

Putting People At The Heart

10th Sept 2024

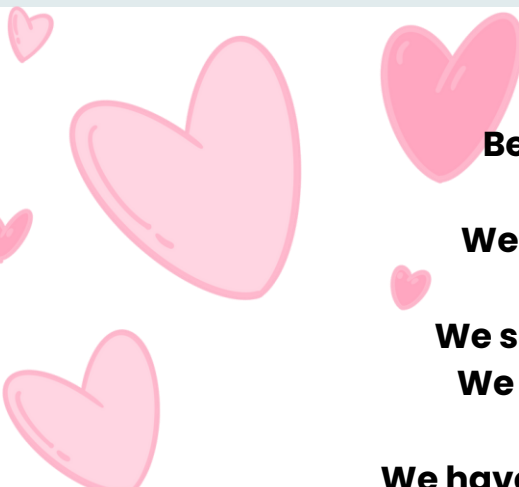


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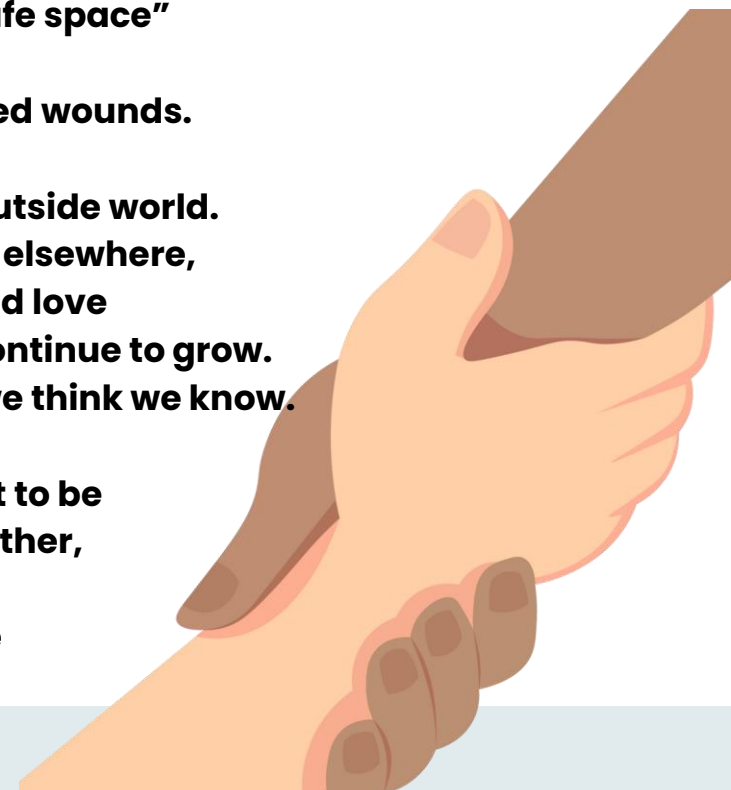
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Brave Space Poem



**Together we will create brave space
Because there is no such thing as a “safe space”
We exist in the real world
We all carry scars and we have all caused wounds.
In this space
We seek to turn down the volume of the outside world.
We amplify voices that fight to be heard elsewhere,
We call each other to more truth and love
We have the right to start somewhere and continue to grow.
We have the responsibility to examine what we think we know.
We will not be perfect.
It will not always be what we wish it to be
But It will be our brave space together,
And
We will work on it side by side**





OVER A BREW

...and a call to
action

Putting people at the heart of care and
support and growing coproduction

The Putting People at the Heart of Care and Support Working group across the East met with the “Over a Brew” coproduction members in September 2023 and from listening to feedback from people who access care and support committed to some initial actions which will help us grow coproduction in local areas

The 10 commitments are:



Over A Brew Session

22 May 2024

Over A Brew - Principles



Summary points of the Over a Brew discussion

29 people attended the session to share ideas, insights and views... Over a Brew



Invest in co- production consistently and for the long term

Build people's confidence and give them roles and responsibilities

Involve people throughout whole process

Believe in and trust people



What do you value about the Over A Brew approach?

What do you want to include (however random)
in a set of OAB principles/values?

How do we apply what we have heard
in these spaces?

How do we apply what we have heard
in our own lives?



WHAT SHOULD OUR PRINCIPLES INCLUDE?



