



Community Led Support

# Spring Forward Festival

## 4th – 13th May 2021

### Festival Programme

See what's on and follow the links to join...

Each of the tickets has a symbol to give an idea of the type of session:



Interactive discussion



Presentation and discussion

Tuesday 4<sup>th</sup> May

10.00 – 10.30am

Welcome, update and... *what is community led support?*



**Jenny Pitts**, Community Led Support Programme Lead, will open the festival, share news and updates on the Community Led Support programme and what to expect over the next couple of weeks of the festival. This will be followed by a short 'Introduction to Community Led Support' - what do we mean when we use the term, how does it work, what does it need and what difference is it making.

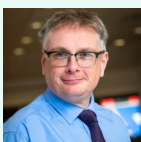


[Click here to join the meeting](#)



11.00am - 12.00pm

The Personal Perspective: Joe Powell



**Joe Powell** is National Director of All Wales Putting People First and, although being an engaging, entertaining and powerful speaker now, spent many years too afraid to speak. Joe has a wealth of personal experience of how care services can both damage and transform people's lives. We have given Joe the brief to not hold back, to say what needs to change as well as celebrate, when a different approach is taken, just what is possible.

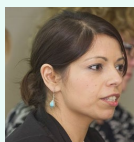


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1.00 – 2.00pm

Human Rights Based Practice



**Sanchita Hosali** is the Director of the British Institute of Human Rights. The government report from the ASC Covid-19 Taskforce last summer highlighted the importance of human rights being at the forefront of all our work to support people well. In this session Sanchita will provide an overview of human rights, the Human Rights Act in relation to the pandemic and demonstrate how it can be a force of positive change to transform people's lives.



[Click here to join the meeting](#)

Slido #Eventcode to use: #350629

slido



3.00 – 4.00pm

## Hospitals and CLS – a balanced approach



The pressures of Covid 19 have impacted on Hospital teams considerably. We know there is a huge personal and professional conflict for some balancing a human rights, strength based approach with the need to release as much hospital resource as possible. **Anne Coyle**, Managing Director from South Warwickshire Foundation Trust has offered to share some of the current experience of what's working well within Warwickshire.



[Click here to join the meeting](#)



Wednesday 5<sup>th</sup> May:

10.00 – 11.30am

## Introducing ERIC (Economic Return on Investment Calculator)



**Mike Richardson** (NDTi) will introduce our new team member, ERIC (the Economic Return on Inclusion Calculator) and his sidekick, ERNIE) that enable us to understand, from government returns, what is currently happening in local authority areas and what has been, or could be, the economic value of applying CLS principles. The tool is still in development but being tested now in a number of areas and Mike will share what ERIC is capable of.



[Click here to join the meeting](#)



1.00 – 2.00pm

## CLS and the 'workforce'



**Amanda Nally**, Community Led Support Development Lead recognises that the 'workforce', practice and skills required to embed CLS are critical to achieving whole system transformation. But what is the impact on the workforce? How do we ensure the transformation is embedded to achieve practice and cultural change that lasts. Where are the opportunities to support the workforce amongst peers, leaders, supervisors, practice development? This session is seeking to hear from you, what's really changing and working well? How do you know? What are your top tips for embedding transformational change amongst the workforce and celebrating this?



[Click here to join the meeting](#)



3.00 - 5.00pm

## CLS Leaders Network



This session is aimed solely at those responsible for leading the implementation of CLS in their area, whether they have just embarked on the task or have been going for many years. It will relaunch our CLS Leaders Network, a supportive forum based on shared learning and experiences and trusting relationships. Participants will receive the joining link by email.



Thursday 6<sup>th</sup> May:

9.30 – 10.30am

### Co-producing a 'front door' community response



We know that getting the first contact right is hugely important. In November Becky from Torbay shared with us the plans for their community helpline that had grown from the amazing response from Torbay Food Alliance. This has now evolved to become an integral part of

Torbay council's customer services 'front door'. In this session **Andrew Moorhouse**, **Deborah Gidman** and **Tracey Cabache** will share the "story" of its evolution and the approach they've taken to co-design



[Click here to join the meeting](#)



11.30am – 12.45pm

### Demonstrating and evidence change - the CLS way



**This session is for new/ish CLS sites** (or those who would like a refresher) and will particularly benefit local site leads and evidence & learning leads. During this workshop, **Helen Bown**, who leads our work in this area, will look at two things:

- **An overview of how we approach the big question** of whether the changes you want to achieve, through CLS, are happening and how those changes happened. This includes how we work with you to develop a whole system evidence framework, as well as some specific "evidence offers" available through CLS.
- **Some simple qualitative measures to learn about what matters and is different for local people.** This second element will be highly interactive – we will share some examples from different CLS sites and other programmes and invite you to bring your own examples and ideas to share with others.



