

Working Together Strategy 2021-23





Working Together Strategy 2021-23

Introduction

Humankind services are part of our local communities, where everybody's strengths and experiences are valued.

'**Working Together**' covers the many ways our staff and volunteers team up with people who experience our services, to find solutions, to share responsibilities, to make decisions and occasional mistakes, to learn, to grow and to get things done.

Some people call this 'service user involvement (and influence)'. Some people call it 'co-production'. We just call it '**Working Together**'.

Everybody benefits from **Working Together**:

- **People who experience services:** are valued, in control, have opportunities to (re)connect with assets, skills and ambitions, as well as gaining valuable experience
- **Colleagues:** also learn, get assurance that they are doing a good job, are able to bring their authentic self to work and enjoy being part of a progressive organisation
- **The organisation:** does better work when we include lived experience
- **Communities:** are strengthened when power, resources and decisions are shared and when belonging to a community comes before individual diagnoses or job titles

Our vision

Working Together is everybody's business, at the core of our culture, where everybody's strengths and experiences are valued. Every colleague understands how it relates to their work and everybody has a chance to participate in achieving our Working Together ambition.

Our approach

To support the local foundations of Working Together, Humankind will continue to grow and develop our **suite** of resources, best practice guides, case studies and blogs. Each individual service will be aided by the resources and the guidance set out in our **Working Together Policy and Guidance** in co-developing a Working Together approach with their community.

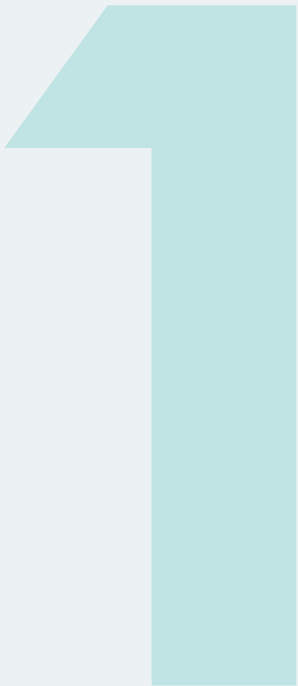
Having focused on those local foundations in recent years, we are ready to lift Working Together to a regional and national level. The objectives set out in this strategy include establishing a Humankind Lived Experience Council, which will work with the Executive Management Team and Board of Trustees, as well as a commitment to work together on national projects, campaigns, partnerships and fundraising activities.

The following objectives show how we will make this happen, together, and how we will all know if we are getting it right.



Objective 1

Every local Humankind service will collaborate visibly and meaningfully with people who experience that service, in the design, development and delivery of service activity



What we will do:

Hold our leaders to account for Working Together

- Every department, service and project will have its own Working Together arrangements, based on (but not bound by) policy and guidance supported by named Working Together Champions.
- Working Together forms part of our behavioural competency framework – it's in our DNA.
- Managers will show that they are in continual dialogue with people who experience the service and will include them in conversations with external agencies and community groups.

Build staff confidence in Working Together

- Working Together training will form part of mandatory induction.
- Working Together Champions in every service will share examples to build knowledge and confidence.

Develop minimum standards for Working Together

- Every service will complete an annual Working Together self-assessment, in partnership with people who experience the service.
- We will complete one annual survey to ask people about their experience of our services. For the rest of the year we will favour continual human dialogue over cold consultation.

How we will know we are getting it right:

- Posters, display boards and social media will show how people can get more involved, with examples of how people have influenced progress.
- People who are already involved (eg Working Together Representatives or Learner/Service User Council Members) will be recognisable and available to talk with newcomers.
- “We will be organising things independently”.
- New groups will be able to seek advice from established ones in other services.
- Conversations will move forward, rather than repeating the same questions about how the service is run.

How we will measure progress:

- Quarterly reports from services will show an increase in common Working Together activities, with at least 75% of the recruitment panels to include people with experience of Humankind services.
- All regions will achieve at least a 20% return rate in our annual survey of people who experience our services based on those active in services; an increase of 11% from the 2021 survey.



