

Putting People at the Heart of Care and Support

10 September 2024

**CURATORS
OF CHANGE**

directors of
adass
adult social services
eastern region
connecting innovating improving



Introduction

Wow – this was the third face to face gathering of the Putting People at the Heart of Care and Support ADASS East regional forum.

We had great representation from across the region, and a good mix of people in the room. It is notable (and it came through in the feedback throughout the day) that we are not there yet in terms of each local authority inviting those with local lived experience into the space, or into the Over A Brews – but this is firmly on the agenda for the next 12 months of Over A Brew and Putting People at the Heart, and how we continue to grow the movement across the region.

It is also notable that the understanding of and conversations around coproduction continue to deepen and mature, and we must not underestimate the impact on the people who are routinely engaging with the Over A Brews and the Forum, and their desire to want to really work to make a difference, and turn the ripples into waves.

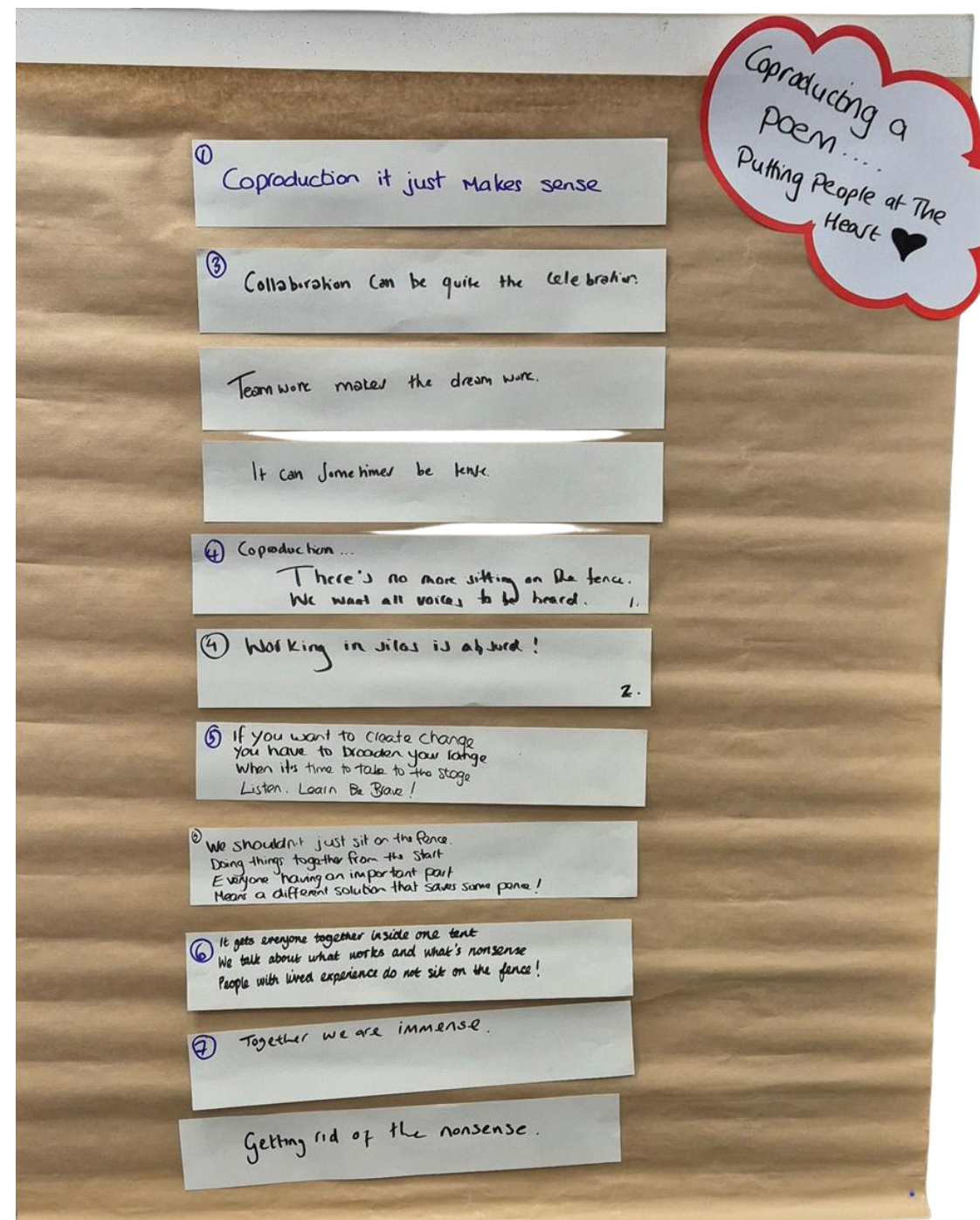
This twice yearly reflective space reinforces that the changes needed do take time, and that we need to continue to be persistent and gentle in this approach to bringing people together, and celebrating the small wins as we go.

