

Appendix 1 – Feedback from Co-Production Events

Adult Social Care – Core Function Workshops What People Have Said		
What Works Well: <ul style="list-style-type: none"> • ‘Co-production, good connections with community groups, individuals and peer’. • ‘Good communication between teams and good multi-agency working’. • ‘Good signposting’. • ‘Strong Advocacy Service’. • ‘Linking communities together to help each other’. • ‘Staff have a mix of skill sets to support a diverse range of needs’. • ‘Dedicated and caring staff’. • ‘Good recording system, public forms and interface’. • ‘Reablement and urgent care services’. • ‘Preventative work and short-term support’. • ‘Hubs – a place to go for support whilst maintaining independence’. 	What Doesn’t Work So Well: <ul style="list-style-type: none"> • ‘More collaboration needed with Housing, Primary Care, Public Health and West Midlands Police.’ • ‘Front of House feels disjointed’. • ‘Our pathways and service criteria’s cause barriers and blockages’. • ‘Front of House does not provide 7-days a week support’. • ‘Duplicated Duty teams and access points cause confusion.’ • ‘Public awareness of what Front of House do and how they can support people live active independent lives’. • ‘Need to improve our governance information sharing’. • ‘More advertising of what different service areas offer’. • ‘Not all staff have expertise to respond to people in crisis at the Front Door’. 	Suggestions for Improvement: <ul style="list-style-type: none"> • ‘Use of AI technology for referral forms’. • ‘Digital and electronic signposting’. • A full multi-disciplinary team at the Front Door to include people with lived experience’. • ‘Robust screening of Safeguardings at the Front Door’. • ‘Experienced Social Workers providing triage’. • ‘Robust early intervention and prevention offer’. • ‘Utilise current Hubs to offer preventative support’. • ‘Hospital Access Team’. • ‘One Duty team and one panel / budget process’. • ‘Locality / township driven rather than specific need’.