Collaborative Service Change Network

Wed 15 May 2019

Welcome and introduction

Third meeting of the group.

Paul gave brief introduction and asked the question; **What do you want to get out of today?** The group wrote post-its:

- Further understanding/build on knowledge gained through ICP working group/workshop
- Group agreement to promote collaborative working across all our work/projects
- For us to role positive collaborative behaviours such as dialogue & inquiry
- To learn more about the network & make positive improvements to lives and culture
- Collaboration is the way forward
- Have been involved from beginning and want to see it continue
- To see/understand what progress has been made
- Collaborative working is the way I/we want to work
- I came to help in the collaborative process. Planning, and to see how we can balance the dialogue/debate discussion and decision making
- To improve the L&D service – To make better working/volunteer links/To help towards positive collaborative working/Keep up to date
- More ideas, more thoughts and build knowledge
- What next?
- TO build on previous work & networking
- An update on current work in progress with collaborative network as ai missed last meeting
- Refresher and deeper understanding of the 4 Player Model. A deeper understanding of the other 2. Where are we going with the model and who is using the model? How has it eveloved?
- A chance to catch-up with those involved in the Collaborative Service Network
- Share ideas, learning & expertise
- Sharing information re: improving lives/services. How to work as a team collaboratively
- Came to refresh my understanding of collaborative service change network. See how I can build on this in Forensic Division.
- To see how this is presented. Partnership working

Debate vs Dialogue – refresh

Laura revisited the Debate vs Dialogue model. Observations were made on:

Use of silence – sitting back and listening to what others have to say, but facilitating to ensure everyone has a chance to participate.

People are more likely to buy in and follow through if involved in a dialogue.

Balance of power leads to more empowerment.

Acknowledge everyone is an expert in their own area – not everyone has to know everything, but the whole group holds the overall knowledge base.

Groups/meetings engaged solely in debate can lead to less engagement and attendance, but mandatory attendance without mandatory communication may lead to dialogue and a greater understanding of others through natural contact.

4 Player Model – David Kantor

Jonathan introduced tThe 4 Player Model taken from David Kantor's book Reading the Room . This book is available from the Library at Duncan Macmillan House for Trust staff and volunteers.
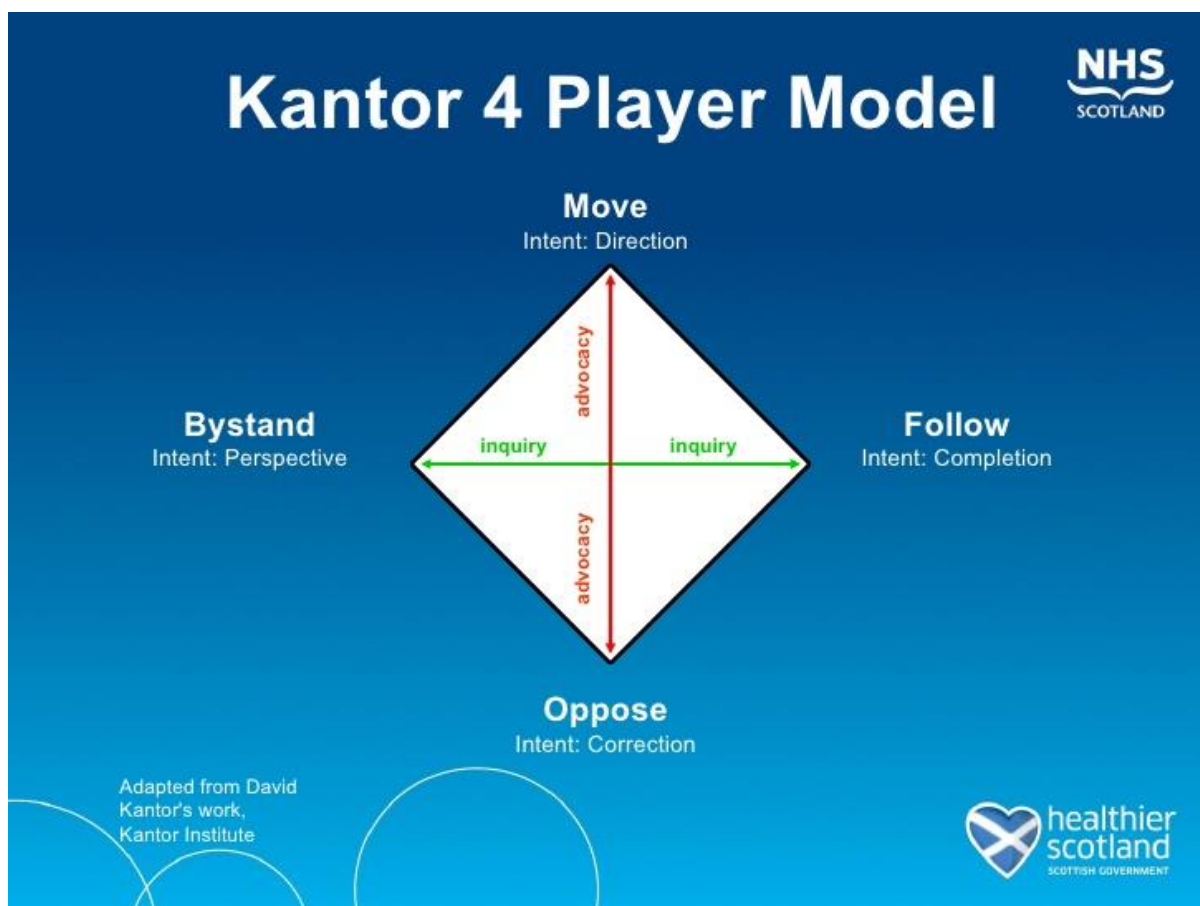
We all as individuals reflected on our own behaviours and whether we have a stronger or weaker stance; Move, Oppose, Follow, By-stand. We gave ourselves percentages for each of the four and reflected on them when we were in different settings.