Around 25 people attended the session to share ideas, insights and views... Over a Brew



Co-creating a poem; Co-production, it just makes sense

We started the day by coproducing a poem – each table was invited to write a line of prose and then we brought them all together.



**Collaboration can be quite the celebration,
Team work makes the dream work.
It can sometimes be tense,
There's no more sitting on the fence.
We want all voices to be heard,
Working in silos is absurd!
If you want to create change,
You have to broaden your range.
When it's time to take to the stage,
Listen, learn, be brave!
We shouldn't just sit on the fence,
Doing things together from the start.
Everyone having an important part,
Means a different solution that saves some pence!
It gets everyone together inside one tent,
We talk about what works and what's nonsense,
People with lived experience do not sit on the
fence!
Together we are immense,
Getting rid of the nonsense!**

Reflection Activity

Reflecting on your experience of... Over a Brew, Putting people at the heart and/or your local co-production experience

We spent the first part of the workshop reflecting on the impact of Over A Brew, by asking participants to reflect individually on what they have most **liked, lacked, learned and longed for**, and write their thoughts on cards, and then talked through what most stood out for people and the overall impact of Over A Brew. The comments as they were written were grouped after the day, and the emerging themes again really highlight how much the conversations and approaches to co-production are growing stronger and deeper across the region.

What people liked

1. Hearing different experiences that help raise the profile of lived experience and co- production

- *I like hearing from others and that OAB encourages us to raise the profile of co-production*
- *Hearing from people with lived experience*



- *Professionals and people with lived experience all sharing the same space and conversation*
- *Collaboration of workers and those with lived experience*

2. Sharing the space and conversation equally



What people liked

3. Over a Brew has brought new energy and stimulated action

- *Putting people at the heart is a tangible, proactive way of delivering the vision for adult social care*
- *Growing the seed of co-production locally - going from strength to strength*
- *I have liked that more co-production/involvement is taking place*
- *New energy to problems we face*

4. Being together (virtual and face to face)

- Bringing people together
- Coming together
- Having a chat
- Good communication



What people liked

5. Open and honest conversations – space to really listen

- *Honest conversations*
- *The interaction, the openness and honesty*
- *The openness of people in 'Over a Brew' – really listening to each other*



- *Safe space to be creative*
- *Commitment to co-production; dedicated time and space*
- *Space to reflect, space to learn, space to think differently*

6. Dedicated space to reflect, learn and think differently



What people said was lacking

1. Growing the understanding & experience of co production more widely

- *Consultation and engagement is not co-production*
- *We need to help move people to understand what co-production is and true benefits it brings*



- *Follows up locally*
- *Ideas for how to get from the 'as is' to the 'ideal'*
- *What next?*
- *Links to strength based practice*
- *It is not business as usual yet*

2. Local progress – and action

What people said was lacking

3. More face to face time

- “
- *Virtual – f2f better*
- ”



4. Space to focus on individual topics

- “
- Timing perhaps for individuals to speak on a topic
- ”

5. Time and resource – this is core work, not volunteering or an add on

- “
- More time required to drive change and create momentum
 - Resourcing – co-production seen as volunteering work??
 - Financial resource
- ”



What people said was lacking

6. Clear social care plan/vision from government

- “
- A clear plan of action from government
- ”

7. Maximizing the potential – everyone's responsibility

- “
- Maximizing the opportunity; the focus for each opportunity
 - Wider engagement – not just one person's role
- ”

8. Lived experience involvement from across the region

- “
- More involvement of people across all local authorities in 'Over a Brew' rather than just professionals
 - Breadth of lived experience in the room
 - Representation from some areas/people with lived experience
- ”



What people learned

1.

