

Good Practice Mentors

Summary Impact Report
2023-2026



Good
Practice
Mentors

Leeds
Older
People's
Forum

Camden
ageUK

South
Yorkshire
Housing
Association

COME
HOME

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Introduction

Established in 2022, the Good Practice Mentor (GPM) programme was set up to share the learning and legacy of Ageing Better.

GPM is a national partnership supporting organisations to strengthen and develop their engagement with local communities and networks.

We have worked on a national level across sectors supporting organisations to reach, involve and connect with communities, improve how people, organisations and partners work in partnership, implement good practice and measure impact more effectively.

GPM help combat loneliness and social isolation across communities by sharing our experience and strengthening organisation's own good practice.

This summary report demonstrates the outcomes and impact of GPM's support and mentorship:-

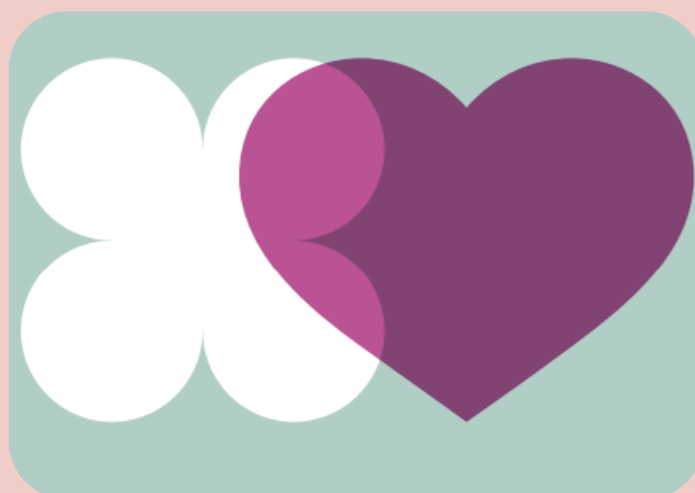
- Encouraging individual mindset shifts
- Embracing different engagement and involvement approaches
- Engaging with and involving more seldom heard and diverse voices
- Embedding a “working with” approach in line with co-production principles
- Connecting and working more cohesively with community partners
- Adapting organisational comms using more informal and targeted approaches
- Creating welcoming and accessible spaces



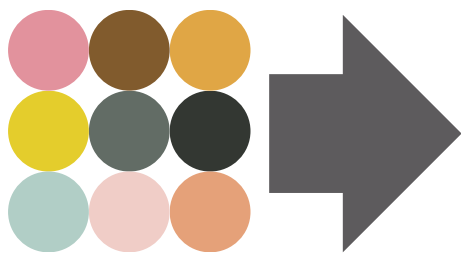
GPM's values and principles

Through our evaluation, we learnt from stakeholders that they valued support delivered in line with GPM's values. This meant that we:

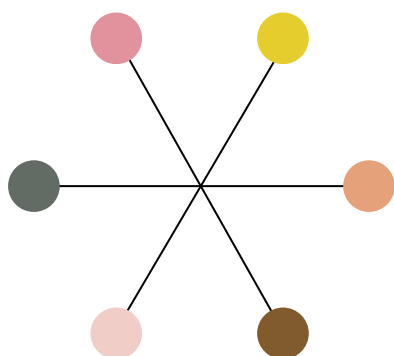
- Delivered peer-to-peer, impartial support taking into consideration the different levels of understanding and approaches within organisations
- Provided collaborative support that understood and recognised where stakeholders were in their journey
- Delivered evidence-based support grounded in lived experience and practical learning



What our support looked like



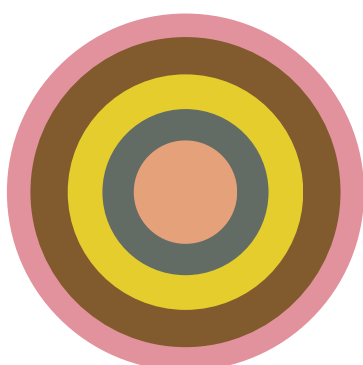
Co-production – increasing diversity of voice and developing approaches to involvement



Outreach – reaching the seldom heard voices in communities through informal approaches



