

# Community Care Forum 21st November 2007 Report

*Community Care Project linking the Statutory Authorities, Voluntary Groups,  
Users and Carers together*

## Partnership Patterns



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## Appendix 1

### Representatives from the following organisations attended the Forum

Bi Polar Support Group, Carers UK, Carers Forum, Carers Support Group, Community Mental Health Team, Slough Commissioning Team, Disability Matters, Hearts in Slough, East African Youth Group of Slough, East Berks Primary Care Trust, Slough Older Peoples' Forum , Mental Health Carers Support Group, Slough Mencap, Langley Evening Townswomen Guild, Slough Borough Council Community and Cultural Services, Slough Borough Council's Disabled Employees Forum, Slough Lions, Slough Mental Health Users Group, United Voices Slough Senior Citizens, Slough Transport Action Group, Swipe, Slough Community Transport and Shopmobility and Zim Slough

## Appendix 2

Compact Evaluation

Before Forum

Don't know about compact	Know a little	Know about compact
21	18	3
50%	43%	7%

After Forum (a few ticked more than one box)

Know a little	Know & would be happy to use it	Happy to refer to it when writing policy	Want to know more
8	20	2	12
19%	48%	5%	29%

## Conclusions

- At the beginning of the day 93% of Forum participants said they had little or no knowledge of the Slough Compact
- Most felt they had a better understanding of the Compact at the end of the day.
- Most felt better equipped to use the Compact at the end of the day.
- The language in the Compact document makes it difficult to understand.
- For those whose first language is not English it is even more difficult to understand.

## Recommendations

- The Compact should be re-written using simpler, easy to understand language
- There should be more opportunities for all organisations, particularly Voluntary Organisations and Community Groups to learn about the Compact

## Actions

- The findings and recommendations from this report will be presented at the next Compact Management Group meeting
- SCVS will continue to bring information about the Slough Compact to meetings with Voluntary and Community Groups; this will include providing copies of the Compact document when available

## Summary

The main objective of the November 2007 Community Care Forum was to inform the Voluntary Sector in Slough of the establishment of the Slough Compact. The Forum was also a useful opportunity for the Statutory Sector to review the Compact and to be part of an inclusive discussion on how it could be used and improved.

The Slough Compact was a new and difficult topic for a Community Care Forum. The Forum usually looks at direct problems which affect carers, older people, people with disabilities, people who use mental health services and those with a learning disability.

This Forum took a step back from its usual format of looking directly at services. The idea behind the day was to provide those with either some, little or no knowledge of the Compact an opportunity to learn about the Compact and so be better placed to take an active part in the continuing conversation between the Statutory and Voluntary sectors, in order to continue to develop health and social care services for people in Slough.

It is difficult to measure the impact of the day but we think our aim of "levelling the playing field" was achieved. At the start of the day 93% of those who completed the evaluation form said they knew little or nothing about the Compact. At end of the day 19% knew a little more, 48% said they felt confident to use the Compact and 29% wanted to know more.

Forum members agreed that the Compact was a useful initiative, which if used in the way laid out in the document, would greatly enhance the working relationships between the Statutory and Voluntary Sectors.

All the workgroups agreed that the language used in the Compact was difficult to understand. They felt that the language could be an obstacle for people referring to it (particularly for those whose first language was not English) and so prevent them from using it fully.

## November 2007 Community Care Forum

### Partnership Patterns

#### Introduction

The theme of the November 2007 Community Care Forum was “Partnership Patterns”. The forum focused on the Slough Compact, which is about forming good partnerships between the Voluntary and Statutory Sectors.

Thames Valley University again very kindly donated their facilities and Mars provided the chocolate!

The object of the day was to ensure that as many people as possible were aware of and understood the purpose of the Slough Compact.

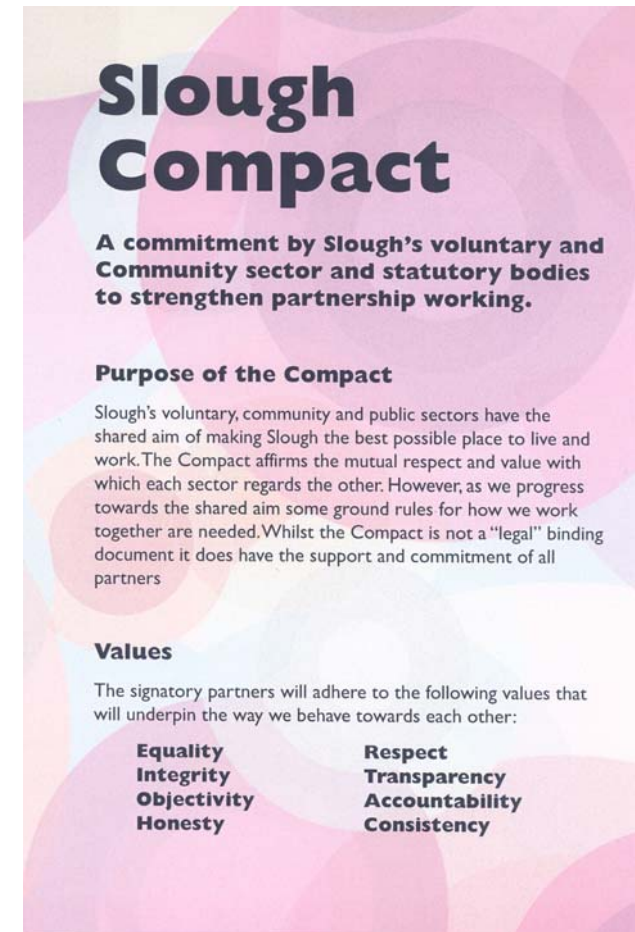
The Compact is a joint agreement which provides the statutory voluntary & community sector with a set of guidelines which will help them work together in a productive, effective way.