To appreciate a different way of doing co-production

“

- *Enjoy the weirdness, revel with the opportunities*

”

2.

It is all about better lives

“

- *Celebration of good support needs celebrating*
- *We are all aiming for the same goal – better lives*

”

3.

The richness of different perspectives

“

- *Seeing things from different perspectives*
- *Richness of conversations*
- *Other perspectives*
- *How other authorities approach co-production*

”



What people learned

4. To listen and feedback

- “
- *To listen carefully and ensure feedback on what we are doing to make it all worthwhile*
- ”

5. Specific topics have been helpful

- “
- AI -pros and cons
 - The power of language
- ”

6. Creating movement is part of the solution – that's ok!

- “
- *That it can take time to create a movement/cultural shift*
 - *That co-production can take time and effort but it is worth it*
 - *You can learn without necessarily reaching a solution – that's ok!*
 - *Time to co-produce – doesn't always fit with other priorities*
- ”



What people learned

7. It is all about better lives

- *Celebration of good support needs celebrating*
- *We are all aiming for the same goal - better lives*



8. How to navigate red tape and choose allies!

- *Some people really get it... some not so much! Choose your allies!*
- *How to navigate red tape (sort of)*



9. How much value there is in people's stories and lived experience

- *Loads! Reinforced the value of lived experience*
- *The value of input from all sources*
- *The experiences and stories of others and things they appreciate/need*

10. How inclusive an approach can be

- *I am part of the team*
- *How inclusive these sessions are which is so important*
- *There is a space for people to be heard*

What people longer for



1. Shift in culture and attitudes – when things are challenging

- “
- *Keeping positive no matter how challenging things become because just keep talking not shouting or sulking*
- ”

2. More young people – real change for next generation

- “
- *Really want to see change for the next generation*
 - *Voices of younger adults in transition (age 16-25)*
- ”

3. More please

- “
- *More people participating*
 - *More people to come forward*
 - *More topics*
 - *More people getting involved*
 - *Opportunity to network more*
- ”

4. More time, resource to really listen & work together, build a strong coproduction base

- “
- *More time – we need to find the time to work together and hear*
 - *Time to build a co-production base*
 - *Time and resource*
 - *Time to reflect and put into action*
- ”

What people longed for

5. More lived experience leadership

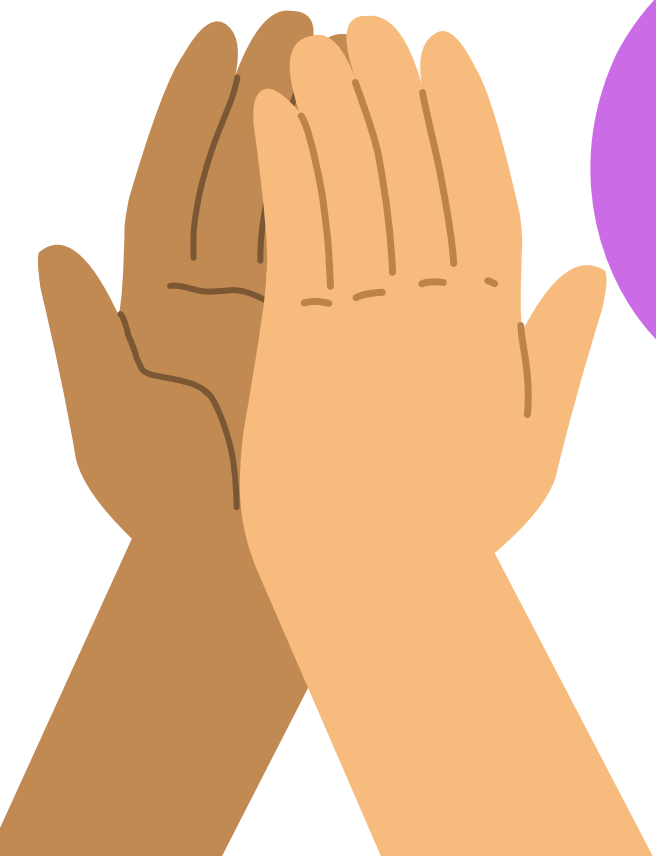
- “
- *To help out more - with co-production*
- ”

