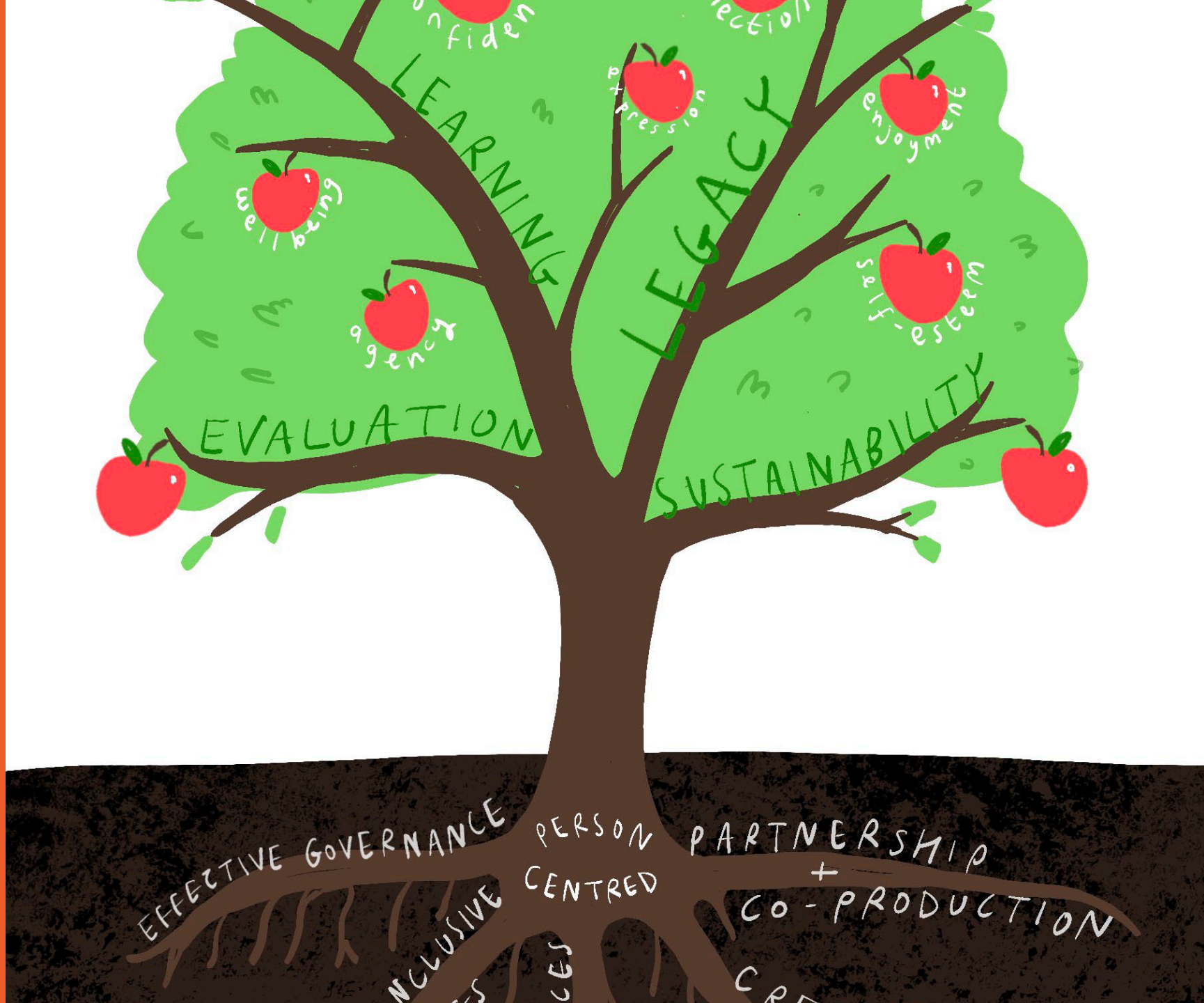


JANE WILLIS

Creative Health Quality Framework

Steering Group Meeting
19th January 2023



Feedback on Sector Engagement

- 150 participants across 7 meetings
- Delivery in partnership with 9 organisations:
 - the LENS,
 - NCCH, RSPH Special Interest Group for Arts, Health & Wellbeing,
 - UCL, CVAN North West,
 - Arts Derbyshire, Kids in Museums,
 - London Arts and Health and Arts & Health South West
- Exit polls suggest
 - 91% learned something new,
 - 96% the events would influence thinking or practice going forward
 - 80% would definitely use the framework when complete (8% maybe, 11% wanted to see the finished framework before committing; only 1% said no)

Feedback on Sector Engagement

- Wholehearted support for the aims of developing a Quality Framework
- Endorsement for the overall approach and proposed three-ring model - Quality Framework V1
- Detailed feedback on content and key themes for the model
 - Concentric circles are clear while also capturing complexity
 - But do we need to disaggregate to make it more accessible?
 - Could there be a formula? Like 5 ways to wellbeing or CHIME model?
 - Could the formula be presented visually to make it accessible and appropriate for visual learners?
 - Lived experience needs to be more central in any diagram / visualisation
- References, links, and ideas to follow up as part of an evolving Literature Review

Dissemination and Engagement Plan

Detailed feedback on how to ensure that the Quality Framework is useful, accessible, and engaging

1. Language
2. Glossary
3. Kite Mark
4. Endorsements
5. Audiences and Key Messages
6. Communication of Benefits
7. Accessibility
8. Digital and Print
9. Audio and Visual
10. Press and Social Media
11. Dissemination via Networks
12. Case Studies
13. Supporting the use the QF
14. QF Learning Workshops

Overview

8 Core Principles