Commit to using and enabling co-production

- Coproduction charter that is signed up to (but not inflexible)
- Attitude about us being involved - coproduction should be the NORM
- Local authority enabling co-production rather than leading

Be clear about what co-production means

- Also a clear description of engagement, collaboration, consultation and how these differ to true coproduction

Make Coproduction business as usual; it's a crucial approach and tool

- Serves as a reminder how important co-production is
- As commissioner it bridges the gap
- Questioning why co-production isn't happening

Listen to diverse people who access services

- Reminder to listen to people who are you commissioning for
- Good to have different experiences in the group
- Bringing commissioners and people together without barriers - don't be defensive



WHAT SHOULD OUR PRINCIPLES INCLUDE?



Take time, avoid tokenism, be transparent

- Not tokenistic
- Take the time needed
- Make the whole process visible
- Time for thinking in a session – it can be hard to think and listen

Involve and communicate with people early

- Invite us along when things are happening
- Communicate when things are planned
- Supported to be involved at all stages
- Yes! make it real and make sure everyone knows!

Help people join in ways that work for them and commit to accessibility

- Don't use jargon
- Flexible in approach to meeting days and times
- Allow people to join in, in a way that works for them
- Talk to people about preferences

Others

- Embed evaluation after coproduction
- Share good practice
- Remove bureaucracy
- Be more Pirate!!!!
- Expectation of co-production not just appreciation



FEEDBACK FROM OVER A BREW WORKSHOPS

Poem and Video
set the scene

People joining in in ways that
work for them - recognising
people might want to lurk,
join breakout group at first...

Like the relaxed
focus to go in
any direction,
love it

Like the reflections

Really invigorating
conversation - it was brilliant -
The thing I most value is a lack
of agendas - we live in a world of
systems and agendas - the
poem sets the scene in terms of
expectations or 'lack of'

Value lack of
agenda

People being able to
manage in different
ways - using chat, or
noting things down,
voice heard - unforced

Talked about valuing OAB as
commissioners helps us to
be more grounded - always a
great experience talking to
people who use services.



Over A Brew Session

26 June 2024
Artificial Intelligence



The 'Over a Brew' discussion highlighted the importance of open communication and constructive feedback in fostering a collaborative and growth-focused environment for AI and tech development.

24 people attended the session to share ideas, insights and views... Over a Brew

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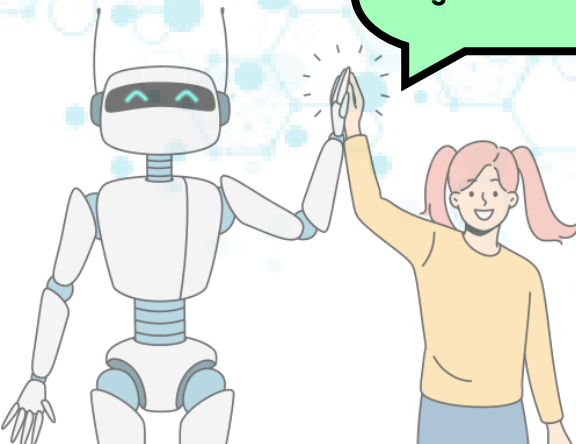
**Positives
Experiences with
Artificial
Intelligence**

**Opportunities for
using Artificial
Intelligence**

**Fears and
Negatives of
Artificial
Intelligence**

**Safeguarding
Issues of using
Artificial
Intelligence**


POSITIVES



Would be good for
language barriers

Using AI for voiceover

A great example of where it
works: Dementia Cat in a care
home setting to help as a
soothing tool



Provides equal or
better outcomes

People using
copilot/ChatGPT to write
summaries or rewrite things
in a way that is
understandable.

Fantastic Roadtrip Bus with AI -
Phones which could translate
languages = useful if English is not
your first language

FEARS AND NEGATIVES

Why do we expect higher standards of behaviour or ethics from machines - why are we not listening as humans?

Help the computer is taking over

How intelligent is AI? Only as good as people that program it? What if they do not have relevant experience about what matters to people?

Concerned about limitations of poor data and programming and AI solutions being mis sold

Does it offer enough options for those who have to use it?