- “
- *Real recognition is something we need more of*
 - *Recognition of what co-production has achieved*
- ”

6. Recognition of the power of co- production

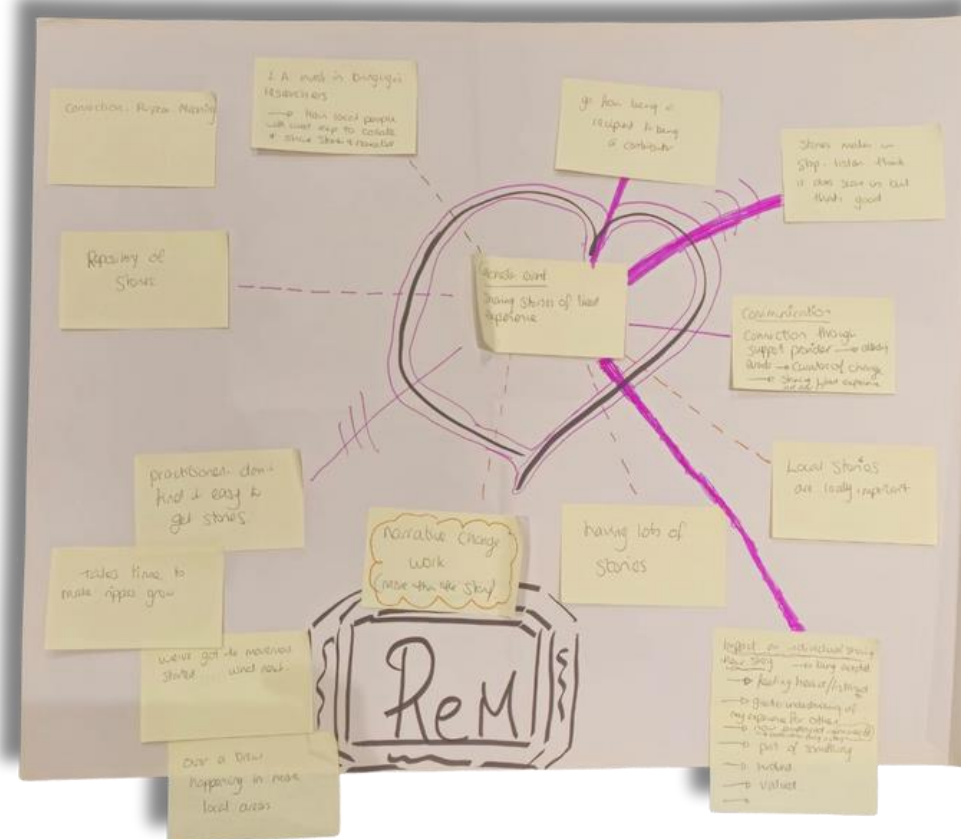
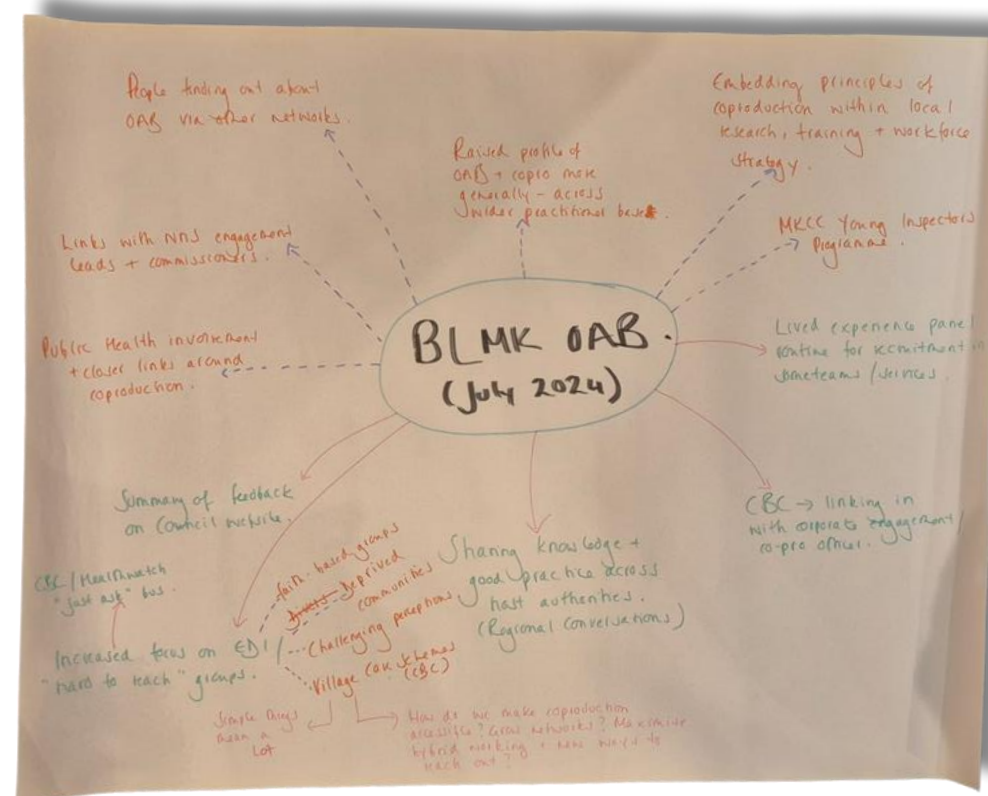
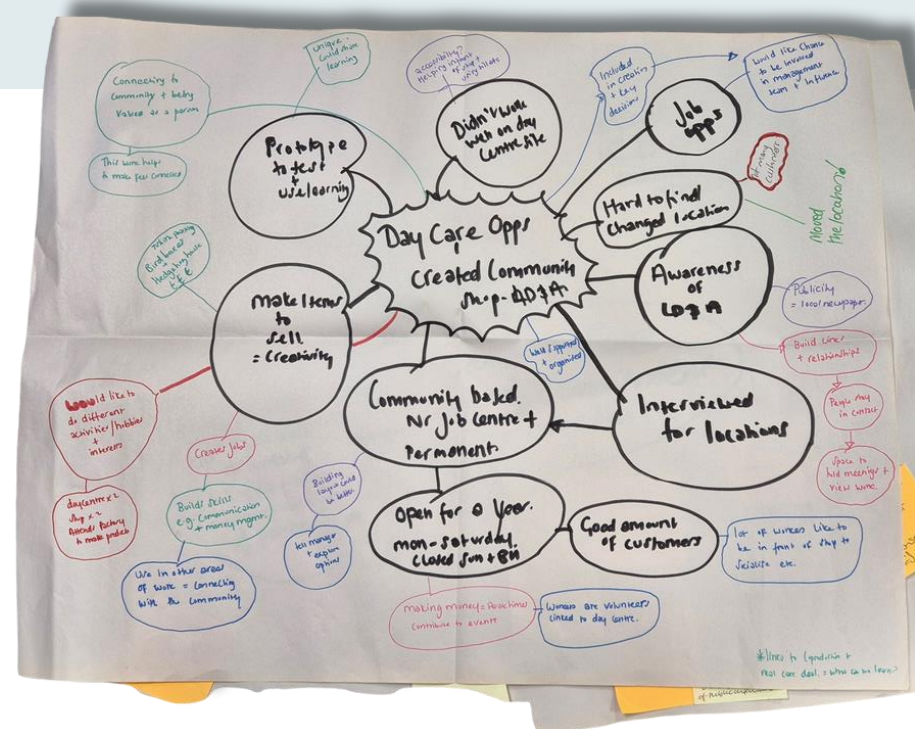
7. Co-production becoming the default way we do things