Warm Welcome – ensuring community spaces are accessible and sustainable



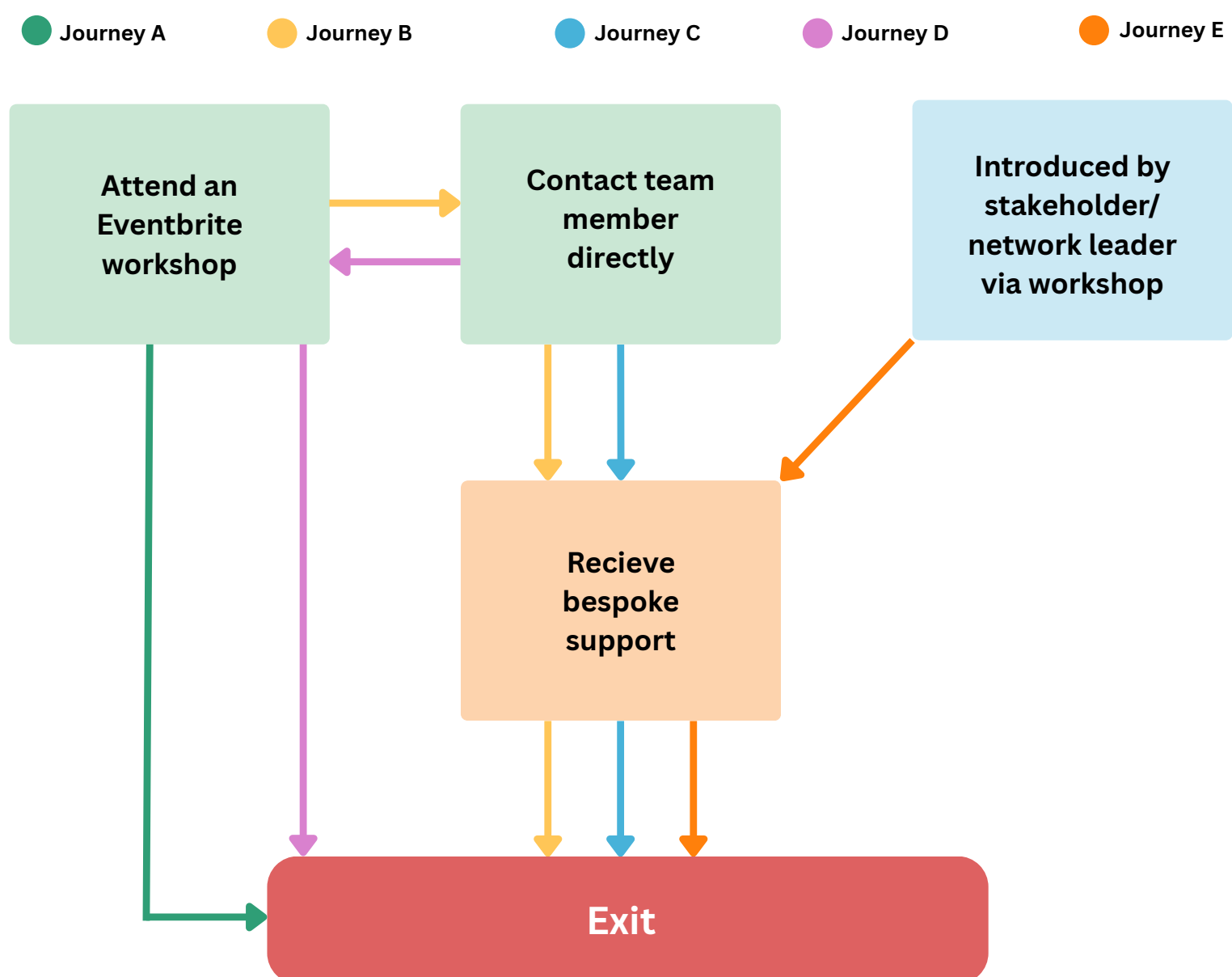
Ripple Effect Mapping – measuring the overlooked and unintended consequences of an intervention

Interactive
and
practical
**online
workshops**

Bespoke support
tailored to the
needs of
organisations
and communities

Flexible and
adaptable
mentoring,
developing skills and
building confidence

Model of GPM support



A snapshot of who we supported

1,167

Total number of organisations supported

256

Number of Eventbrite sessions

250

Total number of organisations who received bespoke support

105

local charities

63

local authorities

30

national charities

22

health sector organisations

12

housing sector organisations

16

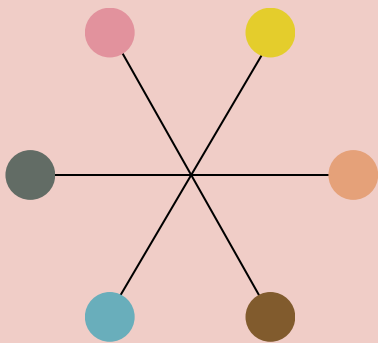
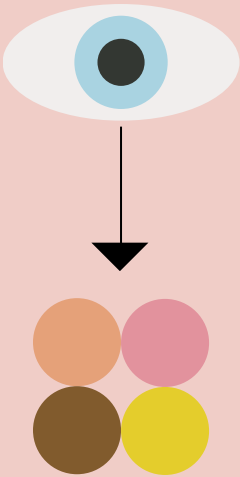
education sector organisations