93% said that they knew nothing or little about the Compact before attending the Forum.

19% said they now knew a little more about the Compact

53% said that as a result of what they learnt they would now be comfortable with using the Compact

29% said they wanted to learn more about the Compact



## Outcomes

All the workgroups welcomed the opportunity to find out about the Slough Compact which they agreed was a positive initiative.

They saw the benefit of having a set of guidelines (protocols) which set out a standard of behaviour for all those involved in partnerships. They agreed that guidelines which were aligned with a shared set of values would help ensure good working relationships.

Most groups agreed with the values laid out in the Compact document, with honesty and equality and respect being the three most popular choices. Some groups added additional values such as, consistency, mutual co-operation commitment, accountability, credibility and listening (as part of good communication). One workgroup said they respected the values and were already practising them in their work.

Some workgroups had difficulty with objectivity as a value. They thought it could be taken in different ways. The suggestion was to find a better word.

Workgroup members looked at the protocols and selected those they agreed with and those which would have impact on the work of their organisations.

The workgroups thought that the language used in the document was not easy to understand. They also observed that if the language in the document was difficult for people, whose first language was English, to understand, it was likely to be almost impossible for those for whom English was a second or third language.

The workgroups appreciated the easy to understand “translations” of the protocols provided on the day. Of those who completed the evaluation forms:-, (appendix 2)

It was felt that it is important that everyone is aware of these new guidelines and feels confident in using them. That way everyone is working at the same level, which helps generate effective working partnerships for the benefit of everyone in Slough.

On the day Forum participants had an opportunity to look in detail at the Slough Compact, and the opportunity to express their ideas, views and opinions.

The November 2007 Forum continued the discussion which started at the November 2006 Forum, when it looked at ways in which the Statutory and Voluntary Sectors in Slough, could change behaviour and improve communication, in order to facilitate more effective working partnerships.



Partnership Workgroup

## The work on the day

Councillor Derek Cryer, Commissioner for Social services chaired the Forum with his usual flair.



Forum chairperson, Councillor Derek Cryer with Community Care Development worker, Mary Byrne.

65 people, representing a wide arrange of organisations from the Statutory, Voluntary and Community Sectors attended the event. (See appendix 1)

Mary Byrne, Community Care Development Worker for Slough Council for Voluntary Service, reported on the “Fresh after 50 Column”, which is printed monthly in the Slough Midweek Observer and the plans for a Disability Awareness Day to be held in July 2008. Both these initiatives came out of the November 2006 Community Care Forum.

Tom Thompson of Slough Transport Action Group (which was also formed at the November 2006 Forum) presented a report on the work of the group.



Eleanor Cryer repeating the “keep it simple message” for the Community Development Workgroup



Tony Berrows feeding back for the Partnership Workgroup said, “Partnership working is thriving within the voluntary sector in Slough”

## Discussing the Compact Language

After lunch Forum participants were invited to form new workgroups under four Compact themes. These were:-

- Consultation
- Communication
- Partnership Working
- Community Development.

The main work of the afternoon session was to establish how easy it is to understand the language in the Compact and to suggest any changes they thought might be useful.

The workgroups were also asked if they agreed with the Compact protocols. Forum members took part in an exercise to help them relate the Compact to their organisations. The exercise asked them to:-

- Consider whether the protocols would have any impact on the work of their organisations.
- Suggest additional protocols which might be usefully included in the Slough Compact.
- Add protocols they thought were missing.

At the end of the afternoon each group fed back to the Forum.

A report of the outcomes from the day will be presented to the Compact Management Group.

## How the day was run

Following the presentations, Forum members were invited to join one of five workshops under the headings of:-

- Mental Health
- Carers
- Learning Disabilities
- Older People
- Physical Disabilities and Sensory Needs.

These workgroups looked at the meaning of partnerships, what they were, how they worked and what they should look like to be effective.

## Compact Protocols (guidelines)

During this work the groups looked at the meaning of the word, "protocol" and how it is used within the context of the Compact

## Compact Values

The groups went on to discuss what values they thought should be included in a Compact and compared those to the Slough Compact values. The groups looked at the Compact values and were asked if they:-

1. agreed with them
2. would add others
3. would describe them differently

Over lunch the Forum had an opportunity to network and to find out more about the new Hanover Trust Extra Care Homes, which are being constructed in Northumberland Road Slough



The Mental Health Workgroup's "top values" were respect, consistency, equality, integrity and honesty



"Keep it simple and precise" was the message from Communication Workgroup



The Disability and Sensory Needs Workgroup thought Partnership meant "Working together for the good of everyone in Slough"



Display of art from World Mental Health Week