ADASS East

Over a Brew: We Said - We Will…

A work in progress….

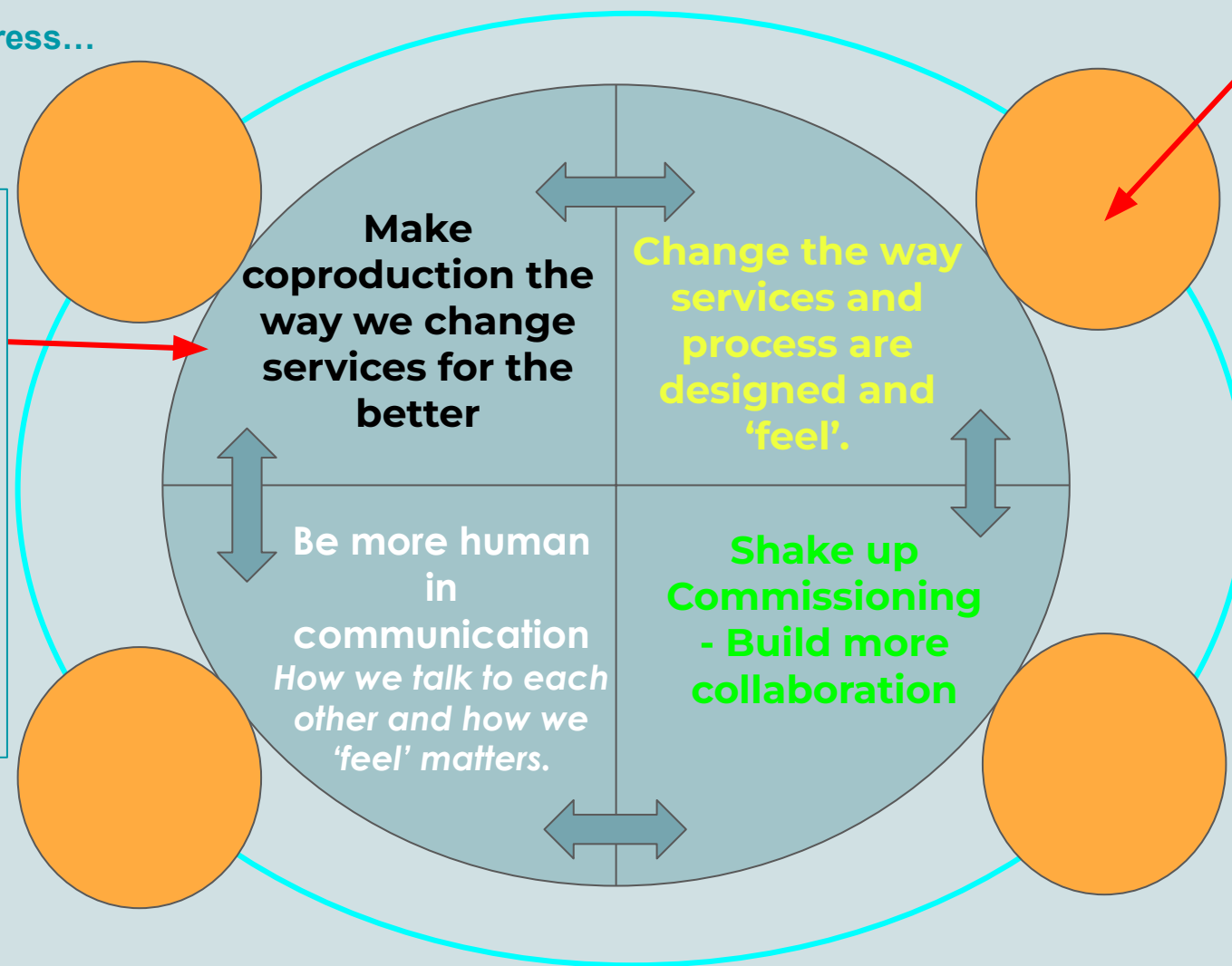March 2023

Work in progress…

What are the behaviours that go into the orange boxes?

The phrases/ principles in the 4 quadrants came from the sessions

Can these words be crafted any better or differently?

Make coproduction the way we change services for the better

Change the way services and process are designed and 'feel'.

Be more human in communication *How we talk to each other and how we 'feel' matters.*

Shake up Commissioning - Build more collaboration

CURAT◊RS OF CHANGE

Change the way services and process are designed and 'feel'.
People want to be valued as people?

Develop a humane culture and healthy conditions through consistent behaviours
by being :

Open and reliable e.g. Do what you say you will do and be honest <u>early</u> about errors , or when you cannot deliver.

Non judgemental and curious about people ''*Reviews can feel like you are being marked and a fraud.''*

Empathic and trauma informed ''*Services seem not to recognise the emotional impact on people of bad experiences from services''.*

Community focused ''*People need to be included early, when people are more engaged in communities , issues get spotted and supported better.''*

Visibly preventative and early targeted help ''*The system is fire fighting so can't get enough done, people have to go into crisis to get help. The eternal circle - we must jump off.''*

Vocal about social care as something that touches most of our lives, not separate from 'us'.

Change the way services and process are designed and 'feel'.

Explore what practices and processes needs to be stopped, change or co-created?

Drive out unnecessary divisions across specialist and universal services, including community , everyday activities. Hold conversations about what 'community' means - *''round the corner , relevant, nuanced , identity ?'' ''lack of integration within the system If you are in the complex area so if you have physical, learning and mental you are not treated in a holistic manner.''*

Signposting *- There is an over reliance on signposting as a service , without an offer to be alongside when people need it.''*

Shared homes *One service scrapped* the 'office' in a shared home , replacing it with secure storage and creating a better home environment.

