

Learning Week Feedback Session

What were we asked to do?

The intention of the learning week was to understand:

- Staff experience and feelings relating to the current situation
- How well staff had been supported and their experiences of delivering services during this period
- Service user experience of support from organisations over the period
- Future thinking – what lessons could be learnt and brought forward into the next phase of reset across the Forum.

What did we do?

- Ran 4 surveys between 20th July – 5th August
- Facilitated 4 learning week conversations week commencing 27th August

Who did we engage with?

- 122 staff members from across 21 organisations
- 47 service users from 10 different organisations

What did we hear?



Having a shared vision and goal is key to both successful team and system working. Putting the service user and our communities at the centre of everything we do and stepping beyond team and organisational boundaries is integral to the future direction of travel.



Both staff and service users can see the potential for utilising a much broader approach to engagement and delivering services, including a combination of face to face, telephone and video contacts, with a 'no one size fits all' approach, maximising the progress made on using digital in MH pathways.



Where services are delivered from / received is important. Concerns were raised about having safe spaces to access therapy and hold difficult conversations, both in terms of service users being able to meaningfully engage and staff members having their home spaces compromised.



The ability to work differently, innovate and flex services without being hampered by 'red tape' has been valued by both staff and service users. Staff felt empowered and validated, whilst service users felt listened to and able to engage in ways that worked for them



The ability of the local VCS to respond to a changing environment in a collaborative, organic and iterative way clearly demonstrates its value to the local system . The ability to step beyond organisational boundaries to deliver for people and communities has demonstrated the potential synergies



Infrastructure and capacity are key to success. Managers and leaders have felt overstretched and recognise that it falls to them to drive resuming 'BAU' in addition to continuing to manage the current uncertainties. How this is supported and facilitated will directly impact on the ability of organisations to continue to respond to change.

What does that mean for the Forum?



What is the Forum's role in supporting the release of leadership capacity to support innovative ways of working and working more collaboratively to solve problems?



How does the Forum support development of leaders of the future? In particular how does the Forum work together to support a culture of empowerment of staff and appropriate devolution of responsibility in order to grow a culture of innovation and local ownership of improvement?



How does the Forum support organisations to share learning? In particular how does it support sharing of learning relating to utilising digital solutions in broadening access and service delivery models in response to the feedback from service users and staff?



How does the Forum support organisations to promote and further develop some of the innovative ways of working and service delivery models to support the vision of putting people and communities at the centre of everything?



What is the Forum's role in supporting the development of an effective staff welfare offer which is accessible across all organisations?