- “
- *Co-production being the obvious/default way of working - not just something that is good to do*
 - *Deeper embedding and co-production*
 - *More time, more depth, collective power and drive, change*
 - *Political buy in*
 - *Consistency*
- ”



Ripple Impact Mapping

We organized people in the room by their local authority area and asked them to map the impact of Over A Brew/Coproduction in their area. The reflections and stories were recorded and are available as a set of short videos that explore the impact of OAB and coproduction locally.



The next part was to take the learning from the ripple maps and the liked, lacked, learned and longed for discussion and use that to create a new set of regional co-production commitments

Refreshing the Regional Commitments

We started this conversation in the same local groups that did the ripple mapping. The feedback here is presented based on what each area identified as priorities for them locally.

We asked people:

- **What is the difference that you want to see?**
- **How can I help make that happen?**
- **What is the next best best step (s)?**

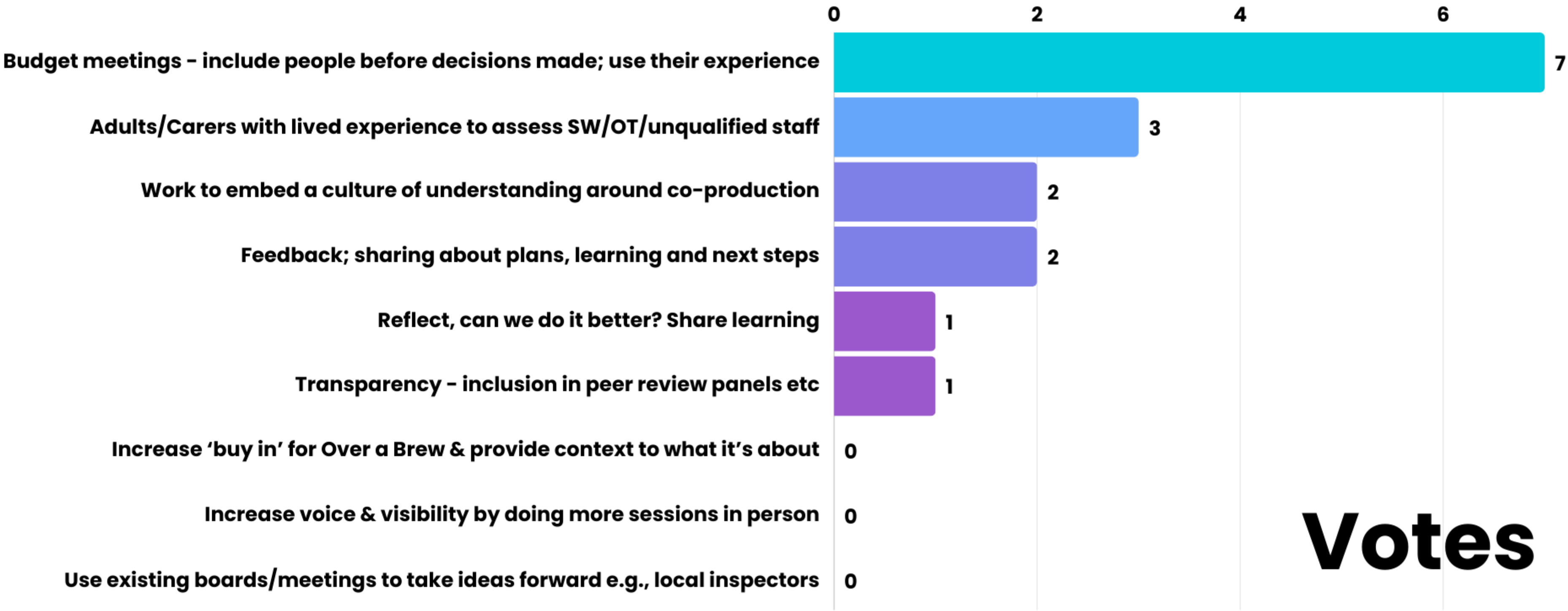
Then we invited people to review across all the groups and vote using sticky dots on the things that most stood out to them as the priorities for the regional commitments.