Change the way services and process are designed and 'feel'. People want to be valued as people?

Processes including Assessments - ''*Local Authorities have signed up to Making It Real, but they don't do it in assessments, and perhaps the way forward is that why can't we look at other ways of submitting evidence without a social worker present, change the way you ask..'' ''It goes back to ensuring person centred care and support plans - including I statements from a persons perspective - what do people need to live a good life ?''*

***Self directed support & Direct payments** ''..there is inequity in system about how direct payments are scrutinies compared with providers.''*

''Examples of good practice being shoehorned into existing systems and overly bureaucratised!''

''Processes can be re-traumatising - fear , humiliation ,staff need to have read information before seeing people .'' ''Reviews can feel like you are being marked and a fraud'' ''Assessment and finances should be separate conversations.''

Make coproduction 'the way' we change things for the better

Coproduction is patchy and sometimes Local Authorities are embarrassed to say how poorly they are doing on co-production - but **local work with experts** does help.

Open ways of working with people allows us all to express more openly the struggles we are having - using tools like the Camerados principles

Using **sense making of real life stories** is crucial

We all need to recognise and accept this is **uncomfortable** work - but essential.

There is still work to be done on **changing hearts and minds**

Forums and **conversations need to be shaped and carefully facilitated** to enable people to design their own beautiful solutions, **learning together** as they go.

''Getting people from communities involved is difficult, but local authorities have really got to try and keep on at it.''

''Where orgs want to do coproduction - they may not be doing it as well as they should . Copro elephants , eg we don't want to work with usual subjects''

''I think it's a balance between what's bad and not going so well and the small pockets of innovation - starting off with what's not going well is vital for change''

Be more human in communication :
How we talk to each other and how we 'feel' matters.

Focus on changing the way people feel - not just fixing problems
Add prompts into assessments & conversations - '*how do you feel about your situation*'
Be proactive in including questions that allow people to talk about how their situation makes them feel and how we can work with them to change the way they feel - rather than always focus on fixing problems and issues.

Find out what communication method works best for people
make sure everyone around that person knows and respects this communication method.
In all communications **ramp up the empathy , take out threat -** open up conversation space - '*this tricky issue has come up … let's have a conversation*'
''Re-humanising letters **-** *language in assessments, process to include have a conversation with someone before suggesting a change or making a decision about them?*
Find and **use accessible language and phrases that don't create barriers** and exclude people.

Deal with the risk of inequality caused by technology
''*It might be access to tech for all - and acknowledgement that not everyone wants to use tech or they do and need help.*''
''*technology is great provided that they let you use it, for example we asked if we could have our assessment online and this was a no no, but equally could we not have a system to send our financial stuff online. Access to assistive technology I am asking for that to help me, but this would be really helpful, but it is getting it.*''

Find ways to reach people who access services, but are not in the right 'rooms'.
Start conversations with an open mind
People may start with the fear that everyone is going to be rude and expect too much. Regular action based training is needed to help us recognise and respond well to distress (in all its guises) .
''*it seems that if you complain a black mark is attached*''

Refresh the approach to commissioning
- Drive more budgets to be pooled to reduce unhelpful aspects of competition
- Support more real choice
- Ask how provider frameworks benefitting people? - *''feels like people fitting into providers not people choosing.''*test some non framework lead commissioning .
- Drive for impact & outcomes led commissioning - better lives not numbers, activity, tasks.
- Find out the impact of commissioning approaches on people - how is it working for different people , how is diversity and personalisation showing up ?

Reward real collaboration
- Take sensible risks with smaller , new organisations , reward larger organisations that support others.
- Make space and give support for micro enterprises and lived experience led organisations to collaborate.

Be inspired
- Use good practice and evidence better - Where we work - Community Catalysts , Thurrock LAC

Understand the blocks to collaboration and act on silos
- Hold Conversations with providers to find out what is getting in the way of collaboration at different levels and environments- tensions across organisations , low trust - What can build trust ?
- What can challenge Silo working ? What will actually make a difference ?
- Learn through local testing of ways to kickstart and maintain better collaboration

"*…frameworks are a nightmare, I get very passionate about this and when I see an opportunity I go for it, why is there not a heart for this collaborative approach. we need to seek more people with lived experience but it is hard, because people are frightened or have been let down in the past, What ADASS has to do is too actually find out what is happening on the ground, find out what it happening with individuals, but not through silos as this doesn't happen..*"

Ideas for actions... (emergent ideas)

➔ **The over brew has started to help open up much more mixed spaces- we need to reach out to include more providers.**

➔ **Build library of stories and resources that networks and local authorities can start to use in their own spaces and meetings...make these open to the public.**

➔ **Use this work to drive the Regional Building Positive Futures Programme in terms of connecting and learning.**

➔ **Design an Over A Brew session on uncomfortable questions ..''*What's the most helpful/constructive question you could ask?''***

➔ **Devise sessions on building trust and how to collaborate.**

➔ **Make a link into Principal social work sessions.**

➔ **Connect this work into Local Accounts**

➔ **Create a 'card' for people with lived experience - a set of questions or prompts to help people get a better assessment and relationship of trust.**

> *''..having people from the Curators of Change team who can go in and help with copro work will help enormously - building up a profile of who can help, where there interests are and paying people in the team accordingly is what will help..''*

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To Be Continued….