Objective 2

Every Humankind colleague will understand our Working Together ambition and how it relates to their work.



What we will do:

Set clear expectations for all staff on Humankind's approach to Working Together

- Every colleague will be encouraged to reflect on how their role contributes to the achievement of Humankind's vision and strategic objectives; this includes Working Together.
- Every team meeting will reflect on recent Working Together activities and agree practical next steps.
- Regional plans will include targets for Working Together.

Produce resources to support Working Together activity, including

- Role templates and experience records for Working Together representatives, group members and recruitment panel members.
- Preparation sheets and good practice checklists for common activities, such as joint meetings and recruitment exercises.
- Regular stories on Cascade that share learning and celebrate progress.

Create opportunities for conversations between people who access our services and all staff

- Every region will support two-way learning sessions, for people with experience of services to pair up with staff members and learn about each other's experience of Humankind.
- Every region will hold an annual community activity, including staff in non-public-facing roles.
- Staff will be encouraged to value and learn from unplanned 'corridor chats' with visitors.

How we will know we are getting it right:

- People experiencing Humankind services will have a chance to talk to a wide range of staff and volunteers.
- The way that staff and volunteers communicate will show that they value lived experience. They will be respectful about entering community spaces and conversations.
- Feedback from staff meetings will be communicated (eg on display boards), to show that Working Together is a priority.
- "Services will feel like ours" and power will feel more shared.

How we will measure progress:

- Our next annual staff survey will include a question on their understanding of Working Together, where we will establish a baseline to grow from.
- Our annual survey of people who experience our services will show that at least 75% agree, or strongly agree, that they know how to get involved with the development and improvement of the service.





Working Together Strategy 2021-23

Objective 3

Humankind's mission will be guided by lived experience



What we will do:

Include lived experience in our leadership

- We will support a 'Council' of people with current and recent experience of Humankind services, to work with our Executive Team and Board of Trustees.
- Regional Leads will create space for lived experience in regional developments and ensure all services offer opportunities for collaboration.

Collaborate on organisation-wide activities

- Our campaigns and fundraising activities will be developed with people with experience of our services.
- We will grow our organisation together and share decisions about what future projects will look like.
- We will develop a kite-mark standard for genuine collaboration on new and reviewed documents.

Focus on strengths and connections

- We will nurture wider networks that include people who have moved on from formal support.
- Guided by Humankind's Equality Diversity and Inclusion Strategy, we will engage proactively with our diverse communities, ensuring everyone feels fully included.
- We will shift conversations out of clinics and into community spaces, woven into the activities that people value.
- We will collaborate on the things that matter to people, widening the focus beyond the traditional tweaks to our services.
- We will celebrate when things go well and make memories as a community.

How we will know we are getting it right:

- Services and projects will be more visible and accessible and will feel better connected to the wider community. "We will know our neighbours".
- The community of people involved will be diverse.
- It will be clear how people can get involved at a regional and national level, influencing the organisation and the systems that affect us all. Feedback and updates will be displayed in services.
- Humankind's campaigning priorities will be the things that matter to people.
- Social bonds will be stronger. "I will feel comfortable in a supportive community. I will feel confident about giving my opinions and not feel judged". "Whatever the activity, the most important thing is being nice to people who might be lonely".

How we will measure progress:

- The Service User Fund will support at least five community development activities.
- At least ten new Humankind documents will be awarded our collaboration kite-mark by people experiencing our services.





Working Together Strategy 2021-23

Further Information

We're always looking at ways to improve what we do and how we do it.

Just like life, information in this document will change!

Download the latest version from
humankindcharity.org.uk

Alternatively email info@humankindcharity.org.uk
to secure your copy of the latest version

Humankind is a company registered in England.
Registered Company No. 182 0492 and a Registered Charity No. 515755, VAT No 334 6763 43, Registered
Social Landlord (RSL) 4713
Head Office Humankind, Inspiration House, Unit 22 Bowburn North Industrial Estate DH6 5PF