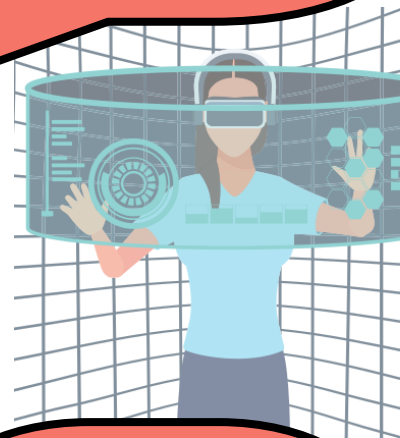
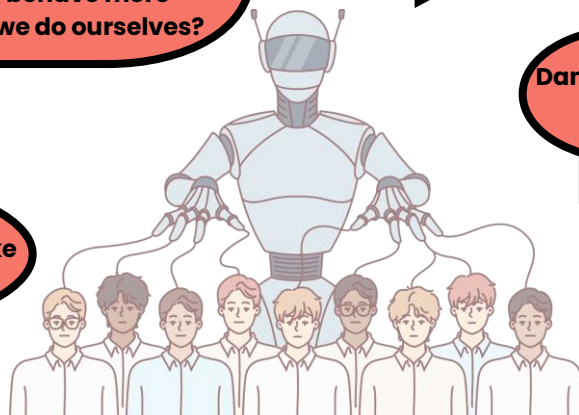
Who is the robot here? People or machines? Why are we expecting machines to behave more humanly than we do ourselves?

You don't know if what you are being told is good for you or a political/organisation decision

Danger of limiting options and solutions

What scares you most - mostly that managers think it will replace people or make decisions about someone's care

There are soon to be fully AI generated feature films - what happens to Art if AI can produce it all?



OPPORTUNITIES

Some wonderful AI stuff that is helping people to communicate more effectively

Can simplify things and make things easier if used right

Wanting to integrate AI with the sensors etc that we use currently....

Potentially liberating for people with communication difficulties

ChatGPT being used by students to create essays, very quick way to organise information and workflow feels like an opportunity, can be used to support difficult things around rotas and staffing (if working together this can be effective)

Giving skilled practitioners a tool to enhance recording and spend more time with the people they work with

Freeing us up from the admin tasks that take time would be a big win

Using AI to write a helpful report suitable for ages 11+

Co-produce with the people it impacts on

Cost cutting

Excitement: AI could automatically capture what has been said in a meeting rather than writing up assessments/care plans

Older generation would need to be trained on how to use the system, such as in community hubs including libraries

I am also Autistic but AI is a help to me

There is potential to speed up some of the administrative stuff, so we can focus more on the human interactions etc...



SAFEGUARDS

Comes back to trust and making sure that the data and where it comes from is scrutinised

Where is the control in social care going to come from

How do you ensure choice?

What happens if the AI is hacked?

Better understanding with Health & social care as well as the complexities

Safety nets within the systems??

Education and awareness of AI

Scares people if not explained correctly

Understanding of the physical system flow, tested before implementing the AI

More needs to be done for the average person to see what AI is and isn't

Important to ensure AI is used in the right context

How AI can be used with with big data to give indications on future care and highlight possible interventions, but it needs access to all the information

Could this be a cost cutting approach within social care

Need to be careful not to lose human connection

FINAL REFLECTIONS

So many useful applications

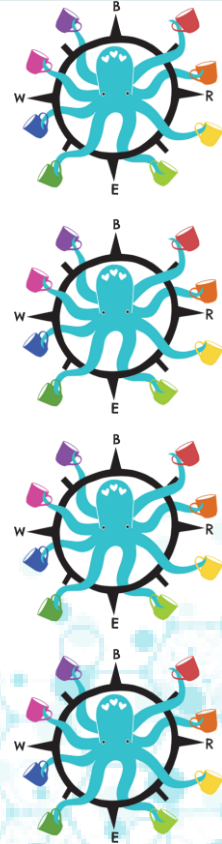
- One member of the group had attended a Roadshow bus on the use of AI and found it really informative. For example, there was a way for a phone to translate a language into English – the example given was translation of French to English.
- This could be really helpful if English is not the first language for a person who is accessing care and support.
- AI has been helpful in drafting reports, finding the right words, and ensuring the text was appropriate for the audience/age group being written for.

One size doesn't fit all

- It is sometimes assumed that an AI Bot can answer all the questions but often it sends people in circles and doesn't achieve the solution people are looking for.

