

Making it Real

Early adopters Update

April 2019

As an early adopter of TLAP's Making it Real, Making Space made commitments to make sure that people were at the heart of our organisation. We named specific areas:

We would increase the number of people in our service user voice group 'Making Change;' and would make it more representative of people that use services and more lead by them and what they want to discuss.

We would use the Making it Real statements to improve co-production in reviewing of services and embed into recruitment.

We will improve communications with partners and develop our relationship with SCIE on all things person centred.

The Making Change Group



Our Quality and Co-production team is helping to embedding Making It Real into the way we do things by:

- Integrating key themes into our new Service Experience Survey for 2019/20. We are hosting workshops and discussions at services to help co-create the survey with people who use services.
- Using feedback to drive organisational action. Our Making Change Group have Making It Real as an ongoing topic of discussion at meetings and forums. Key points raised to date include having staff that people know and trust in order to feel safe; medication management (consistency and administration); greater knowledge and expertise on

welfare rights; developing staff's skills on individual needs, care plans, and the whole picture of a person. These points will be used to plan our next actions.

This currently places Making Space in a great position as an early adopter of the Making It Real framework. Our team intends to harvest feedback and use this to drive action to ensure our organisation makes a real difference to people's care and support into the future.

The Making Change group are progressing well now having an updated terms of reference which emphasises embracing the voice of people that use Making Space services. The group have also decided to take on the practice of having a Rolling Chairperson. The group are making progress on designing the Celebration Event on 10th October by visiting venues and putting into a plan some of the wealth of suggestions that have come from people that use services across the country about what they would like to see and do. The group are also leading on how best to involve people supported in recruitment with an extensive survey being carried out across a number of services that asked for why and how people could be involved in recruiting to all roles across Making Space.

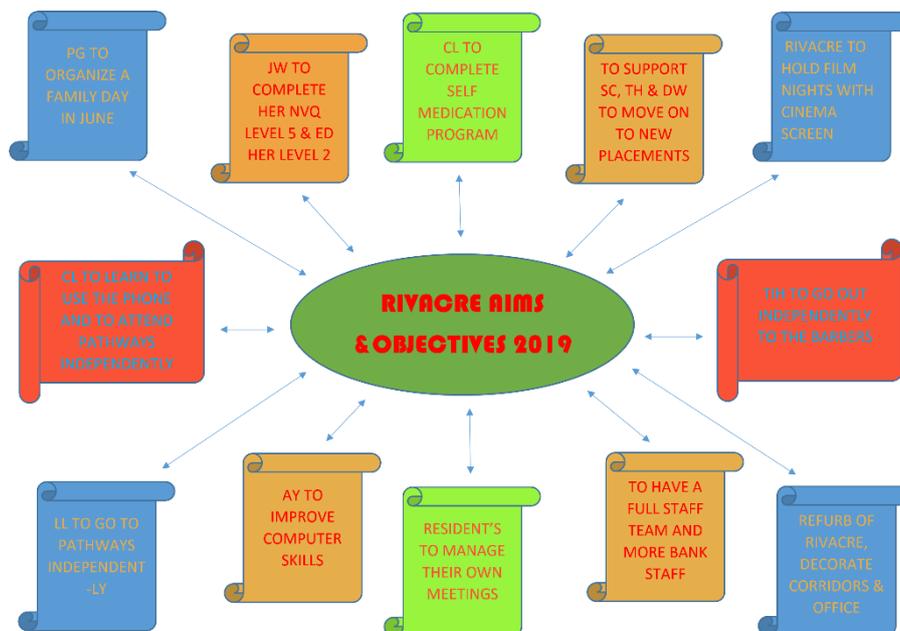
Limes Place

The opening of our new independent living apartments in Lancashire has used co-production from its development to its now everyday operation. The attached film shows the journey:

<https://youtu.be/Oi4JRfsl0vg>

Rivacre

This residential service used a 'wish list' of the people that live there to identify aims for 2019 using Making it Real principles and the I statements:



Achieving these will challenge Making Space as an organisation, using the 'We' statements within making it Real.

How we QA the results and show that the people at Rivacre have had their wishes realised will be measured by the co-produced standards that these tenants themselves identify as 'what good looks like for me'.

Valuing and acting on insight from people we support



At Making Space, we want people who use our services and volunteers to have a voice in the organisation and produce projects together with us.

This year we have focused on increasing the number of people who engage in our Service Experience Survey, enhancing the volunteer experience, enhancing the experience for those who engage in our employee recruitment process, and increasing engagement in our annual event.

We value the insight and experience people give to Making Space immensely. How do we do this? Through accessible meetings, surveys and workshops we listen to people and gather their views and suggestions, transform this into actions for improvement, and feed this back to people. Great insight results in a fantastic evidence base to work from and to build cases for improvement projects.

We have visited 15 services to speak to people supported and teams about what they think, engaging with over 300 people in total.

The Making Change Group is our key partner in all of our projects. At meetings, we co-produce outcomes from this insight, maintaining an environment of equality and openness and reducing working in silos.

This year we have been able to:

- create a new and unique Experience Survey, soaking up the views from over 100 people, resulting in Making Space's largest co-produced survey to date. We used the Think Local Act Personal principles as a framework to measure what people thought. As an example of how we have used what people supported said that they thought the current survey had too many questions on and was confusing therefore on the new survey for 2019/20 we have significantly reduced the number of questions asked and simplified the responses people can choose.
- work with our Making Change Group, Human Resources Recruitment team and our services to improve engagement opportunities for people we support in the employee recruitment process, based purely on what people have told us is most important to them. One thing that people supported said was important to them is that someone who was potentially being recruited was friendly. We have therefore worked with our HR team to make a 'meet and greet' with service users part of the recruitment process so that people can judge this for themselves.
- work with our Marketing and Communications team to plan what promises to be a fantastic annual event to take place in October this year. When we asked people, what the most important thing was about the annual event, 122 people said 'to have a good time'.

Because of this, we are working with our marketing team to organise more activities and fun for a wider range of interests rather than speakers or information sessions.

Full feedback on where we have asked people's opinions is on Ourspace in the Co-production section

<https://makingspace.sharepoint.com/sites/OS/CoP/Co%20Production%20OurSpace%20Documents/Forms/AllItems.aspx>