- Visualised using the **metaphor of a tree** (roots, trunk, branches, leaves, fruit) (see attached drawing)
- Articulated on a web page with discussion prompts and links to further resources
- Expressed across the central ring (the five stages of project delivery) of the Quality Framework visual (as before)

Conditions for Quality

- Visualised using the metaphor of a tree (rain, sun, soil, nutrients)
- Articulated on a web page with discussion prompts and links to further resources
- Expressed across the outer ring of the linked wheel / visual

Core Competencies

- The core competencies for creative practitioners (volunteers, health support workers, producers?) are identified and articulated on a web page with links to CPD, professional development and training roots.

Tree



8 Core Principles

Person-centred (central)

- Do 'with' not 'to'
- Build on strengths and enable potential
- Expertise by lived experience

Inclusive (roots)

- Inclusive working practices
- Inclusive creative practices

Creativity (roots)

- Transformative potential of the arts / catalytic capacity
- Allow space to experiment and fail; reflect and learn
- Balance risk and safety
- Responsive and Intuitive

Partnership, Collaboration and Co-creation (roots)

- Context Specific
- Strong Partnerships
- Inclusive processes

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Good Governance / Management / Process (roots)

- Clear Remit and Need
- Clarity of Roles and Responsibilities
- Good Practice Employment
- Safe Working Practices
- Supportive Working Practices
- Appropriate Skills and Expertise
- Consistent, clear communication
- Balance Risk and Safety

Proportionate and Realistic (roots)

- Realistic aims and expectations
- Appropriate funding, time and resources
- Proportionate and situated approach to what good looks like

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Evaluation and Learning (Branches)