Plenty of worries about AI

- Lack of privacy/fear of hackers/data being used which is out of date/taking away peoples jobs/the wrong language being used/AI taking over everything/losing choice and control/deliberately using false data or data which is not good in terms of the outcomes/lack of liability/dependence on tech and impact of this.



FINAL REFLECTIONS

If used in the right way and at the right time, AI can be helpful and has potential

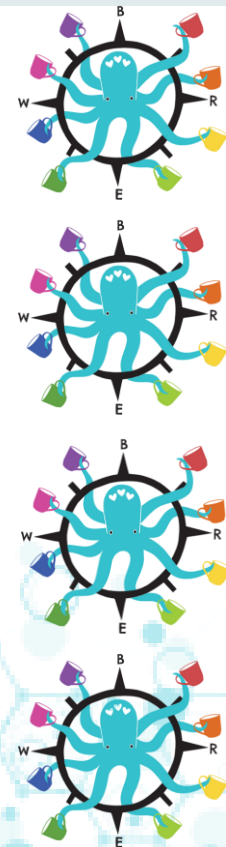
- Alexa reminders/notifications for a person who accesses care and support, identifying risks and preventing risks, having conversations with people, reducing delays, communication through pictures, helping with decision making, potentially cutting costs in the long run, helping with language barrier.

AI needs to be trusted and the risks explained

- We expect a lot more from machines than we do of ourselves.
- The level of complexity is often underestimated and therefore, the wheels fall off
- Good tool but can't replace everything.

Should be co produced by the people who will be impacted by it

- People's wellbeing needs to be considered.
- Money and resources need to be put into the right places to achieve better outcomes for the people we serve.
- There needs to be openness in what's being offered and why and how it works.
- Everything should be considered in partnership such as across health and the social care landscape.



Over A Brew Session

24 July 2024

Equality, Equity, Diversity and Inclusion



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Equality, Diversity and Inclusion... What comes to mind?

As people joined the meeting, we asked - 'What comes to mind when you think of EDI?'

EDI to me means the uniqueness of every person

EDI means not forgetting that some people will need help from others to represent their views, in order to be included.

I sometimes think it can be overwhelming - how do I get it right? But when we do get it right it is amazing.

EDI means to me everyone is equal, deserve fairness and justice

It means such a lot - hard to describe briefly! But I love the inclusion aspect :)

I sometimes think it can be overwhelming - how do I get it right? But when we do get it right it is amazing.

Understanding of quality in the life as a disabled person ensuring that we can lead a fulfilling, equitable and dignified life

Equality, Diversity and Inclusion..... as acronyms often hide the actual issue(s). And no part of this topic should ever be hidden else we accept hiding our unconscious prejudices.

EDI for me is all about including everyone

Not necessarily treating everyone the same but more recognising everyone is an individual and recognising and accommodating their differences



Poem about Equality Diversity and Inclusion by Isaac Samuels

In a space where voices intertwine, A sanctuary where hearts align, We gather here, from far and near, To share our stories, free of fear.

Though different paths our lives have paved, In this haven, all is saved. Each tale a thread in the tapestry, We weave a quilt of unity.

Our ways of being, unique and bright, Illuminate this space with light. Though we may not always see, The same horizons, we agree.

To listen deeply, to hold and care, In every word, we're truly there. Understanding may not always come, Yet respect's beat on every drum.

In professional, in personal stride, We walk together, side by side. A held space, where all belong, In harmony, we sing our song.

With open hearts and open minds, In each other's stories, we find, The beauty of diverse design, In this sacred, shared shrine.

So let us gather, let us be, A testament to unity. For in this space, we've come to see, The strength in our diversity.



