

Lancashire PPF Development - The Story

Lancashire Adult and Community Services, like all others up and down the country, have been faced with the need for fundamental change. The agenda for PPF has called for new ways of working with the introduction of new systems and processes to support 'independence, choice and control' for people who use services. Lancashire have kept pace with the delivery of these practical changes; however a key difference is that they chose to take on another level of change – the 'hearts and minds' change that is proving to be truly transformational. (These changes have been supported by the use of the Mobius© approach to dialogue and details of the processes used are shown in a separate paper.)

So what have Lancashire done that is so different?

- In late 2008 a full day workshop brought together large numbers of staff, people who use services, carers and senior managers. This was the culmination of a process that used focus groups to gather their differing interests, expectations and aspirations about the future of PPF in Lancashire and created common ground for working together on priority areas.
- Six 'priority challenges' that were highlighted at the above event were later considered by task groups including staff and service users. One of these challenges led to more detailed work resulting in a new policy for Positive Risk Taking – a policy that benefited from the inclusion of views from service users and carers.
- The remaining five priority challenges and wider messages from the 2008 workshop were used to inform a draft vision drawn up by senior managers. Known as the '3Cs' the draft vision used headlines of Customer, Citizen and Community as a focus for differing aspirations for the future.
- There were improvements in practice based on the learning from 2008; notably in Self Directed Support services. Here the specific Mobius approaches to 'listening for understanding' were put to use in a very powerful way that promoted individuals' opportunities to fully exercise 'independence, choice and control'. The approaches were spread across to other staff and service users who were subsequently involved in the recruitment and selection of carers.

- In September 2009 over 30 managers were trained in the Mobius Model and its skills. This training was commissioned in order to enhance internal capacity and build sustainability in the Department's use of the Mobius approaches to change. Working in pairs the managers facilitated staff focus groups' responses and ideas relating to the '3Cs' draft vision, as a result of which a 4th 'C' was added – Colleagues. This prompted the inclusion of workforce development into the final vision. Alongside this, the wider views from the 300+ staff were analysed and incorporated into business plans across the Department.
- A further stream of work has been running since May, 2010, through which 20 of the above facilitators are working with more diverse groups of stakeholders: staff, service users, carers, faith groups, providers, partners and a Safeguarding Board. These groups are being facilitated in considering current progress with PPF plus the financial and other challenges the Department faces. Their responses/ideas will be analysed in mid November to inform the continuing development of the Departments work.

To learn more about The Lancashire Story please contact
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For more information re the Mobius Model and its approaches see below.

Over the last two years the Mobius Model has been successfully used in many local authorities to promote directions for PPF that are locally sensitive; having drawn directly on the views, interests and aspirations of local citizens who make use of social care services. It has also been used to stimulate significant shifts in relationships between council staff and parents of disabled children and young people; to create new ways of working in partnership between a city council and its local independent providers and to build foundations for a regional partnership between a number of councils and providers across the region.

The capacity of these approaches to work with differing perspectives and interests and build commitment to mutually beneficial results makes it of significant importance in addressing the current challenges that require greater levels of collaboration in pursuit of more effective use of resources.

For details of ways in which these approaches can be used in your area please visit www.mobiusuk.org - for information about its development by Will Stockton and Marjorie Herdes and its uses in the USA please visit www.mobiusmodel.com