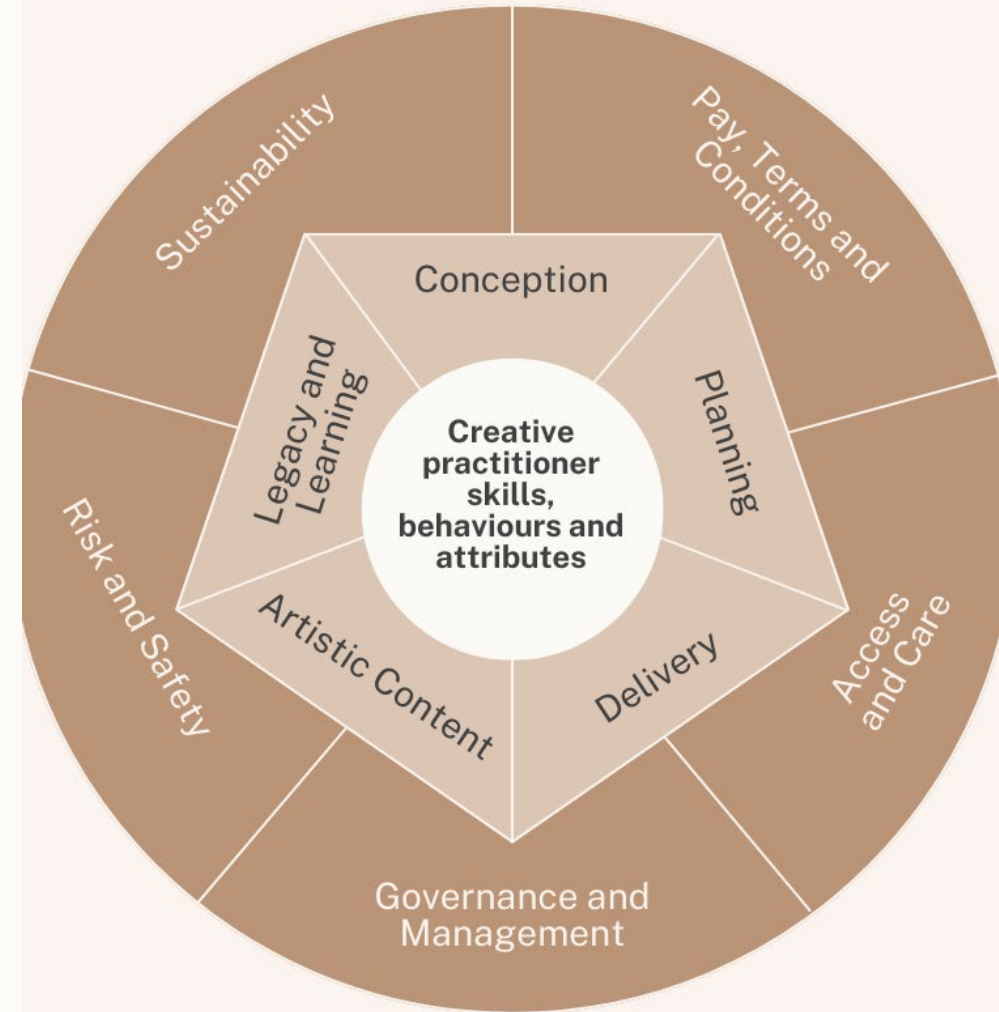
- Accessing and Using Research
- Reflection
- Evaluation
- Learning and dissemination

Legacy and Sustainability (Branches)

