

# Cheshire and Merseyside Provider Engagement Forum

15 April 2024 meeting notes

## 1. Communication and working collaboratively.

At a previous meeting the group had suggested this as a topic for face to face discussion. Summary of flip chart activity below:

Barriers	Solutions
Lack of confidence to ask questions	Create a safe space, give time to building relationships, develop trust.
Lack of knowledge	Time to share knowledge, explore without knowing the answers, share experiences.
Cascaded information isn't always cascaded and/or timely	
Imbalance of power	
Lack of time	Break down information into key points. Easy Read version.
Lack of clear purpose (what do people want from the communication)	'understand the doing' ask for clarity and take time to achieve this
Looking at the same thing but with different perspective	Find where interests can achieve alignment – share different perspective/ challenges/ restrictions and opportunities.
Restrictive tender processes	
Don't understand roles and priorities	
Constant turnover (esp. in LA & CQC) negatively impacts relationships/ trust	
Don't understand the desired outcome of a conversation and decision-making powers	
Over promising and under delivering	
Not enough value and time given to relationship building	
Changing context and not clear about the context in which others are working	
Resistance to change	
Overload	
Technology	
Access to shared information/ means of cross organisational communication	
Previous negative experience/ lack of trust	
Means of communication	Change/review how we share information. Ask what works best: text,

	voice note, email, meetings, 1:1s try and adapt to preferences.
Attitudes	
Expectation	
What is the best forum/ channel for communication? Overload, understanding preferences	Who is the right person/ contact for information, centralised distribution of information BUT who sits behind the communication?
Location/ venue/facilities	Be content led re: forum/medium - what is best face to face and what can be done virtually
Conflicting priorities	
Best means of finding out what I need to know – who? which meetings?	
Not listening	
Distraction	
Not knowing your audience	
Who is in the room and what are their expectations	
Don't know what's relevant until you are in a meeting (might not be)	
Not understanding scope	
Culture	
Agenda getting hijacked	
Not being able to get to the right audience	Be very clear on ToR and membership
Lack of attendance and/ or not participating	Monitor core attendance and representation. Make it engaging – cameras on, breakout rooms, sub groups where appropriate.
Being a 'stand in' or new – getting up to speed	Have a clear agreement and shared responsibility for how new people are supported to join. Have peers who are willing to have a pre meet to welcome and share.
Lack of respect and openness	
Acronyms	Keep it simple, try not to use, encourage people to ask for explanation.
Language	
Fear	Buddy/peer system for support, bringing people along.
Perceived status	
Lack of preparation (host/attendees)	Agree frequency and plan in advance where possible.

## **2. Workforce Strategy update**

Presentation shared as attachment. To express an interest in getting involved please complete the form via the Skills for Care webpage [A workforce strategy for adult social care \(skillsforcare.org.uk\)](https://www.skillsforcare.org.uk/workforce-strategy-for-adult-social-care)

## **3. Care Workforce Pathway**

Updates and information can be found here:

<https://www.gov.uk/government/publications/care-workforce-pathway-for-adult-social-care/care-workforce-pathway-for-adult-social-care-overview#next-steps>

## **4. Care Certificate qualification**

Update on progress with the Care Certificate becoming a level 2 qualification [Level 2 Adult Social Care Certificate qualification \(skillsforcare.org.uk\)](https://www.skillsforcare.org.uk/level-2-adult-social-care-certificate-qualification) FAQs shared as an attachment but as these are updated they will need to be accessed via the Skills for Care website [Level 2 Adult Social Care Certificate qualification FAQs March 2024 \(skillsforcare.org.uk\)](https://www.skillsforcare.org.uk/level-2-adult-social-care-certificate-qualification-faqs-march-2024)

## **5. Suggested items for future discussion/ talks**

- Cheshire and Merseyside training needs analysis
- Workforce Strategy update and discussion
- Talk on the procurement process
- International recruitment
- Quality improvement initiatives (best practice/benchmarking)
- Partnerships and collaborations
- Understanding the structure of the ICS and how we can influence
- Housing
- Co-commissioning training
- Regional market shaping
- Peer quality checks