

Health and Wellbeing Board

Meeting Date: 4th July 2019

Responsible Officer: Stewart Smith

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Item Title: Update on the 2019 Summit event for all partnership boards

1. Background

This event was the second Partnerships Summit.

The original proposal for a Summit event came from the Chairperson of the Making it Real Board, Jon Hancock, when he questioned how various care and health related boards work and share ideas. Participants at 2018's Summit directed a Quarterly Joint Partnership Board meeting to aid planning around their activities and goals whilst also progressing with an event for 2019.

REPORT

Eighty people (out of 100) who registered for the event came together on May 21st to share their views and ideas on co-production, what it means for Adult Social Care and Children's Services and how we might work together in different ways. The event, titled as 'Shropshire's Partnership Summit', pulled together experts by experience from partnership groups to work on the day alongside staff from Social Care and Children's Services, as well as Health, the Voluntary sector, the Police and the Fire Service.

This was the second Partnership Summit organised under the banner of the Local Authority and 'Shropshire Together'. The plan to hold a second event was agreed at the 2018 Summit. Numbers of people booking on to the event showed a good appetite for working together as partners across services and, most importantly, working equally together with the people who make use of services.

The event had been planned by members of a Quarterly Joint Partnership Boards' meeting that was established following recommendations from the 2018 Summit. This group agreed that the focus of the event should continue to be on co-production. The event gave an opportunity to highlight successful examples of co-production that had taken place between events. With the input and support of the national organisation Think Local Act Personal (TLAP) it also gave the chance to discuss different ways of working co-productively.

The event was split into 2 parts:

- a) What we hoped to achieve and what we've done since last year.
- b) Doing co-production differently.

The attached agenda from the day shows the highlighted examples of co-production from Children's Services, Housing and Safeguarding.

Catriona Duncan-Rees, Clenton Farquharson and Kate Sibthorpe from TLAP then encouraged individuals to think about how they might approach co-production in different ways. They referenced the Making it Real framework (with its 'I' and 'we' statements), as a framework that can be used to stimulate good conversations with local services with a focus on making things better.

Feedback from the day included the following comments:

What did you like about today?

- "Meeting new people and being heard, not swept under the carpet"
- "Great mix of positive stories and examples of co-production"
- "Being reminded about true co-production"
- "Positive open approach" "honest discussion"
- "Very interactive! Thought provoking"
- "Local examples. Good mix of attendees. Refresher on what's / why it's important"
- "Goodwill to make changes"
- "The conversations with colleagues that I don't normally engage with that has reminded me that there are always different perspectives"
- "Hearing about co-produced services and offers. Feeling the need for it."
- "Good thinking time. Co-production is a difficult concept that we need to keep coming back to, so good opportunity."

What will you do differently in the future?

- "Keep arguing for what's best for my family and more choice for us rural folk"
- "Try to understand what co-production will do to help my daughter"
- "Continue to develop our services through co-production"
- "Challenge use of language and jargon"
- "Get more health decision makers in the room"
- "Look to use and apply Making it Real across my work within Housing Services"
- "Continue to make good trouble"
- "Think people not process. Explore opportunities for co-production...involve the seldom heard voice"
- "Look at new ways to co-work to develop services"
- "Try to apply what we have discussed every day!"
- "Challenge more! Be more visible to stakeholders and our community. Take the stage more to promote our work"
- "Continue to try to co-produce rather than joint work!!"
- "Be more forceful in pushing back against a dysfunctional system and meetings with no clear evaluation of outcomes!"
- "My thinking is evolving as a result of conversations. Will keep this on my agenda"

The feedback on the day was overall positive, although a number of people did not complete evaluation forms. From comments collected people clearly valued the opportunity to discuss ways of working in an open, honest and forthright manner.

However, one participant highlighted what they felt was an area of omission:

- "our partnership board is not inclusive".
- "I came here to try to improve our local partnership board. We have looked at good practice but yet again we have not actually talked about how our boards can be improved, co-produced and inclusive. That should be the aim of the next session".

This is a task that a Summit would struggle to address on its own. It does however, highlight a task that needs to be addressed by individuals, boards and the Quarterly Joint meetings of the Board Chairs and their support. The Summit focussed on how we do co-production differently; it is now up to all involved to look at ways of working better together in the coming year.

2. Recommendations

- 2.1. Joint Quarterly Partnership Board meetings to continue in its efforts to encourage and facilitate effective partnerships, positive sharing and joint working.
- 2.2. Quarterly meetings to take responsibility for a 3rd Summit in 2020, but to make sure that the event is driven more by partners and experts by experience.
- 2.3. Following the successful involvement of TLAP in the event, partnerships may wish to consider ways of further accessing their support.
- 2.4. Individual board members to reflect on the event and look for ways of enhancing the make-up of the boards and the work that they do.

3. Risk Assessment and Opportunities Appraisal

(NB This will include the following: Risk Management, Human Rights, Equalities, Community, Environmental consequences and other Consultation)

Ongoing risks involve staffing and time commitments to take this work forward while depending on engaging a greater number of experts by experience.

Several support staff have either left the Local Authority in the last year or changed roles within. This has created a few gaps within boards that require consideration. Kate Garner, Manager of the Community Partnerships Team within Adult Services is exploring opportunities to commission support from the VCS and / or Healthwatch.

4. Financial Implications

Smarter partnership working will have a positive financial impact.

Partnership support staff will need to work collaboratively for best effect.

5. Conclusions

The second Summit proved to be another valuable event that has encouraged wider thinking about innovative partnership working.

List of Background Papers (This MUST be completed for all reports, but does not include items containing exempt or confidential information)

Cabinet Member (Portfolio Holder)
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Cllr. Dean Carroll, Portfolio Holder for Adult Services, Climate Change, Health and Housing

Local Member

Appendices
