Working together for change

The National Co-Production Advisory Group

Sally Percival
My Family
Why the co-production group was developed

• The White Paper “Our health, our care, our say” recognises that people want access to support when they need it. This was confirmed in Putting People First (2007) concordat.

• *Putting People First* set out a shared vision and commitment to the transformation of adult social care, through a radical reform of public services.

• It was recognised that this reform could only take place if it was done hand in hand with people who use services and their carers.
What is Co-production?

“People working to make something together”

“Clients work alongside professionals as partners in the delivery of services”

All people working together right from the start, so that the outcomes are meaningful.

Involving citizens in collaborative relationships with more empowered frontline staff who are able and confident to share power and accept the expertise of people who use services and their carers.
Co-production is not not!

- **It is not consultation**, if an individual or family member is consulted with, the power still remains with the professional.

- **It is not volunteering**, whilst it is about giving time, the emphasis is about mutual support and networks of relationships rather than the separation between providers and receivers.

- **It is not someone who organises their provision on their own in isolation**, whilst this is enormously valuable it is not co-production.

- **Being asked to fill in questionnaires for your opinions**, this is a valid way of obtaining information but it is not coproduction.
and who is involved with The National Coproduction Advisory Group

- People with learning disabilities
- People with Mental health issues
- Family carers
- Older people
- People who use direct payments/individual budgets
- People who are lesbian, gay, bisexual and transgendered
- And black and ethnic minorities and hard to reach groups
What being a member of the group feels like

It feels like you are ........

• Working together
• Equal partners
• Being listen to
• Being valued
• Making a difference
• It makes us feel proud
• In March 2012 The National Co-production Advisory Group became an independent group that is hosted by The Social Care Institute for Excellence (SCIE).

• The group also works in partnership with “Think Local Act Personal”......

.........What does that mean?
What is Think Local Act Personal?
Think Local Act Personal is a group of 30 national organisations who work together to make social care better. The National Coproduction Advisory Group is a part of Think Local Act Personal.
The priority work streams for Think Local Act Personal that the National Co-production Group has direct influence over.

– highlighting the importance of coproduction.
– personalisation and personal budgets
– developing cost effective and efficient solutions
– developing the provider market and workforce
– building community capacity
– improving information to the public
We also work with central government and other bodies

- Advising Department of Health on policy and delivery (e.g. White Paper, Direct Payments)

- Supporting Local Government Group work with members and sector improvement

- Influencing other bodies e.g. shaping social care workforces and leadership strategies with Skills for Care and Skills Academy
What have The National Co-production Group achieved so far?

We have been involved in co-producing many documents and we are really starting to change the way the government thinks about working with people who use services and their carers.

Recently we have taken the lead with “MAKING IT REAL”
What is Making it Real?
Making it Real reminds everyone that you should be in charge of your own support.
People who use services from The National Co Production Advisory Group Helped to write 26 “I” statements to show what support they would like to have. These were made into a Making it Real checklist.
This is one of the statements......

“I will have the support I choose to help me live the life I want”
Making it real is changing the way services and councils are providing services and making a difference to peoples lives.
We also lead on the social Care Jargon Buster.

The Social Care Jargon Buster has won an award from the Plain English Campaign for how it describes complicated social care words in plain, simple language.
Making it real and The social Care Jargon Buster are clear proof that co-production works.
12 Top Tips

1. When you start out on a piece of work your first thought should be ‘who do I need to involve?’ AND involve them immediately.

2. Your second thought should be ‘who else should I involve?’ and

3. your third thought should be ‘who have I forgotten?’

4. Is your management team supportive of your work? Involving people in co-production who get support or use services should result in cultural change so it is important that your managers or Board of Directors have realised this and planned for it, particularly with other staff.

5. Good facilitation, listening, acting upon what is heard and reflecting are key.

6. Feedback is important so that everyone knows what has happened and why.
7 Before you start the actual work decide together how you are going to work and what will make it successful and stick to it.

8 Principles and ground rules should be agreed at the outset and revisited regularly.

9 The process needs to feel different and you need to be constantly checking in to make sure that the values of co-production are still being followed as it is very easy to get taken over by events.

10 Co-production is an emotional journey because it is life changing. We have to do things differently and if we can learn to share power we can work across a whole range of issues that confront us.

11 Accept that sharing power means taking risks. Take a chance!

12 It is better to start small and build up to bigger projects, letting people lead, not professionals.
What we have learnt

We have learnt that ...... if something is dictated then it is anticipated that around 50% will agree and join in, however if you co-produce something and work together on it, it is believed that about 80% will buy into it.

We have learnt that true co-production WORKS
Tell me, and I will forget.
Show me, and I may remember.
Work with me, and we will co-produce!!

Sally Percival
Borrowed and altered from
(Confucius, BC 450)
If you would like to get further information please contact Shahana.ramsden@scie.org.uk
THANK YOU.
ANY QUESTIONS ???

[Image of a person raising a hand with a question mark]