- Activity is sustainable
- There is a meaningful legacy planned at the outset

8 Core Principles

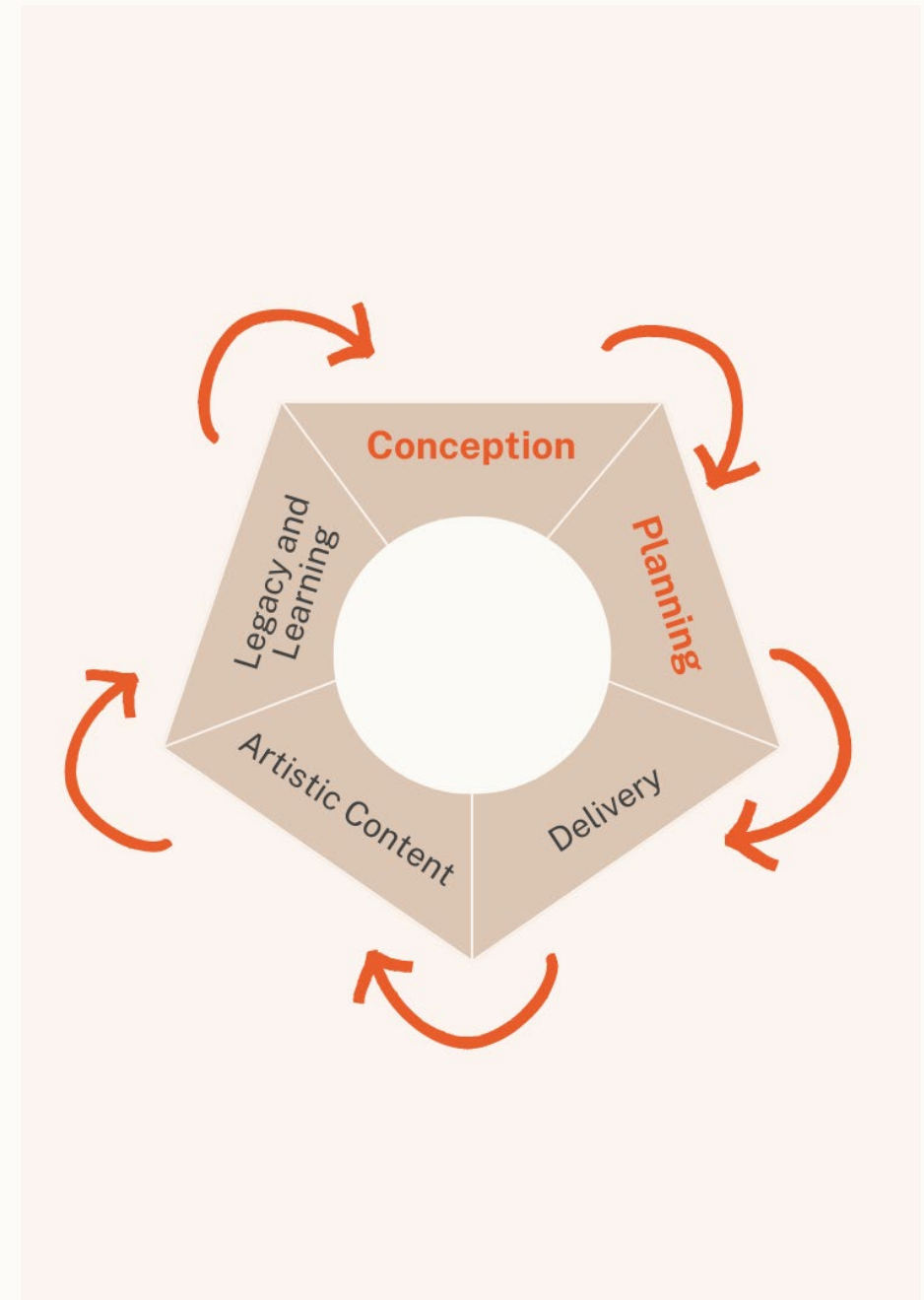
1. Person-centred (central)
2. Inclusive (roots)
3. Creativity (roots)
4. Partnership, Collaboration and Co-creation (roots)
5. Good Governance (roots)
6. Proportionate and Realistic (roots)
7. Evaluation and Learning (Branches)
8. Legacy and Sustainability (Branches)



Principles in Practice

Concept Development

- 1. Person-centred**
 - Lived experience has shaped the project concept?
 - The project concept responds to the needs, circumstances and preferences of participants
- 2. Inclusive**
 - Equality, diversity and inclusion best practice informs working practices
- 3. Creativity**
 - There is the potential for the project to catalyse change
 - There is time and space to experiment and fail; reflect and learn
- 4. Partnership, Collaboration and Co-creation**
 - The concept is context specific
 - The project been co-produced or developed in partnership
- 5. Good Governance**
 - There is clarity of remit as well as clear roles and responsibilities
 - Safe and supportive working practices have been considered from the outset
- 6. Proportionate and Realistic**
 - The aims and expectations are realistic and achievable
 - The funding, time and resources allowed are appropriate
- 7. Evaluation and Learning**
- 8. Legacy and Sustainability**