Themes that emerged during the session



INCLUSIVITY AND DIVERSE VOICES

- Efforts must be made to include a variety of perspectives
- Move Away from Tick Boxes – Actions should be genuine and not just for appearance
- Representation from diverse backgrounds is essential
- Intersectionality – Recognize & respect the multiple dimensions of individuals' identities



POWER DYNAMICS AND EQUALITY

- Striving for equality by sharing power with all participants
- Acknowledgement that power imbalances still exist in co-production spaces
- Equity vs. Equality – Equity ensures everyone has the right opportunities to make things fair, beyond just equal treatment



Themes that emerged during the session

PERCEIVED BARRIERS & PRACTICAL CHALLENGES

- Budget issues can lead to a checkbox approach; need to find ways to overcome this
- Carers should have opportunities to input into service design and receive support
- Ensure co-production activities are accessible in terms of timing, format, and participation

GENUINE ENGAGEMENT & SYSTEMATIC CHANGE

- Moving beyond discussion - since the Equality Act, minimal change has been observed
- Encouraging genuine self-expression and acceptance of diverse identities
- Systemic changes - Inclusion needs to be an integral part of how systems are designed and implemented



Themes that emerged during the session



IDENTITY AND BELONGING

- Cultural Acceptance – struggles of being accepted as British while being from a minority background
- Engaging with people's backgrounds in a respectful, positive and curious manner
- Inclusion should also consider those working in services, not just service users



Feedback on the session



One thing we haven't touched on today is values – the fundamentals of how we expect to be worked with – with dignity and respect and kindness – value approach is so important for this.

Fabulous words! well done Isaac



Great facilitation team Curators of Change. Thank you

Video was powerful – appreciated, made people think and had an impact

Powerful poem and wonderfully read Jacqui

Great session fantastic conversations and discussions

Thanks for the conversation – loved it!

I need to do more in my workspace and in my outside life to break down the barriers



Things to reflect on – the issue of being invited to 'represent' a particular group – how do we avoid this – is about having the conversation like this – Over A Brew – being brave – and learning from one another and calling things out

Great to be able to have this opportunity to chat stuff through.

Thanks for a great session

Thank you for this space and the generosity shown by people willing to share their experiences. I will take time to think through today's session, both personally and professionally. A rich discussion.



I'm taking away a reminder that there is more that unites us than separates us, and we can all learn from each other.



Coproduction Week 2024

1st to 8th July 2024
6 x Over A Brews

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Introduction

During SCIEs National Co Production Week 2024 Curators of Change Collective, and ADASS Eastern Region facilitated a series of “Over A Brew” workshops.

“The theme this year, **‘Co-production: What’s Missing’?** invited us to look at the need to go beyond familiar voices and increase equity and diversity in co-production”

“By focusing on what’s missing, we aim to spark discussions and innovations to address those gaps and improve people’s experience of co-production in social care” – SCIE website. The Over A Brew Crew invited a diverse range of participants to explore what and who is missing from people’s co-production experience.

Previous ADASS Eastern Region ‘Over A Brew’ sessions had highlighted many elements often missing in the co-production space, such as **equity and diversity alongside humanity**. The joy, pain, feeling, fun, the value that our relationships with one another and the connection we feel as humans adds to any co-production space.

Continuing the conversations across local areas and the ADASS Eastern Region provided opportunities to chart a **new course for co-production and the impact it continues to have on the lives of the people we work alongside**.

The following slides provide a summary of highlights from each of the sessions.



THE SESSIONS

The sessions were run, mostly online. Curators of Change use an overarching set of principles and approaches, and always take care to plan, test and adapt to suit a local issue or the needs that emerge in the moment.

This means that feedback looks and feels different for each area illustrating the principle that there is no magic single formula.

Around 160 people

attended sessions in the Eastern region from Essex, Hertfordshire, Milton Keynes, Bedfordshire and Luton.

Link to the video we shared at each of the sessions:

www.communityreporter.net/story/coproduction-week-2024-value-coproduction-2024-07





This session considered 'The Value of co production' below are some of the reflections...

- Co-production takes time but it is worth the investment
- The self worth of co-production, being heard, listened to and invested in...
- The rich experience of diversity
- We hear the same feedback and don't change for the better
- Co-production is just a word – what matters is the relational aspects of this work
- After all the work is done, making sure the decisions reflect the voices that were heard. otherwise what's the point?
- Co-production is like a jigsaw puzzle. It needs all the pieces to come together to make the magic happen!

The key learning we heard

NOTHING ABOUT US WITHOUT US

- Need people with the lived experience involved from the outset – a genuine blank sheet of paper – talk to people about what they need and then work on it together – side by side..

