



CB-NSG 8th November 2019

Workshop- Providers

Website Summary

Facilitator

Nick Barratt, Head of Behaviour Support at Dimensions

Objectives

- How can providers maintain resilience?
- Consider what is needed for providers to be resilient
- Actions- what can providers (and other professionals) do to ensure providers remain resilient?

Definition of Resilience

The capacity to recover quickly from difficulties. Resilience **does not** mean putting up with bad practice, rather **it is** strengthening the ability to manage unexpected changes or challenges that arise.

Discussion

Attendees discussed examples from their own experience of how service providers can be resilient. One of the key factors discussed was a good working relationship between management and support workers. The advantages of promoting staff wellbeing and the challenges to delivering this in reality were discussed.

The group agreed that it would be useful for providers to have a tool or checklist which they could use to assess and then improve their own resilience and the resilience of their workforce. Attendees agreed to collate further evidence of what makes a provider resilient and use this and existing experience/ knowledge to put together a checklist.

Action table

What	How	Who	When
Create checklist for providers to use to assess resilience and wellbeing in their organisation and take steps to improve it.	Create email group	Provider group (Nick Barratt, Jill Chaplin, Kate Allen, Helen Gerolaki, Diane Conway, Mary Spence, Beverley Dawkins, Christine Burke)	Monday 11th November Completed

	Produce short and accessible evidence case (summary) on existing research about why services need to be resilient	Peter Baker	By Mid December
	Analyse Peter Baker's existing research on resilience in services	Kate Allen	
	Look into research being carried out by PHD student on resilience	Christine Burke	
	Survey of providers	Helen Gerolaki, Jill Chaplin and Diane Conway	
	Share information about Commitment to Kindness at Autism at Kingwood	Kate Allen	
	Update on to provider group progress and findings so far	Provider group (Nick Barratt, Jill Chaplin, Kate Allen, Helen Gerolaki, Diane Conway, Mary Spence, Beverley Dawkins, Christine Burke)	Mid December
	Put together checklist for providers	Provider group (Nick Barratt, Jill Chaplin, Kate Allen, Helen Gerolaki, Diane Conway, Mary Spence, Beverley Dawkins, Christine Burke)	Between Mid December and 21st Jan 2020
	Test/ pilot Provider checklist on Generate	Beverley Dawkins	Between 21st Jan 2020 and Next CB-NSG on 6th March 2020
Share CBF pamphlet for commissioners with all CB-NSG members to share with their commissioner contacts	Send out pamphlet with follow up email.	Mary Spence	To be shared in next update to CB-NSG membership.