[Click here to join the meeting](#)



1.30 – 2.30pm

### Hartlepool carers organisation and CLS



One of the key success factors for CLS is the partnership work between local community/ voluntary sector organisations and statutory organisations. In Hartlepool **Christine Fewster** and the team at Hartlepool Carers have been involved in CLS right from the first engagement sessions. Here Christine and **Leigh Keeble** will consider the approach that has built on their partnership. Christine will share how this has led to creative, responsive initiatives to support local carers with alternatives to traditional commissioned support and the journey to undertaking Carers assessments on behalf of the Council.



[Click here to join the meeting](#)



3.30 – 4.30pm

### How community focused is our workforce really? The CLX



We talk a lot about the importance of community supports, mainstream, micro enterprise, voluntary groups and neighbourhood contributions as alternatives to formal supports, or to prevent, delay or enhance those. But this requires those advising and planning with people to have trust in and to value those community options. How do we know the extent to which this trust and belief in the value of community supports exists? **Raj Singh** and **Caroline Harding** (NDTi) will share the Community Lens Index, how it works and what it can tell us.



[Click here to join the meeting](#)



**Tuesday 11th May:**

**9.30 – 10.30am**

### Scotland's Independent Review of Adult Social Care



In February the Scottish Government published its review, the principal aim of which was to recommend improvements to adult social care in Scotland, primarily in terms of the outcomes achieved by and with people who use services, their carers and families, and the experience of people who work in adult social care. The review took a human-rights based approach and recommended a National Care Service. **Donna Bell**, Director of Mental Health helped lead the work and in this session will provide an overview of the recommendations and respond to questions



[Click here to join the meeting](#)



**11.30am - 12.30pm**

### Getting it right for people with Direct Payments in Shropshire



Aligning Direct payments with the principles of Community Led Support is an area that is a priority for many areas. Shropshire council have co-produced a new vision and policy with people who use DPs that better reflects the lifestyle of people who use them. Three pillars of the new vision are: 1) open and honest, 2) flexible and creative and 3) clear and simple. **Lorraine Currie** will describe the work, along with at least one person who was involved and who manages a DP currently.



[Click here to join the meeting](#)



**1.30 – 2.30pm**

### Human Rights: Case studies and Q&A session



**Sanchita Hosali**, Director of British Institute of Human Rights will join us again for this follow on session to respond to specific questions that have been posed following the overview on 4<sup>th</sup> May. We will be using **Slido** to capture your questions that Sanchita will focus on in this session. This link will be shared at the session on the 4<sup>th</sup> and please do make the most of this expert workshop and contribute with your specific scenarios and questions that you would like to pose to Sanjita.



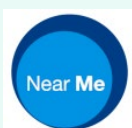
[Click here to join the meeting](#)



**3.30 – 4.30pm**

### 'Near Me':

### Enabling good conversations and health appointments at home



Near Me is a video consulting service that enables people to attend appointments from home or wherever is convenient. The service is already widely used across NHS Scotland and is now being rolled out across a wide range of public services. In this session, **Aleks Atanasova** will describe how it is being used in relation to the 'Well' hubs in Fife and will be joined by **Dawn Robb** from the Near Me team and **Louise Bowen** from IRIS.



[Click here to join the meeting](#)



Wednesday 12<sup>th</sup> May:

9.30 – 10.30am

### CLS as a vehicle for change in Mental Health Services



Community Led Support is an approach and a way of working that applies to all adults and increasingly is being implemented in Mental Health teams as CLS moves towards a more place based way of working. The NHS England Community Mental Health Framework describes how the Long Term Plan's vision for a place-based community mental health model can be realised, and how community services should modernise to offer whole-person, whole-population health approaches, aligned with the new Primary Care Networks. **Mark Trewin**, now with Rethink, has for the last year been MH Social Work Lead with the DHSC and will share his thoughts and insights about the opportunities for MH services in adopting this approach.



[Click here to join the meeting](#)



11.30am – 12.30pm

### Pharmacies supporting carers in S. Ayrshire



**Phil White** (Partnership Facilitator) and **Alex McMillan** (Community Pharmacy Advisor) from S. Ayrshire Health and Social Care Partnership will describe an innovative project they have been implementing over the last year which has involved working together to support unpaid carers by using community pharmacies as a point of contact for carer support.



[Click here to join the meeting](#)



1.30 – 2.30pm

### Learning from Covid 19 - Unexpected Community



Somerset.

During the last year we have really seen the richness of what is possible when we let communities do what they do best without interference. How do we build on this, support those natural sources of support and goodwill that exist and reach beyond the commissioned "community sector" to the real and often 'unexpected' community? **Raj Singh** and **Caroline Harding** will share their learning from



[Click here to join the meeting](#)



3.30 – 4.30pm

### Thurrock volunteers: an integral part of CLS



We know that having members of the community providing peer support and working alongside practitioners is a powerful way of responding when people do need support or advice. In Tilbury, local volunteers are an integral part of how the 'Talking Shops' work. Local councillor, **Steve Liddiard** and **Chris Talbot** who volunteer, will describe, along with members of the CLS team, how their partnership works and the difference it makes to people locally.