Printed Document

1. Introduction

2. Tree – visual reminder

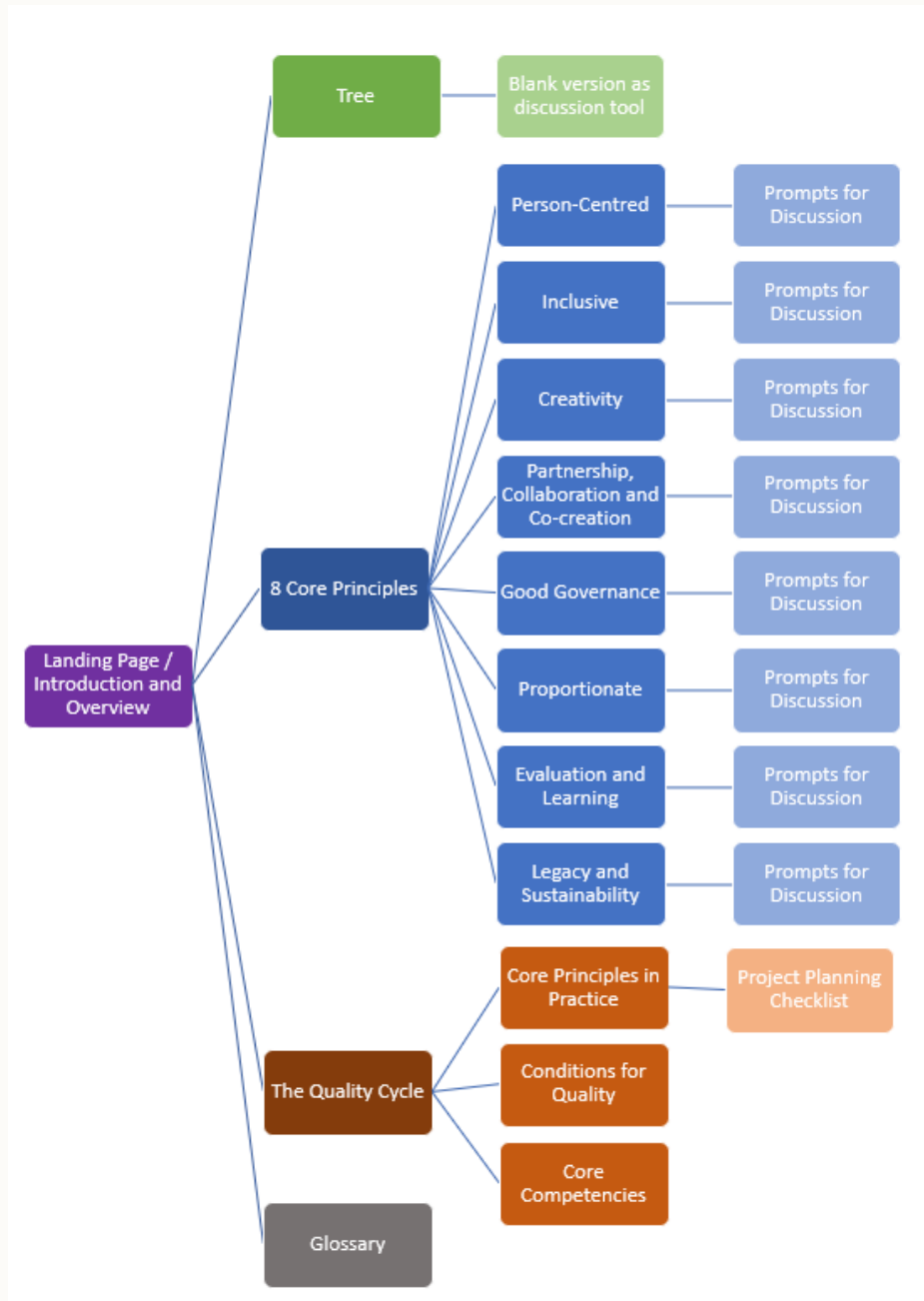
3. Core Principles

1. Intro Statement for each principle - what this means
2. What good looks like in practice – proportionality
3. Pitfalls and Risks - what bad looks like
4. Discussion Prompts for Practitioners
 - Core expectations
 - Can you do more?
5. Discussion Prompts for Health Partners / Commissioners / Discussion Prompts for Funders
6. Links and Resources