Ideas from Peterborough and Cambridgeshire



Votes

Ideas from Norfolk and Suffolk

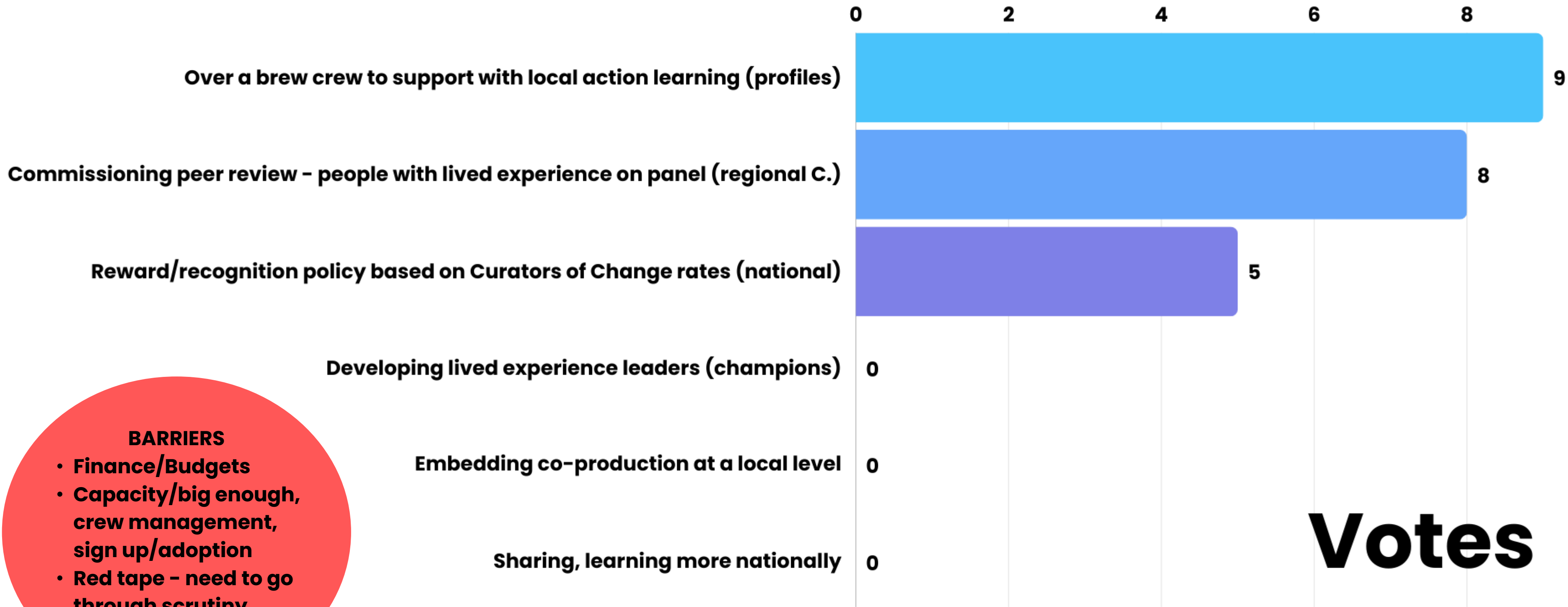


Votes

Ideas from Bedfordshire, Luton, Milton Keynes



Ideas from Essex and Putting People at the Heart Regional Forum



BARRIERS

- Finance/Budgets
- Capacity/big enough, crew management, sign up/adoption
- Red tape – need to go through scrutiny

Co-creating the refreshed regional commitments

We started this conversation in the same local groups that did the ripple mapping. The feedback here is presented based on what each area identified as priorities for them locally. Then we invited people to review across all the groups and vote using sticky dots on the things that most stood out to them as the priorities for the regional commitments.

- Over a brew crew to support with local action learning (profiles)

10 VOTES

- If we commission a peer review we would like people with lived experience on panel (regional C.)

8 VOTES

- Members/politicians upskilled on co-production
 - Ongoing dialogue (regional), keep momentum going
 - Agenda item on co-production at overview and scrutiny committee
- Budget setting meetings - need to include people before decisions are made and use their experience

7 VOTES

- Place based co-production in action

6 VOTES

- Adoption of regional reward/recognition policy based on current Curators of Change rates (national)

5 VOTES

Co-creating the refreshed regional commitments

4 VOTES

- How we talk about co-production - making it meaningful with our language?
- Regional best practice - including shared resources/costings

2 VOTES

- Use case studies more - seek to have the person presenting
- Utilise CQC inspection/preparation as an opportunity to kick start
- Work to embed a culture of understanding around co-production
- Feedback; sharing about plans, learning and next steps
- Expert by experience shaping workforce L&D


3 VOTES

- Local Over a Brew integrated neighbourhoods
- Tactics for budget planning to build in sight of personal impact
- Adults/Carers with lived experience to assess SW/OT/unqualified staff.... Could film
- Map co-pro networks and K and identify local gaps. Actively seek out people with lived experience who know about these gaps

1 VOTE

- Structure to ensure feedback feeds into change
- Piggy back on the back of the local plan development
- Ensure clear legal/policy mandate
- Reflect, can we do it better? Share learning
- Transparency - inclusion in peer review panels etc

