

Friday 11th September

- Question 1
- Table 1 Develop awareness of WHO to contact
Central resource for staff
Positive relationships in locality
 - Table 2 Resident
Take ownership of person - issues - 'I'm going to help you through with these' so we don't bounce them around the system
 - Table 3 SPOA - 1st point initial details taken
data sharing
better communication between services, poss a physical hub
Customer problem - Ask resident has these made a positive difference to you - could miss people if we only provide a SPOA (not exclusive - some may not want to access through the council)
 - Table 4 Sign-posting service
Website
Phone, drop in - multiple points of access
Key search facility - whatever the problem is
Commitment to maintain as consistently changing
Customer at centre so they feel valued
Journey as going through services, being listened to
 - Table 5 Shared set of documents so weren't having to duplicate various agency documents
One telephone organisation that could set up peoples various appointments so joined up and created as a package
Website for Ilfracombe - but people need to know about it
 - Table 6 Supporting vulnerable people
Preventative action
Make aspirations believable
 - Table 7 Localised enhanced CAB type office - multi partnership
Early help opportunities
 - Table 8 Organisations/businesses/services share info for whichever service needing
Outside confines of own organisation
Service user feels: STRONG, LISTENED TO
Recognition that all organisation professionals are equally providing a valuable service

Table 9

Question 2	Table 1	Updated local service directory
	Table 2	Ask community what they want
	Table 3	Trust, brave, communication End product so good people want to come and live in Ilfracombe
	Table 4	Understand job roles and titles Networking and sharing office space Sharing of budgets
	Table 5	More local contact numbers go directly to the right person not going through hoops ie direct to GPs if agreement
	Table 6	Take ownership of all a persons problems instead of passing people on Caring part of caring for the whole person instead of just the bit they've come to you for. Soft skills and emotional intelligence No - "we're not responsible" organisations supported this
	Table 7	Increased empowerment of people to take control of own lives and pride in selves and place
	Table 8	Examples shown of how OI works
	Table 9	Practitioners would like more joint visits
Question 3	Table 1	59 people - co-ordinator - Andrea to circulate info on each person What we do, how we can help Keep list updated Better publicity - press, posters
	Table 2	Greater understanding Nutshell description of what your team does Disseminate within all teams
	Table 3	List of attendees contact details Senior management involvement Organisation boundaries - 50 sponsors
	Table 4	Professional networks across northern locality Understand strategic organisation Joined up across community Explanation of map of how organisations organise themselves and get it right strategically
	Table 5	Register

create smaller networks: older people/young people - Time and place for networks to meet where people are comfortable

Understanding barriers to communication

Senior management buy in

Success will be multi faceted - understand each success for each stakeholder

Table 6

OI website - access to each attendee - Ask for info

Make sure OI website is optimised - google search

Commit to providing information - Co -dependent content

Table 7

Less generic about OI

All got a stake in OI

Go to voluntary groups - Speak to Tim

Proactive - future scanning, tailor workshops for key things such as strategic communications plan - specific to themes/work

Not starting from scratch, building on forums already in place

Table 8

Physical hub - share info, who we are and what we do

Web page

Telephone numbers

Leaflets/radio

Go to schools

Table 9

Dean!

Consider finances - scoping document required to include finances

Scope of service to be provided

Who/what providing services for linking to individual or economic development - this in turn helps individuals

Event feedback

Ask service users to give some real experiences to give a context

Make sure positive experiences are captured as well as negative ones - can learn just as much

Ronan Flynn from NDC - offer to help with database