

## **Annex B - LCFT workshops**

### **Blue group**

- What do VCFSE think LCFT should be doing?
- Collaboration
- Sustainability

### **What does good collaboration look like?**

- Mutual Understanding
- Trust
- Honesty & Transparency
- Consistency – Handover
  - Continuity
- Continuous Communication
- Task & Finish groups
- Compromise/Flexibility
- Valuing VCFSE organisations – 3<sup>rd</sup> sector are professional too!

? What does LCFT do in West Lancs?

- Mental Health Support
- Dental
- Smoking Cessation
- School Nurse/Health Visiting Teams
- U25's Sexual Health

? How can LCFT work best with VCFSE for early intervention?

### **How can LCFT best work with VCFSE to ensure good collaboration?**

- Locality Focus
- Knowledge of services – where do VCFSE signpost too?
  - roadshows
- Liaison & Diversion Contract
- Recognition of value of **existing** work
- Infrastructure through which conversations can happen

### **What would you like LCFT to do to support VCFSE in West Lancs?**

- Suicide Prevention – high incidence in West Lancs amongst those unknown to services
  - Schools
  - Barbers
  - Men in Sheds
  - Communicate to VCFSE
  - Communicate with Edge Hill
- Health Champions – Mental Health 1<sup>st</sup> Aid in Northern Parishes
- No longer Mental Health Advocates in West Lancs. – Peer Support
- Access to West Lancs High Schools
- How can we move forward from today in enabling service users to feedback on services informally?

## **Red group**

### **Q1 Good collaboration look like?**

Good communication / working relationships  
No barriers between sectors  
Trust /recognition of skills joined up approach  
Not a paternal relationship  
Well represented – all parts of the sector  
Regular contact – meetings / other formats  
Shared vision / listening culture (all parties)

### **Q2 How do we make collaboration happen?**

Building capacity to support projects in localities that need support to start up and operate  
Overview of what schemes / projects are available  
Trying to join up the dots (One West Lancs / Directory Of Services)

### **What do you want LCFT to do?**

Support the uni with mental degree content (Ellie Smith)  
Support and link in the PP Boxing CIS – Paul Pittman  
Communication about the NHS “Working to support people out of hospital”.  
Effective communications / Returning emails  
Honesty  
Care package – communicating with staff  
Dementia  
Better understanding of who to contact  
Advocacy service  
Repeat story  
Social enterprise - clear measures and outcomes - partnership working collect same info  
One pathway / offer  
Clarity – take time to work together  
Education  
Prevention  
Innovation in the sector  
Pitching sessions  
Whole pathway / patient care  
Just culture in West Lancs  
5 ways to wellbeing – 2 events  
Conversation  
Sustainability  
Creating a forum  
Simple solutions  
Commitments – from LCFT same person consistency

## **1. Equality = good collaboration**

- True equal partners
- Trust
- Ease of understanding of information SLAs etc.
- Two way street
- Understand that Third Sector organisations are professionals
- Not to be seen as a cheap option / return on investment shows value for money
- Appreciate localism
- Added value of organisation to area

## **2. How do we make it happen?**

\* Truly listen to each other

\* Make it a two way street

Have a mutual respect for each other

Education+ Third Sector NHS – knowledge of each other. Know what each other can offer / training / shadowing opportunities

Communication / **honesty**

Be clear – leave no doubt about what is in it for both parties. Win / win

More collaboration between LCFT / LCC funding bids – less paperwork!!! Depending on bid.

## **3. Funding**

- Some form of Third Directory of Services but would need to be up to date (for mental health services)
- Roadshows / local – very local about what LCFT mental health team are doing
- Third Sector Forum – with mental health **services** Partnership approach
- More knowledge of referrals which team to go to

**FEEDBACK ON EVENTS THIRD SECTOR ATTEND!!!**

## Yellow group

### Questions:

#### 1. *What does good collaboration look like?*

- More cross-working /partnership. Representative partnership.
- Equal partnership/roles/decisions
- Involves the community/recognise assets
- More information about opportunities
- Collaboration around IT
- Gaps in provision – how can we support development
- Shared accommodation
- Joint business planning
- Care coordination
- Importance of what partners can offer. Good understanding of people/ organisations/ values.
- Good communication lines between groups/services. Shared goals
- Make referrals straight-forward
- Need to listen to local knowledge and experience
- Don't have different agenda – work on holistic approach “build a team around a person, not a team of individuals around an individual” – seamless service
- Know when to speak and when to listen. Say information once.
- Recognise skills of other organisations – providing services; recognise/equip organisations; financial knowledge
- Need willingness of “professionals” to understand and engage with Third Sector organisations and see those organisations as professional.
- DWP: understand what local organisations offer. Understand strengths, benefits “customer at the heart”. Up-to-date directory of services
- NHS needs to recognise that it is about meeting needs rather than criteria and ‘ticking boxes’

Impact: see real outcomes; evidence of collaborative working; sustainable partnership; shared learning/training; limit the “closed” groups/resources; longevity of commissioning; skill mix and increased capacity to stand on own two feet; diverse values; best outcome of the community; more resilient community; feel better about environment.

#### 2. *How do we make collaboration happen?*

- More knowledge, face-to-face of organisations. Understand what different organisations offer
- Be clear on what help and what is required
- Named person. Make it easier. Reduced waiting times
- Organisations need to have a presence in the area they serve
- Health and wellbeing hub? Once a week/month?
- Quarterly forum – services come together
- Use what's already there
- Tap into existing resources – volunteer
- Early intervention
- Support sustainability
- Remove referral criteria
- Information sharing
- Know more about services and how they work
- Develop partnerships/engage with the organisations
- Shared learning
- Mapping – data/shared; records/network
- Trust/involved in decisions/consultation, incl. within voluntary sector
- Collaboration, not competition

- Experts by experience: involve those we support, community up! (With guidance where needed)
- Networking events
- Open communication pathways
- Training: skills analysis to identify gaps/needs. Sustainability/timescales within funding constraints
- Develop understanding of policy/practicalities
- Training community members to help deliver the interventions/services. Empower community members
- Accountability/risk management
- Work experience/job share/practical-based learning
- Create opportunities for the community to help the area.

3. *What would you like LCFT to undertake to support the VCF&SE in West Lancs for mental health?*

- Be available to know about what's going on for the patients, based in local community centres
- Identify local places on bus routes/walking distances
- Feedback about people who have been referred into LCFT services
- More "welcome talks" at/in community centres.
- Less 'red tape'
- Job shadow/training
- Risk management
- Plan/processes for data policies etc.
- Training
- Collaborative working
- Integrated working?
- Co-location?
- Task force groups on particular topics: involve community; soup, opportunities to resolve issues/needs raised.