

Summary

Both events were well attended with 101 people taking part (not including the OI team) from 40 different agencies. A number of clear themes emerged from both events. Whilst our questions focused on the *Together* (how we join up) aspect of *Supporting People Together*, a significant amount of the feedback related to the improving the *Support* we offer. The main themes can be categorised as follows:

1. Better understanding of and relationships between services
2. Better information-sharing regarding customers (with consent)
3. Increased empowerment for residents and understanding of the services available to them
4. Taking responsibility for the customer/whole problem at the first point of contact (much emphasis on single point of access)
5. Sign-up from all levels of the organisation
6. The result should be customer-centred, prevention focussed and targeted at those most at risk

Suggested actions to be taken forward from each theme:

1. **Better understanding of and relationships between services**

Map all Ilfracombe services to create a visual tool that will identify links and referral routes between services; intelligence around need, provision, spend, location etc to highlight gaps and opportunities for joint working/cost saving/service redesign. Possibly identify highest priority areas and begin there. **In 12 weeks:** multi-agency team identified to lead, mapping and visualisation completed in 2 service areas, missing data identified.

2. **Better customer information sharing**

Develop a common process for gathering and handling personal data that can be exchanged.

3. **Increased empowerment for residents and understanding of the services available to them**

Website (hub) with easy-to-use flowcharts searchable by problem/condition showing pathways for support & linking to sources of information & support. Ensure there are other entries into the mapping for those not IT-enabled, ie through Connector, physical hub, peer support workers/networks. Roll-out OI Good Neighbours

4. **Taking responsibility for the customer/whole problem at the first point of contact (much emphasis on single point of access (SPOA))**

Whilst the concept of a SPOA was one of the most frequently raised suggestions, there was little clarity about the form this should take although a number of options were raised and some suggested that a spectrum of options that supported people at different stages of independence.

In 12 weeks: options could be scoped and an LiA date to define further could be agreed but it may be better to wait until the services/relationships are mapped and the Wobble Point engagement is completed before taking this forward as an action.

5. **Sign-up from all levels of the organisation**

Action to be agreed at LWT

6. **The result should be customer-centred, prevention focussed and targeted at those most at risk**

Fire Service home visits – agree what other partner assessments could be included. Other actions may be best agreed once services, opportunities and need are mapped and fully understood.

Colour key	Doing what we do better
	Doing what we do better enhanced by additional resources
	Doing what we do differently

Themes	Vision	Priorities	Actions
1. Better understanding of each service for staff and better relationships between services	<p>All staff delivering services in Ilfracombe are aware of the other services (including community and voluntary) that their customer may need, what they currently offer, who to contact and how to contact them.</p> <p>Positive relationships in locality where there is trust and communication. Communication is effective and productive</p>	<p>Develop understanding of each organisation delivering services in Ilfracombe</p> <ul style="list-style-type: none"> Understand organisations' strategic role Understand organisation boundaries 	<ul style="list-style-type: none"> Website Updated local service directory (including voluntary groups) Map how organisations are organised strategically and how this could be joined up in a community Key search facility, whatever the problem is Stock-take, who is doing what so we don't duplicate Holes/gaps – assess where we are now. Graphical image of relationships between agencies on app Educate agencies – who does what? What don't they do? 50 potential sponsors at each Conversation event
		<p>Develop awareness of staff members each organisation delivering services in Ilfracombe</p> <ul style="list-style-type: none"> Develop awareness of who to contact Understand job roles and titles 	<ul style="list-style-type: none"> Local contact numbers, how to access the different people/organisations in the town. Register (commit to maintain as constantly changing) Circulate details of all attendees at events – what we do, how we can help, nutshell description, disseminate within teams Flow charts – links between people in the room. Key people in each organisation Update staff profiles, each takes responsibility
		<p>Improve communication and develop relationships between services and staff</p> <ul style="list-style-type: none"> Central resource for staff Physical Hub, co-location of services Networking, get to know each other Ability to go directly to the right person, not going through hoops (ie direct to GP) Understand barriers to communication Recognition that all professionals are equally providing a valuable service Not starting from scratch, build on existing forums All services are taken seriously 	<ul style="list-style-type: none"> Website Staff directory Resource pack – all agencies, who does what Organisations need to commit to providing information Practitioners would like more joint visits Develop networks, older people/young people – time and place to meet where people are comfortable Social media style agency page Blue Light days Shadowing Sharing office space Hot desking Professional network across northern locality Reps from each org go to CAB, other organisations, press More agencies to go to North Devon Practitioners Forum