[Click here to join the meeting](#)



**Thursday 13<sup>th</sup> May:**

**9.30 -10.30am**

### Ask about Advocacy?



At NDTi our Advocacy and Voice activities ensures that the voices of disabled and older people are central to decision making about the support they receive to live inclusive lives. **Gail Petty** who leads this work will support us to consider 1) How do we maximise choice and control using advocacy in the CLS journey 2) How do we ensure the breadth of advocacy [Care Act, IMCA, Community, complaints] is considered in CLS.

Please send your questions in advance using the Slido #Eventcode below.



[Click here to join the meeting](#)

slido



Slido #Eventcode to use: #685932 (link will be active 15<sup>th</sup> April – 6<sup>th</sup> May)

**11.30 am -12.45pm**

### Telling and sharing stories to learn about what matters



People's stories are the best way to demonstrate and understand the difference CLS is making. **Helen Bown** will lead this session which is for anyone associated with or interested in CLS. We will hear how one CLS area is using change stories to learn about what really matters to local people, and then think together about how we can all get better at doing this in ways that engage local people and partners, not just statutory services and teams.



[Click here to join the meeting](#)



**1.30-2.30pm**

### Empathy and talking about emotion in the workplace



Leaders who can't talk about emotion spend an inordinate amount of time managing problematic behaviours. Come and explore how to practice empathy and talk about emotion in the workplace - we'll be using Teresa Wiseman's model of empathy and you'll come away with some words and ideas for how to name emotions and talk about emotional atmospheres at work.

**Jacqui Sjenitzer** (NDTi) will share how emotionally intelligent leaders have mastered the skillset of recognising, naming, and discussing emotions with their teams, leading to a greater culture of psychological safety (which in turn leads to greater employee engagement, job satisfaction, performance and commitment).



[Click here to join the meeting](#)



**3.30 – 4.30pm**

### All about CLS



Anything you ever wanted to ask about CLS? Anything from the festival sessions? Use this opportunity of a closing plenary for reflections, discussions and questions that the 'CLS panel' will aim to respond to. To open the floor to as many as possible please send your questions in advance where possible. If you can't attend but there's a burning question you can still 'ask the panel' using Slido. [using the Slido #Eventcode below](#).



[Click here to join the meeting](#)

Slido #Eventcode to use: #411167 (link will be active 4<sup>th</sup> – 12<sup>th</sup> May)

slido



## About the Festival

- **This is an interactive and informal event** - it's not a conference. Everybody's voice and perspective is valued so please do contribute and feel free to challenge, question and share your own thoughts.
- **Most of our presenters are people who are doing work on the ground** and have volunteered/been cajoled to share their experiences and learning. A massive thanks goes out to them as this is what makes these events special. They are not claiming what they do is perfect nor without difficulties - **this is a supportive network so please do also share your own experiences and examples** as this contributes to greater learning for all.
- **We will be recording sessions** and uploading to CLS Playlist on CLS SharePoint
- **If you're not yet on our Sharepoint interactive forum** but would like to be, please email [Karen.dawkins@ndti.org.uk](mailto:Karen.dawkins@ndti.org.uk)

## Using Microsoft Teams

The image shows a horizontal bar of Microsoft Teams icons. Callout boxes provide instructions for several icons:

- Chat icon:** Use **chat** to share comments / questions throughout the session. Click the icon to open the chat bar.
- Hand icon:** If you would like to speak but not interrupt, you can **raise your hand** by clicking the icon - the presenter/host will know to come back to you as soon as possible. \* Don't forget to **unmute before speaking** and click on the icon to **lower your hand**. You can also click here to show a like; clap; heart; laugh.
- Camera icon:** During a presentation or in a large meeting, you may be asked to turn your **camera off** and **mute your microphone** to help sound quality.
- Microphone icon:** The host might mute participants during the session; if this happens, you will need to **unmute yourself** if you want to speak.

## Using Slido in our sessions

**slido** We will be using **Slido** at some of the sessions. This is a simple way you can get involved before and during the festival to ask and respond to questions and seek feedback. Even if you can't attend the session where Slido is active, you can ask a question and we will aim to include it, so it is captured on the session recording.

**Slido** is really easy to use:

1. Use your phone or internet browser
2. Go to [www.slido.com](http://www.slido.com)
3. Enter the **#Eventcode** provided

Look out for the logo against sessions and the dates the links will be active.

If you have any questions about this, please feel free to contact [amanda.nally@ndti.org.uk](mailto:amanda.nally@ndti.org.uk)