NOTE: Since the session on 15 May I have come across this infographic which I found interesting as it started to show patterns of conversation.
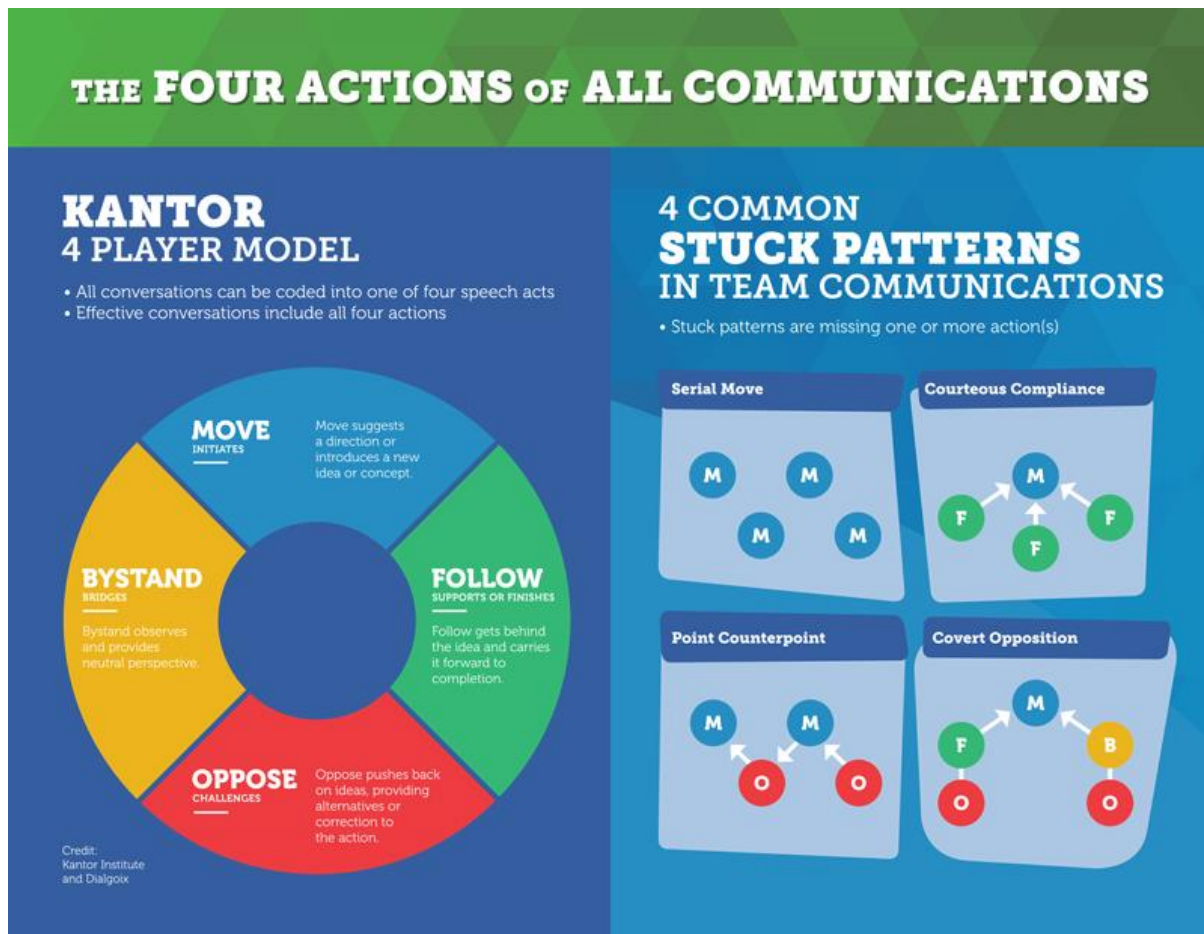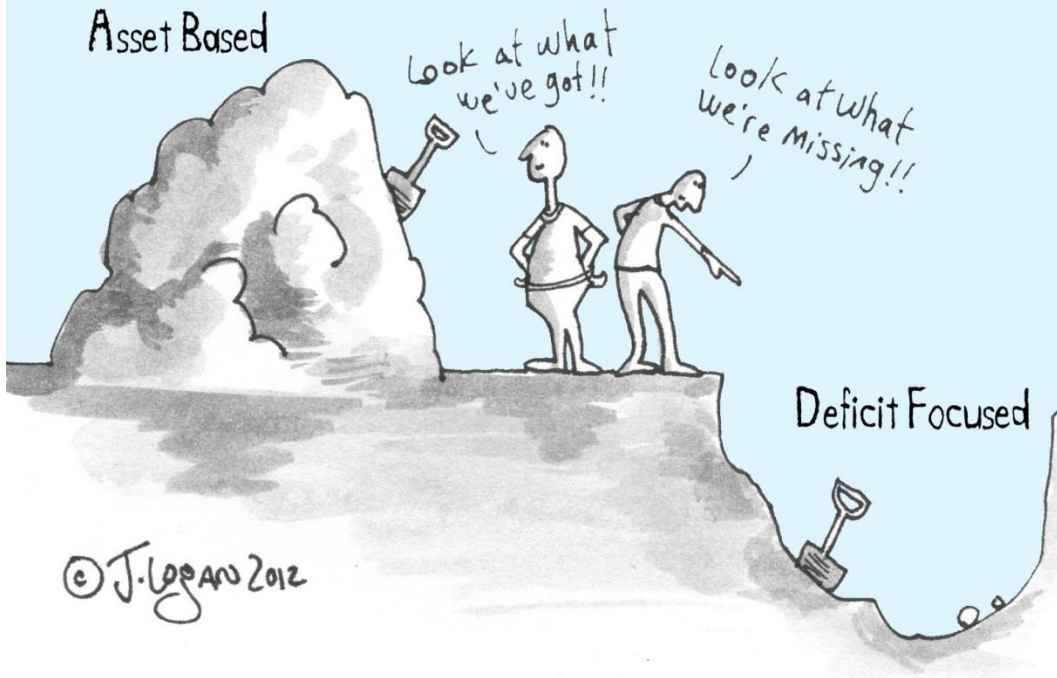