Impact of GPM support within organisations

Increased cross-directorate connections/relationships

Mindset shift

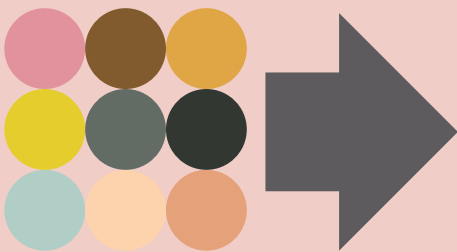
Knowledge, skills and confidence to reach and engage with wider range of people



Confidence to challenge current organisational ways of working

Increased knowledge of informal community engagement and co-production approaches

Continued application of learning



What people have told us about GPM support

“We’re being much more ambitious with who we can engage and will likely engage those with much greater need. Assuming we can continue with our plans to create a national programme, this will have a really positive impact on numerous communities nationally.”

“really instrumental in helping a lot of people develop their practice, it’s building the capacity of the whole sector”

“the support has inspired us to embed co-production even more deeply into our work. In the future, we will certainly prioritise member involvement at every stage, ensuring their voices shape both the content and direction of our programs.”

“Definitely caused a mindset shift in recognising that there are many ways you can tailor your engagement”

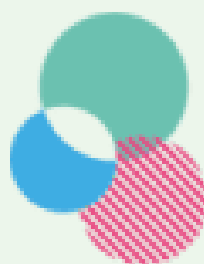
“The online and in-person training our pilot projects have received has been essential. The majority of staff taking part have learnt brand new skills and practices that they will now apply to their projects.”

“These courses always instill a level of confidence in me I didn't have before attending - it really helps to hear other people’s examples of when something didn’t work or perhaps what they are planning to do and then get GPM's suggestions. They can troubleshoot so well.”

Key networks

GPM have partnered with multiple national networks over the past three years, broadening the reach and accessibility of the programme's support.

Through building relationships with these networks, we have been able to deliver support to a broader range of organisations looking to develop their community engagement and to share our learning across more sectors.



National Academy
for Social Prescribing



Living
Knowledge
Network



IMPACT

Improving Adult Care Together

How we measured impact

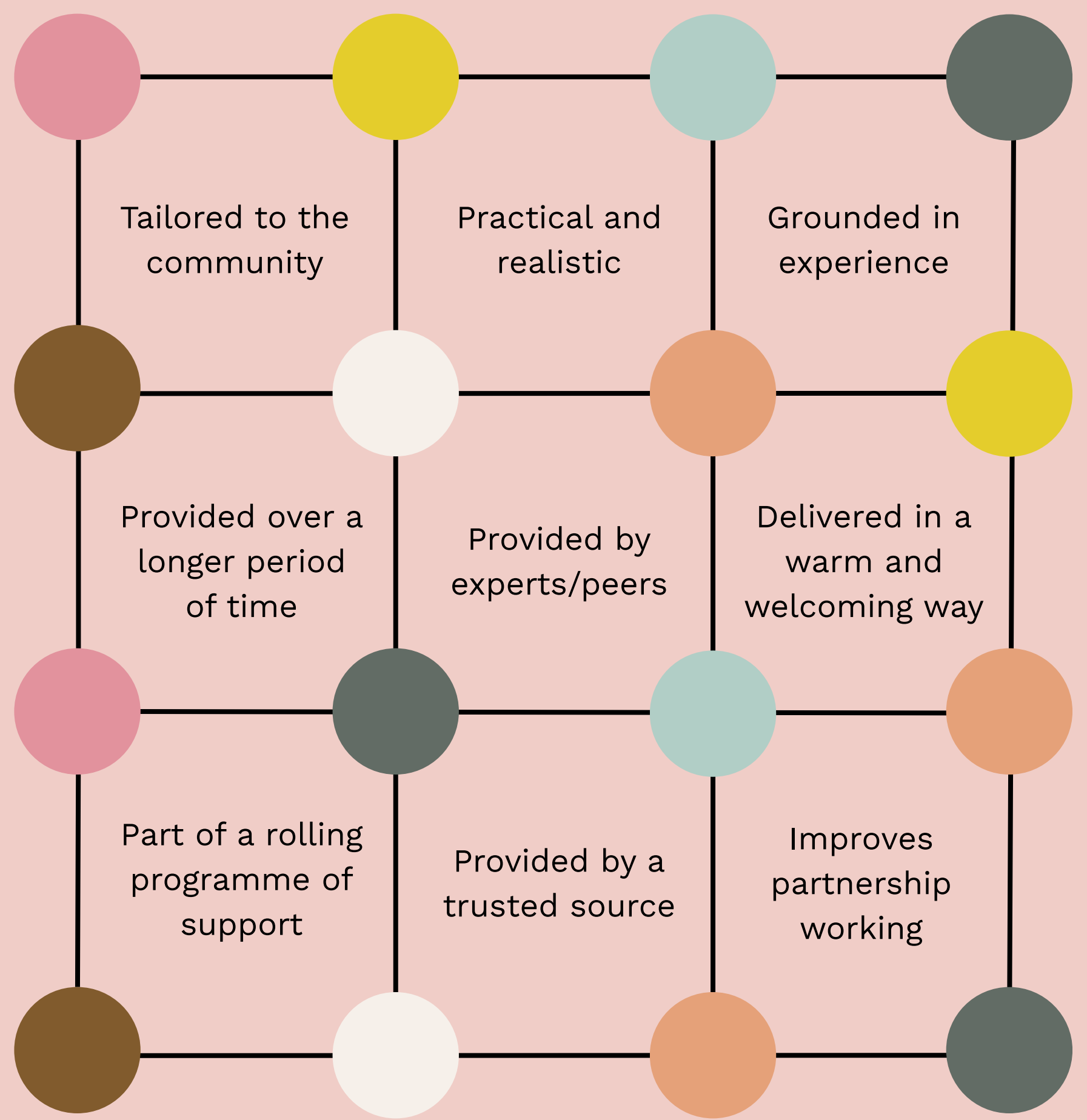
After engaging in GPM support, we collected feedback to evaluate the impact of support on participants’ confidence levels:

