

SpeakOut partnership day

Birmingham IET, Austin Court, 29th November 2012

Attendees

Nik Barstow	BHA
Ali Beg	Awaaz FM
Pauline Blackie	BHA
Jez Buffin	UCLan
Jane Golden	CQC
Mohammed Hanif	Al-Hayat
Theo Harris	Kingston Centre for Independent Living
Stuart Lewis	Binoh
Saeed Malik	Leicester BME Elders Forum
Suzy Russell	Artworks
Karnail Sodhi	Asian Disabled Association
Alia Syed	UCLan
Shane Ward	West Bromwich African Caribbean Forum

Visioning day

The key questions we sought to address

- What have we done?
- What have we achieved?
- What values underpin our work?
- What is our vision?
- What could we do more of?
- What should we do more of?

What have we done?

- Established a partnership group with regular meetings
- Built a network from scratch – now nearly 90 members
- Involved more groups and increased diversity – attracted new members
- Creating a better understanding of each other
- Created networking opportunities - brought groups together
- Enabled groups to work together – including the submission of joint bids – groups now link up independently of SpeakOut
- Enabled groups to learn from each other
- Put on conferences – national and regional
- Undertaken work on behalf of CQC
- Reviewed CQC materials - document reviews, leaflet reviews
- Facilitated consultations, focus groups, discussion groups, workshops with hard to reach communities
- Developed a web-site
- Developed (and improved) the newsletter
- Made DVD's and films – for example, Community Voices Speak Out, Healthwatch film – these are used internally by CQC staff for training
- Developed links between SpeakOut and other programmes/projects – eQuality Voices, Experts by Experience
- Been commissioned to work beyond core CQC activity
- Have developed a process to gather (and disseminate) knowledge and information
- Created development opportunities for members – for example, members have joined eQuality Voices and Experts by Experience
- Empowered members through the support structure and the exchange of information and experiences
- Members feel respected – differences are accepted
- Members feel valued
- We have created the network on a foundation of honest and open relationships
- There is equal status for groups – for example those who receive funding and those who don't
- Developed training for members (ignite, Re-Ignite)
- Developed training that members can deliver to people outside of SpeakOut, including CQC staff
- Fed information in to CQC work programmes
- Through SpeakOut, other groups to whom we are connected have also been able to feed in to and link to CQC consultations (for example, disabled persons forum)
- Successfully manage the contract with CQC
- Created systems that allow the network to function – systems of support, systems of information, finance systems
- Set up a database that holds information about groups (including areas of skill and expertise)
- Survived change and upheaval
- Helped to brand Healthwatch

What have we achieved?

- Enabled diverse groups to get on with other groups that we may not normally have engaged with
- Created greater awareness of our work – raised profile of SpeakOut
- Members of SpeakOut talk about SpeakOut in their own promotional materials and reports
- Increased the credibility of SpeakOut – growing reputation
- Built trust within the groups and between the network and CQC
- More involvement with CQC across a greater number of areas – different CQC teams are beginning to involve SpeakOut in their work at different stages
- A more proactive approach to the work that we do
- Recognised the contribution that all groups can make – we all get paid for the work irrespective of organisational size
- A diverse network – voluntary and paid staff – different sizes – different areas of expertise – different contacts
- Introduced groups to different parts of the country
- Improved quality of our work – systems development has supported this
- Highlighted the diverse needs of diverse communities
- Facilitated the engagement of diverse groups within CQC
- Responded to groups needs
- More involvement in consultation
- Given a voice to chronically excluded groups within health and social care – given a stronger voice to communities
- Externally commissioned work
- Networking – funding opportunities – independent interaction of groups
- Learnt from each other
- Recognised as being value for money
- Positive feedback about website and newsletter
- Organisational development – as a network we have changed as we have grown and developed, but individual organisations within the network have also been able to change and grow
- Created resources that are used elsewhere – for example, for training purposes
- An active core within the network
- Greater awareness of CQC within our communities – raised the profile of CQC
- Influencing policy via CQC consultations and reviews
- A strong brand
- A sense of identity
- Skilled up members within the network – increased capacity of groups
- Provided experience and training opportunities for individuals and groups that we would not otherwise have had
- Empowering groups – creating the confidence to get involved in other activities
- Information sharing – access to knowledge across the network
- Data gathering

What are our most important values?

- Equality
- Enabling and empowering diverse and excluded communities
- Community development approach
- We value that we are valued equally
- Respecting and accepting differences and diversity
- Trust – we are not in competition with each other
- No pre-conceived ideas – a bottom up approach
- Encouraging creativity

What is our vision?

To enable and empower diverse groups to come together as a strong voice for change that will create equality and promote quality particularly – but not exclusively in health and care.

What could we do more of?

- Advocacy
 - Taking up complaints and concerns of the people that we have contact with, whether to CQC or elsewhere
 - Provide advice on services for hard to reach groups
 - Ensuring we get feedback on the outcomes of the above and passing this on to our communities
- Data use
 - Use the data we have more wisely
 - Analyse the impact of our web-site
 - Gather more evidence about the impact of SpeakOut and use this to promote the work that we have done
- Healthwatch
 - Increase/develop our involvement with Healthwatch
- Training
 - Provide more training to members (increasing the ability of groups to take control of consultations)
 - Offer training to others (harnessing the skills and expertise of members)
- Offer our expertise more widely
 - Complete the skills audit
 - Help other organisations to meet their obligations under Equality, Diversity and Human Rights legislation
- Membership
 - Encourage more groups to be actively involved
 - Undertake member surveys to check that we are meeting their needs
 - Facilitate interaction between groups
- Campaigning
 - Raise issues of concern proactively and campaign
 - Comment on policy
- Funding
 - Look for more opportunities to bidding
- Market analysis
 - Look to see if anyone else is doing anything similar to us
- Develop relationship with CQC
 - To engage with other teams with CQC
 - Develop a better understanding of CQC so that we can see where we might be able to get more involved
- Market and promote SpeakOut
 - Offer SpeakOut services to other organisations
 - Publish our work, in academic and grass roots magazines and journals
 - Develop some postcards, with key contacts for national and local groups (including Healthwatch)
 - Write up case studies of the work that we have done or the problems that we see
 - Promote more within uclan

What should our priorities be for the next 12 months?

- Explore the possibilities of broader funding (uclan to lead)
- Develop some promotional material
- Build membership, through training and buddying

Longer terms issues?

- Our governance structures and framework work fine at the moment, but we need to keep an eye on this as the network grows