Appreciative Inquiry

Paul introduced the concept of Appreciative Inquiry (AI); looking for what is working and improving it. It is a mindset that is useful to use when collaborating.

We used this film to introduce the idea: https://www.youtube.com/watch?v=BqHeujLHPkw

The shift in mindset is succinctly covered in this slide:

Paul went on to the 4D Model, which is a way of formalising how you work through a project in an Appreciative Inquiry way

Update on Collaborative Working

Bassetlaw – Loneliness Project

A day long Collaborative Workshop was run on 3 April introducing some of the collaborative tools. The ICP have identified that a collaborative approach to loneliness would work well. This partnership is currently forming.

Personality Disorder Project

Intergrated Care Partnership have come together to do some work on Personality Disorder pathways. An offer from Jonathan to support a collaborative approach has been taken up and the next of these monthly meetings is 7 June

CAMHS LGB Collaborative Group

A group of young people, staff, carers has formed. This was set up with collaborative principles. The meeting is being run by Elizabeth Allcock, Notts HC Involvement Lead for CAMHS and is supported by Jonathan to keep a collaborative approach. To date the meetings have been focused in a dialogue mode/the 'Discover' part of the AI process. Information has been gathered from lots of groups and staff are then final groups whose views are needed.

The aim is to build more inclusive supporting services for young people how may identify as LGBT. Nationally outcomes are worse than the population average.

Care Planning Collaborative

The Trust is looking at Care Planning. The Involvement Team along with the QI Team are leading on this project, the hope is to merge the QI approach with the Collaborative model we created.

What Next

 Attendees

- Teams have restructured since we first set it up – do we need to re-ask for representatives?
- Trust Volunteering Network – have they been invited?
- Members of senior management?

Do people know CSCN exists? How do we get that across?

- Need a higher visibility – feels more of an undercurrent at the moment.
- How do we promote to service user/volunteers?
- On connect – Comms team

Training

- Link into training programmes
- Teaching package?
- Personal accounts of using the model and how it's worked for teams.

CSCN Content

- Coming up with ideas from a practical point of view.
- What are you taking back to teams?
- Reflective space/goals about putting learning into practice
- Venue – alternating between DMH & Ollerton.

Group Agreed

We agreed that we would individually use one or all of the techniques/models we had discussed today in a meeting we attended or ran and see how this worked. We would then feedback what our experience of this was.

I came across this webpage which encourages exactly this on the 4 Player model, apologies for the fruity language for those of a sensitive nature **4 Player Model:** https://medium.com/@martijnsjoorda/bullshit-vs-interaction-bingo-d7e1c67b2a16