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CCIN Member Organisation leading the project

Hackney Council

Name of CCIN Lead Councillor or Officer

Jenny Zienau

Job Title

Strategic Lead

Contact Telephone

07979 510523

Contact Email

jenny.zienau@hackney.gov.uk

Project Title

Fairer help

How much funding are you applying for?

£ 2,000.00

Summary of project idea (150 words max)

Hackney Council plans to prototype an approach to 'fairer help' to support the system of support for residents who are struggling to unlock and make better use of existing resources to improve collaboration in the work to tackle poverty and inequalities and as part of our journey to being an anti-racist borough. This will involve building on our partnerships with frontline workers and teams across the system and testing and learning from interventions to help us provide more effective support to workers embedded in communities who have trusted relationships with residents who are struggling.

What is your idea?

Over the last 3 years we have worked with frontline teams across the system supporting residents as part of a priority to 'equip frontline staff' to help them deliver more consistently 'good help' to residents. Through this work and working in partnership with 25 voluntary sector organisations receiving core funding as part of our 'community infrastructure grants programme' we have identified a number of ways we want to support residents by supporting those they have trusted relationships with in communities:

System convening: two roles working with community partners in communities to strengthen relationships and draw resources out into communities from Council and health services (facilitating opportunities for collaboration, co-location etc.)

1) Tools for frontline staff and other strengths-based training approaches: to be able to have better conversations with residents, and understand how and when other services can help
2) Peer support: to create and provide psychologically safe spaces to strengthen reflective practice, support wellbeing and build relationships with peers across the system. This approach also helps us to elevate the voices of community partners and the residents they work with who have been marginalised
3) Expert consultation model: to provide enhanced support for frontline workers/teams/community partners through consultations with experts from specialist services

The team working on tackling poverty and inequality have piloted and implemented 1-3 but are now seeking to bring these together to consolidate the work and learning from the work and to prototype an innovative and more sustainable approach to strengthen early help and community resilience across the lifecourse. This work will help us to further test our hypotheses,

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iterate our model and support us in making the case for adoption of these approaches across the system in Hackney.

We are utilising some non-recurrent funding from health to bring onboard a consultant to deliver the following outcomes:

- Work with a team of community partners and council staff and voluntary sector staff to develop the model based on the learning about the measurable impact and the value of the work to date
- Provide supervision to members of the team delivering the work and supporting others to deliver the work across the Hackney system
- Help build capacity in the team and with organisation to think more systemically about the impact and value of relational work and to manualise and shared learning
- Help the team to develop methods and practice of measuring the impact and value of the work and manualise learning from local expertise so this can be made available to system partners and to inform work on transformation and organisational development.
- Participate, engage and share learning as part of the evaluation of the work with external evaluators and internal stakeholders in joint presentations of the work and the thinking behind it
- Work with the team to develop recommendations for further development of the model within the current system

What we will use the CCIN funding:
To provide a flexible budget to cover the cost of any venue hire of places and spaces residents and community partners feel safe, refreshments (to help create the right conditions for relational work) and vouchers or payment to recognise the input of residents and community partners representing specific communities where we know we need to improve outcomes. This will help us to position residents and community partners as key stakeholders in the development of this work to hold the project to account.

What are the outcomes you hope to achieve?

In partnership with the consultants we appoint for this work, we will co-produce the outcomes for phase 1 of this project with a number of our community infrastructure partners and residents at the outset of this project. We will identify a baseline in terms of how community partners feel at the outset of the project in terms of their confidence in supporting residents with a range of issues, and their understanding of pathways of support (eligibility criteria etc.). We will do the same with the frontline teams working with us to test and learn from sharing their resources more effectively with community partners to strengthen early help and prevention.

How does your project support the CCIN Statement of Values and Principles?

- Social partnership: this prototype will help us to build on the cooperative partnership between community partners, frontline services across the council and wider helping system in Hackney based on a shared commitment to strengthening early help and prevention and tackling inequalities

- Democratic engagement: This prototype has been developed in response to the insight shared and requests for support from community partners we have worked with during the pandemic and seeks to provide a contained and supported way for frontline service providers to share resources and expertise with workers in communities. Rather than making assumptions about what VCS groups/ community partners may need from us in terms of training and support, we will be working with community partners and help draw down the resources most appropriate to the needs of residents they are working with who they are worried need support they might not otherwise receive.

- Co-production: this prototype will be co-produced with community partners, residents and frontline teams and builds on existing relationships. The team working to prototype 'fairer help' will prioritise the way they work and what they focus on based on what the community partners need and would find most useful at any given time, and will help to build capacity in other frontline teams for working in more meaningful coproduction with community partners by helping to break down the barriers between them and strengthen collaborative working.

- Community leadership and a new role for councillors: councillors work directly with residents and have valuable experience of what is not working for residents furthest away from our services. We will work with our Cabinet leads for poverty reduction and our lead for scrutiny and ward forums to consider the way that this work can help strengthen their community leadership role within communities, and how this approach can support case work - reducing unnecessary delay and strengthening

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relationships in place to improve outcomes for residents

- Innovation: this prototype is an innovative approach not tested in this way before that tests a model based on using existing resources more effectively and providing 'a team around the worker' virtual team to provide wraparound support for workers embedded in communities with trusted relationships with residents and can be learnt from and built upon as part of work to tackle poverty and inequalities, failure demand and public sector transformation, place-based integrated care, work with communities and ultimately to improve outcomes for communities disproportionately impacted by health and other inequalities

- Learning: experiential learning and embedding learning with and from communities as a tool for service improvement is at the heart of this approach and will involve capacity building, manualising learning from local expertise in an ongoing way, and testing and learning from new ways of working to improve shared outcomes.

How will you share your learning across the Co-operative Councils' Innovation Network?

The report and recommendations from the consultants of phase 1 can be shared with CCIN members along with an online presentation that may also involve local community partners sharing stories of impact and learning from the work
Hackney would be willing to present at the next CCIN conference on this approach and to meet with any other CCIN members interested in meeting to understand more about the approach.

I agree that the final report will clearly show the Co-operative Difference that this project will deliver.

✅ Agree

Notes

Admin Notification (ID: 637b616e68cf7)
added 2nd February 2024 at 16:38

WordPress successfully passed the notification email to the sending server.