	Percentage
Participants who reported feeling (slightly or much) more confident after attending an EB session	89%
Participants who reported feeling (slightly or much) more confident after attending a bespoke session	91%
Participants who reported feeling (slightly or much) more confident in their ability to influence organisational change after attending a bespoke session	78%

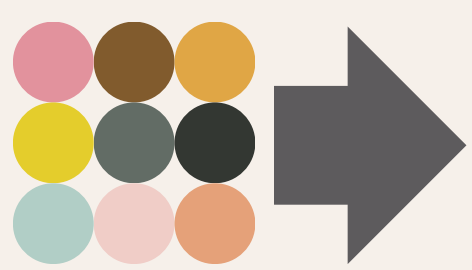


Key learnings

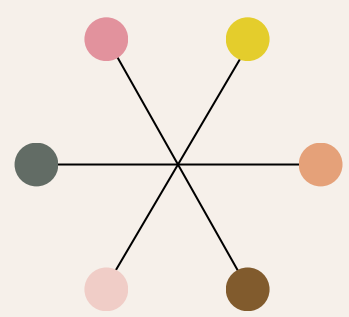
We learnt that stakeholders value support that is:



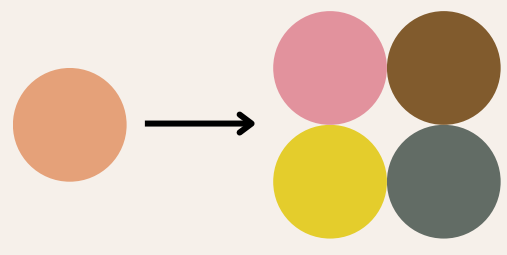
When delivering support across a variety of stakeholders and sectors, to staff with varying levels of understanding, GPM also learnt:



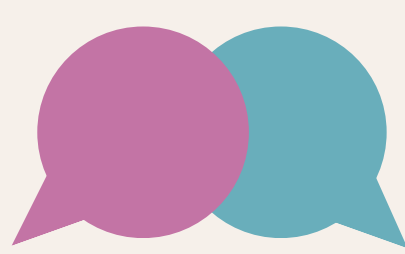
The importance of gaining the support of a lead individual in an organisation to ensure the ongoing implementation of new approaches



That training was more successful and impactful when senior staff attended the training alongside others.



That participants were more likely to incorporate new approaches when supported by colleagues and managers who also participated in GPM training.



The need to communicate to stakeholders their responsibility to promote and ensure attendance of GPM training opportunities.