PEOPLE MUST BE INCLUDED AND REALLY HEARD

- Lived experience is really powerful we need to hear it

CO-PRODUCTION IS A JOURNEY AND THERE IS MORE TO DO

- Sometimes the intentions are there but the message doesn't go up and down from top to bottom

NEW SKILLS NEEDED

- Think outside the box and not trying to fix

SYSTEM CHANGE IS NEEDED

- Those involved in co production should have a seat at the decision table too
- Joining up across other parts of the system – stop co-producing in silos

CHALLENGES THAT MUST BE TACKLED

- Spaces need to be more diverse
- Where is the diversity in these spaces...
- Reward and recognition policy .. missing





In Hertfordshire we heard what was missing and important

- Involve people right across the 'system' especially those who may not easily access co-production spaces
- Co-production; how to make sure it's working better...
- Everyone takes responsibility
- Design with people and their unique journeys at the start
- Value people's time
- Have patience and make time
- Create equity
- Communicate the benefits of co-production
- Improve language "I don't like 'hard to reach' 'Marginalised'"
- Focus on diversity
- Funding and resources

What could be next?

- Share learning and bring different people together through international and local co production networks
- Use co production to learn beyond this system – eg enter and view across social and health care





In Norfolk we heard what was missing and important:

- **Mixed spaces to listen, talk, support, make change happen (while keeping people safe) – conversations and networks**
 - "Day to day conversations about how support and care are experienced becoming the 'normal' way"
- **Open cultures that allow people to be confident to have a voice**
 - "Some organisations say they are for co-production. But if they are a closed culture – not open about what they really do – How to keep these safe?"

Learnings for Norfolk

- **"Unlearning for social workers** We don't always know best"
- **"Trust people** really know their own needs and hopes" "How massive it is to 'feel trusted', which co-production at its best can do"
- "How do we **shift from conversations to genuine co-production**"
- "Out of the box – What if we really started with a true blank sheet? just ask **what would true support look and feel like?** Could we test this and really make that spread?"
- **"Widen participation** – need to include everyone's experience of care...."
- Need to learn from local good examples ".... a recent great event that was super **inclusive of deaf/ blind community**"



During this session we heard:

- New ideas and solutions about challenges they faced
- New ideas for innovative service offers (eg support specifically aimed at increasing independence and socialisation following covid lockdown protocols)
- People remain hopeful for change

Missing elements essential for success include:

- Time and budget for co production
- Emphasis on Equality, Diversity and Inclusion
- Continuous conversations and communications with people who access care and support
- Trust building



This focus of this session was Direct Payments and the themes and ideas that emerged included:

Awareness, training & communication



- Social Workers need training and awareness
- Awareness raising for people who may need care and support

Direct Payment Process



- A team dedicated to Direct Payments
- An accessible straightforward process
- Could Direct Payments be offered as a default?
- Need for options and a creative approach

Direct Payment Policy



- Balance scrutiny of public spend with realism and compassion
- Tackle Issues with pay rates

Direct Payment Principles

Principles for co-production should run through the training, process and policy:

- Approach should be empathetic not threatening
- Diversity informed
- Co-produced at all levels



Final Reflections

Co-production continues to be patchy, but the movement continues to grow. When we think about what's missing, it's different wherever you are. However, some things that are missing appear to be consistent across all areas.

People; people from marginalised and racialized communities, those isolated or with access needs, those who feel or are excluded. People who hold power might also shy away from things they don't recognise as holding value.

Investment and time are often missing but the more that people experience and share the impact of co-production, the more interest will grow. This recognition of value and impact will influence the prioritisation of funding, focus and much needed time.

Continuing to find ways to **amplify the work and embed co-production in culture and practise**, will enable this change to happen.



Overall Feedback from the sessions

*Today has been a great opportunity
to be reminded of the values of Co-
pro and having the opportunity to
meet and understand others
experience*



*Once again thank
you for a great
session*



*It has been so interesting and
helpful - making connections,
listening and learning from others!
fabulous would love to come again*

*Very interesting
with a couple of
superb groups...*

*These are great
sessions*

*Exactly what we need
more of, feeding back to
primary services!*



*Great chat - with
people we haven't
talked to before*

*Great to see the
collaborative views of
everyone coming
together.*



*It has been a very
impactful experience*



Putting People At The Heart

Reviewing the principles and
commitments...





OVER A BREW

...and a call to
action

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The 10 commitments are:





Thank You!



**Please join us for the next session on 25
September 2024... to talk about Unpaid
Carers... Over a Brew!**