			<ul style="list-style-type: none"> • A responsible person (role rather than job) for establishing better communications
		<p>Increase understanding of One Ilfracombe</p> <ul style="list-style-type: none"> • Need to be less generic about One Ilfracombe, be specific in material about the areas of work • Show how all have a stake in One Ilfracombe • Better publicity – press, posters, leaflets, radio 	<ul style="list-style-type: none"> • Examples shown of how OI works • One Ilfracombe website – access to each attendee – ask for information to include • Ensure website is optimised for google search
Suggestions to take to LWT board from Theme 1	<p>Gather the required information from each service and put it where it can easily be found</p> <p>Mapping what we know of services so we can understand where the natural connections are and where they could be. Using this as the basis for identifying opportunities for redesign and joint-working opportunities. Thinking: Provision; need; spend (linking to Virtual Bank); age; location etc.</p> <p>Highly visual representation that turns the data into intelligence on oneilfracombe.org</p> <p>Searchable around condition/problem so that practitioners understand who else can support</p> <p>What extra value could we get from this? Joint-working opportunities</p> <p>Start around priority areas for residents?</p>		
2.Sharing information	If a customer has a problem, staff are able to share information with other service providers to benefit the customer where they want this.	Data sharing Easier step-down process from social care Discharge information Open communication and trust	Co-ordination of notes that each organisation keeps Develop common language
Suggestions from Theme 2	Develop a common process for gathering and handling personal data that can be exchanged.		
3. Increased empowerment of people to take control of their own lives and pride in selves and place	Residents feel empowered to help themselves and others. They understand what's available to support them and how they can access this support. Residents take responsibility to stay well and are able to plan their own care having understood the options.	<p>All residents have an understanding of all the services available to support them</p> <ul style="list-style-type: none"> • People (residents) have more information about who to turn to – possibly technology • Full range of services including voluntary known to all service users • Don't overload with information – prompt & eye-catching • Information available from different places – 24/7 access 	<ul style="list-style-type: none"> • Website (hub) for Ilfracombe (ppl need to know about it) • Key search facility, whatever the problem is • Recruit a hub co-ordinator and each organisation would have a spoke co-ordinator – need marketing skills and funded by each organisation providing the services • App – approach Exeter Uni for intern • Use Social media • Different methods for those without IT: <ul style="list-style-type: none"> ○ Mailshot all residents with main points of contact, EX34 mag ○ Helplines, service directories, possibly CAB, schools. • Reps from each organisation to develop a Tourism Information Centre style approach
		<p>Customers are supported to understand the health journey they are on, what their individual options are and how they can help themselves</p> <ul style="list-style-type: none"> • Service users at centre of decision making • Shift in the way we work so that people help themselves • Host not hero 	<ul style="list-style-type: none"> • Flow charts with photos – problem – avenue for help • Accessible, easy to use pathway for people to navigate through issues (simple pictures)