Key pieces of work



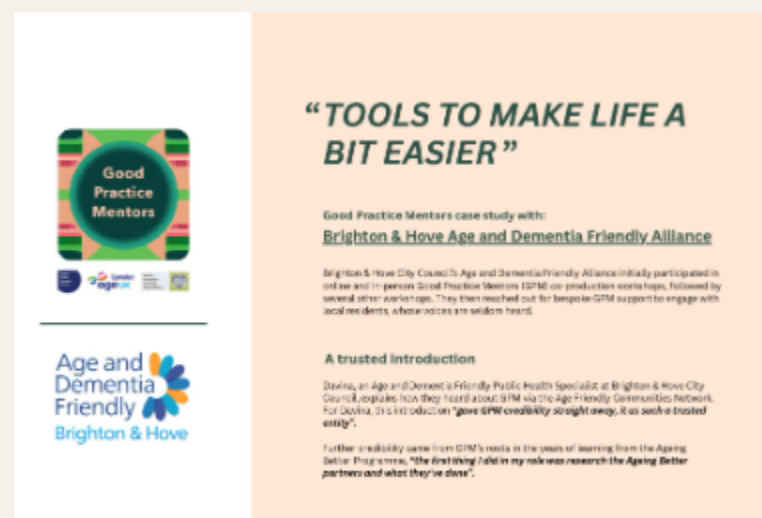
Meeting people where they are – A case study with Historic England



Rethinking a council-led approach to engaging rural and coastal communities – A case study with North Somerset Council Transport Decarbonisation Team



Building the capacity of the whole sector – A case study with Voluntary Action South Leicestershire



Tools to make life a bit easier – A case study with Brighton and Hove Age and Dementia Friendly Alliance



Strengthening diversity of engagement via outreach and co-production – A case study with Dudley Council Public Health's Healthy Ageing Team

Future aspirations

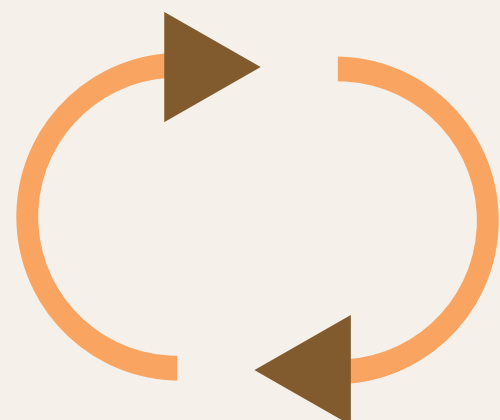
Continue to support organisations to reduce loneliness within their local communities

Build skills and confidence of staff and volunteers, enabling them to better connect with local people and improve access to services

Drive system change to embed community engagement approaches and tools in cross-sector organisational ways of working

Share our learning and experience with those who want to create environments that foster social connection

Support those working to reach and highlight the seldom heard in local communities



In summary

Over the past 3 years, the Good Practice Mentors have established themselves as a trusted resource and provider of support amongst key sectors, including local authorities, housing and charities.

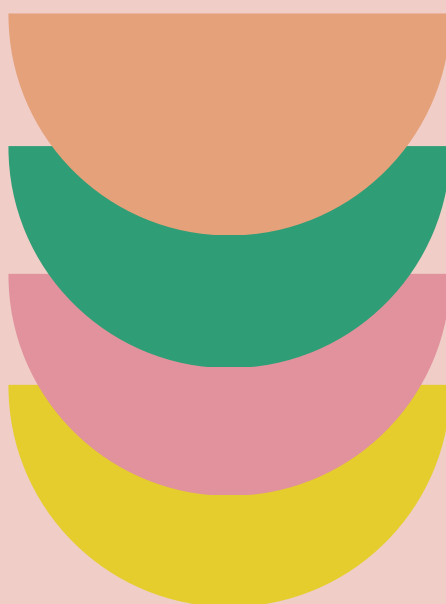
We have been able to reach and provide support to an increased number of organisations by:

- developing a reputation based on our values, principles and approach
- delivering flexible, independent, peer-to-peer support.

This has enabled us to continue to:

- facilitate changes in perspectives and approaches, and increase confidence amongst staff working in community development
- equip staff with the skills to reach and involve a more diverse range of people within their communities.

The building of connections facilitated by GPM has improved partnership working across multiple sectors, and will help to influence strategy and drive collaborative system change.



Moving forwards, we will continue:

- to build on our evidence-based work
- to support organisations who are aiming to strengthen their community development practices
- to gain the buy-in of those who may be more hesitant to initiate change within their organisations or sectors
- to meet the evident need for developments in community engagement approaches and involving local communities in decision making.





If you would like to discuss how GPM could support you to reach, engage and connect with your community then please drop us an email:

 GPM@syha.co.uk

For more information and resources please visit our website:

 [GPM Website](#)

Please see our Eventbrite page for our upcoming workshops

 [GPM Eventbrite](#)