflets and to be left to get on with it.***

*I can see your point and **I have been there** and I was fed excuses even through COVID*

***Being Kind** - listening and doing what is good.*

***Be Kind**.  But not bad kindness! Being Kind is not smothering.*

*We **talk about equity - but we end up dealing with everyone equally and badly!** Lots of money wasted in dealing with rules and petty rules and writing new strategies!*

*I sit on an autism Partnership board and I see it most of the time.*

*It's really good to have people who access services with us today - how we can **encourage more people with lived experience to come to the next Over a Brews?***

# Reflections in detail

***Sharing good practice is helpful*** *- and cross fertilisation - but we need to be* ***mindful of the fear of stepping on toes.***

*'Best practice' is a limiter of better practice and innovation.   I prefer 'good practice'.*

*We all need to be* ***more agile and think more outside of the box.***

***When there is red tape (and there is sometimes good reason for it) we need to explain this- be open and honest.***

***Silo working across health and care*** *- we need to see less of this across health and social care.*

***A lot of red tape got cut in COVID*** *- what do organisations need to hang on to from that?*

*Councils not using zoom - wanting to use teams. This could be dealt with. Can I ask* ***why people would rather use Zoom than Teams as I find Teams easier?***

*Need to have a good look at red tape like today in our local areas... And when we do meet the needs at the point of people needing care and support and cut through the tape - we can often sort this further down the line - ie health funding we can get back eventually -* ***lets be brave! Deal with people as individuals - and do what is right! And be mindful of language too.***

*Make sure* ***people are in the conversation so they can flag up for themselves where the red tape is hindering!***

# Session feedback

*Awesome but sad conversation*

*Great discussion on various aspects of red tape - how it affects people who use services and people internally...*

*It's really good to have people who access services with us today - how we can encourage more people with lived experience to come to the next Over a Brews?*

# Notice board

If you need anything from a regional perspective - please contact me, Natasha Burberry, Natasha.eastsli@gmail.com (a human, no job title)

**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 us this link
*https://us02web.zoom.us/meeting/register/tZ0ldOitqz0oHdY9q4_oSFWiE_X_eIqF wXAy*
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*

# CURAT☉RS OF CHANGE

## 'Over A Brew' guide

## Grab a brew

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

00:05:57

## Reflect

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

01:00

## 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*

C

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?

directors of
**adass**
adult social services
eastern region
connecting innovating improving

# 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

directors of
**adass**
adult social services
eastern region
connecting innovating improving

**CURATORS OF CHANGE**

Count Me In!
Serious About Co-production