4. The Quality Cycle

1. Core Principles in Practice
2. Conditions for Quality
3. Core Competencies

5. Glossary



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Code of Practice

Breakout Group Discussion

- We would welcome your feedback on
 - The concept of the tree
 - The 8 core principles
- We would welcome specific feedback on content of the following core principles
 - Person-Centred,
 - Inclusive,
 - Creative



Quality Framework or Ethical Practice Framework

Ways *towards* effective and ethical practice

- What is the connection between an impact framework and a quality framework?
- Is this an Ethical Practice Framework? Or a Quality Framework?

Ethical Practice Framework might suggest:

- Focus on practice and process
- Values driven rather than audit tool

Expanding programme

Phase One: May 2022 – May 2023

- Launch basic digital version of framework on CHWA website

Phase Two: June 2023 – March 2024

- Evaluation of Phase One framework in use
- Finalise Dissemination and Engagement Plan
- Secure funding for Phase Three

Phase Three: April 2024 – March 2026

- Implement findings of evaluation by reviewing and updating the Quality Framework
- Include Case Studies of Framework in use
- Development of Core Competencies for creative practitioners (volunteers, health support workers, producers?) to be articulated on a web page with links to CPD, professional development and training roots.
- Deliver Dissemination and Engagement Plan
- Commission micro-site to host Quality Framework and additional learning and engagement resources

Programme and Next Steps

- February: Test summary version of QF V2 through sector survey
Finalise QF V3
- March: Share QF V3 with SG for feedback
Appoint designer / illustrator
- April: Finalise QF V4 for publication
Appoint Evaluator
- May: Launch QF on Wednesday 17th May 2023

Work to complete

January 2023

Share Quality Framework V2 with Reference Group for feedback (January 20th)

February 2023

Develop Quality Framework V2 following feedback from Steering Group and Steering Group

Incorporate Literature Review findings including Creative Health Toolkit

Finalise Quality Framework V3

Test of Quality Framework V3 (summary version) via sector survey (February 2023)

Draft Quality Framework Communication and Engagement Strategy

Draft brief and tender for illustrator / designer

Draft brief for evaluator (process, impact assessment and case studies)

Plan May / June engagement activities

March 2023

Share Quality Framework V3 (full version) with Steering Group and Reference Group (early March 2023)

Discuss Quality Framework V3 with Steering Group (23rd March)

Finalise May / June engagement activities

Appoint illustrator / designer

Designer works on visual ID and illustrations

Tender and appoint evaluator

Work to complete

April 2023

Finalize Quality Framework V4 for publication based on feedback from Steering Group, Reference Group and sector survey
Designer works on printed version and handouts designed for Quality Framework
Website designer puts copy and images into web pages
Publicise May launch activities
Appoint evaluator

May 2023

Web site and printed version designed and proof read
Share final version of Quality Framework with Reference Group and Steering Group prior to launch
Launch Quality Framework on CHWA website (Wednesday 17th May 2023 - CHW week)
Deliver 5 regional Engagement workshops (May / June 2023)
Draw up evaluation protocol, identify possible case study volunteers (organisations and individuals)

Steering Group Support

January All - Feedback on Version 2 following today's meeting

February 3 volunteers - Test sector survey before it goes out in February

March 1 volunteer to sit on interview panel for the external evaluator with VH and JW

March All - Read and sense test Version 3 in March prior

March Steering Group meeting on 30th March

April 3 volunteers to proof read final version before publication

April All – help publicise May launch and regional workshops

Review plans for Phase Two

May Attend launch on May 17th

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