		<p>Engage volunteers more</p> <ul style="list-style-type: none"> • Neighbour interaction • More support from the community, family, neighbours 	<ul style="list-style-type: none"> • Peer support community development, find out what's happening already.
Suggestions to take to LWT board from Theme 3	<p>Website (hub) searchable by problem/condition showing pathways for support and linking to sources of information and support. Easy to use flowcharts. Promotion of hub in variety of media.</p> <p>Other entries into support if not IT literate, (connector role), addition to other service or physical hub, peer support workers (paid or voluntary).</p> <p>Investigate peer support networks for key priorities</p> <p>Roll-out OI Good Neighbours</p>		
4. Taking responsibility for helping a person at the first point of contact	We take responsibility for helping a person in a holistic way at the first point of contact, we care for the whole person, not just the bit they've come to us for	<ul style="list-style-type: none"> • Work outside confines of own organisation • Take responsibility for all their needs • No "we're not responsible" attitude and our organisations support this • Collective responsibility • No more "this doesn't fall within our remit" • Organisations need to join up 	<ul style="list-style-type: none"> • Sign-posting service • Simulate what happens in the Learning Disability Service where the staff member helps the client through all aspects • System – history taken, not needed to be asked again after 1st point of access • Be 'can do' people
	<p>People have a Single point of Access</p> <p>Looks like the National Lottery – pops up everywhere, it is multi-faceted and multi-channelled. It is supported by technology</p>	<p>(must be accessible to all, ie some may not want to come to the Ilfracombe Centre)</p> <p>Whenever a referral is made, action is taken</p> <p>1st point of contact, multi-agency team, service users tell it once</p> <p>Services are approachable, able to help Ilfracombe's own MASH – needs a person</p> <p>Hand-hold, guide but empower them to do it themselves</p> <p>Someone employed to sign-post</p> <p>Localised, enhanced CAB type office, multi partnership</p>	<p>Phone, drop-in, multiple points of access</p> <p>Training for front-line staff</p> <p>Single co-ordinator</p> <p>Miriam (Community Connector) – each service send to Miriam what they know</p> <p>Person nominated from each organisation to send Miriam up to date info</p> <p>Feedback loops – what out what happens to people if we sign-post them</p> <p>One-stop-shop at the Ilfracombe Centre</p>
Suggestions to take to LWT board from Theme 4	<p>There was a lack of clarity around what this would look like. Numerous models were described.</p> <p>The criteria for success would be that the person ends up clearly and securely at the next stage so we haven't just bounced them off.</p> <p>Supermarket to illustrate range of options – '1. Not my job -2. Think it's down that aisle, 3. I know where it is – its aisle 3, or 4 – yes I'll take it there and make sure you find that product. 5 Customer shopper – I'll do your whole shop. 6. Online shopping</p>		
5. Partner organisations are signed up at all levels	<p>Senior management support to ensure staff know aspirations are achievable. Strategic understanding – are we sure the collective pot of money is being best spent between us?</p>	<p>Proactive – future scanning, consider finances</p> <p>Link to individual and economic development, better economic situation in the town will in turn help individuals</p> <p>Opportunity to challenge budget holders</p> <p>Board level commitment to improving communication.</p> <p>Understand what success is for each stakeholder, will be multi-faceted.</p>	<p>Senior management involvement</p> <p>Senior management buy in</p> <p>Scoping document that scopes the services to be provided and includes finances</p> <p>tailor workshops for key things such as strategic communications plan – specific to themes/work</p> <p>Public statement signed by Chief Execs saying for example "each patient will have a discharge summary within 3 days"</p>

6. The result should be customer-centred, prevention focussed and targeted at those most at risk	Service users most at risk are impacted positively by the service	Supporting people at risk/vulnerable Face to face support Are we reaching the right people? Ilfracombe Needs Assessment	Find ways to reach older people who don't have access to IT
	Service user feels listened to, respected, taken seriously, valued and strong. Services are designed around the customer and customers say this has made a positive difference to them. Customer is not frustrated and does not have to repeat their story over and over The end product is so good people want to come and live in Ilfracombe It provides an effective and accessible service for all	Customer centred <ul style="list-style-type: none"> • People to be asked what they want • Ensure people receive a caring experience at every interaction • Equal access to transport • Better triage system, when people ask for help they receive it quicker • Shared set of documents so not having to duplicate various agency documents • One telephone organisation that could set up people's various appointments so joined up • Sharing of budgets 	Issue: different organisations competing and duplicating Promote caring, soft skills and emotional intelligence
	Service users are supported to prevent crisis	Focus on prevention Rolling programme targeting specific services each time, seasonal (xmas for socially isolated) Shift in emphasis and culture towards prevention agenda Not much broken, need to get ahead of time	Identify early help opportunities Join up prevention services – public health, diet, exercise, substance misuse Health & Social Care Fayres Pop up shops
Suggestions to take to LWT board from Theme 4	<p>Fire Service home visits (Simon Young)– agree what other partner assessments could be included.</p> <p>Other actions may be best agreed once services, opportunities and need are mapped and fully understood (after 1st action is completed).</p>		

Event feedback:

Ask service users to give some real experiences to give context

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