Feedback and takeaways from the session



Finally as people left – we invited them to leave feedback and indicate how much they had valued the day

Really appreciated the opportunity to reflect with local colleagues alongside challenge from those with lived experience

Honest, grounded conversations with brave people

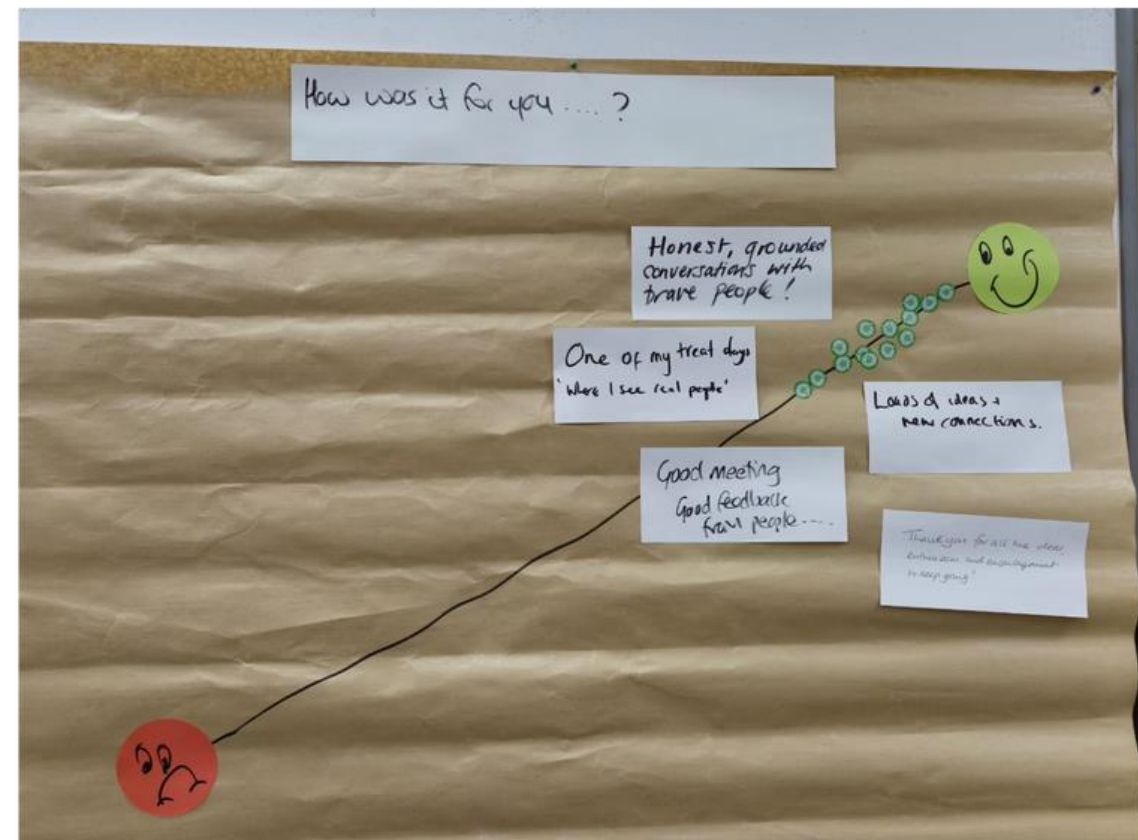
One of my treat days 'where I see real people'

Loads of ideas and new connections



Thought provoking, good to be able to have the space to focus on it. Have set myself some goals for implementation

Having an online agenda, even if it is just on day would be helpful



Thank you for all the new ideas, enthusiasm and encouragement to keep going!

Great to have the space and time to reflect on the impact co-production can have – thank you!

Good meeting, good feedback from people



Thank you to all who participated in the day itself, and all those who are contributing to the regional coproduction work, and Over A Brews.

We would like to reflect back with the individual areas through the PPATH forum meetings – on progress and thoughts, and to support in getting more people with the direct experience of care and support involved in the online Over A Brews and the regional gatherings.

The depth of learning that is evident from these sessions is encouraging, but there is still a long way to go before coproduction becomes part of the dna of social care services and support. Growing this movement across the region is key, and requires the support and contribution of all those involved to proactively invite more people into the conversations and to be brave enough to challenge where needed.