



Report of the Co-production Network meeting, 28 June 2012

Introduction

This was the first meeting of SCIE's Co-production Network. The aim of the meeting was to introduce members to SCIE and its work and look at how the Network will operate in practice.

SCIE wants there to be a co-productive approach to the development of the Network itself so discussions also focused on the members will help shape the way it works.

Presentations

Allan Bowman, Chair of SCIE

Allan introduced the day by describing how the Co-production Network is a development from SCIE's previous work on participation.

He said: 'The new Network will help SCIE address key issues in the social care field such as the increasing integration between health and social care. SCIE's move towards co-production needs to be supported by a strong set of values and principles which guide our own work and the work of other organisations'. He also noted that the Board is determined to ensure that SCIE is successful with the co-production strategy.

Allan introduced Tina Coldham. SCIE has recruited Tina to bring a service user perspective to the board and to take on responsibility for the Network as its Chair.

Tina Coldham, Chair of the Co-production Network and SCIE trustee

Tina described her own journey to involvement and participation as a mental health service user. She spoke about how she had looked at

alternative ways of helping her situation and taking control and became involved in self help organisations.

Tina has been involved in work with SCIE for a long-time and believes it is a worthwhile commitment, saying, 'If I didn't believe this, I wouldn't be here now.'

Looking at co-production, she noted that the term was first used by an American professor in work showing that police forces performed less effectively when they moved from foot-patrols to patrol cars because they lost the input of the communities they worked.

Tina described herself as former 'co-production sceptic' and there is a danger of it becoming a 'buzz word' but SCIE is working to ensure that co-production is a meaningful step up from participation.

Andrea Sutcliffe, Chief Executive

'You will help to keep us honest; make sure we are addressing your needs; and provide invaluable insight every step of the way.'

Andrea began by saying that the Co-production Network is a really important development for SCIE and comes at a time when the importance of social care is being highlighted in the media.

She described SCIE's role as helping to improve the lives and experience of people who use care services needs by finding out what works well and what can be done better and making sure that the results of this are shared as widely as possible. As well as publishing guides and reports SCIE is increasingly using digital and internet approaches to dissemination.

SCIE has been funded through a grant from the Department of Health but this will stop from next April. This means we will be competing for resources with many other organisations.

This will include bidding to the National Institute for Health and Clinical Excellence (NICE) to become their Collaborating Centre for Social Care to develop guidelines for social care. We also provide commissioned services

to the Department of Health, Department for Education and other organisations.

We are also developing new services that hopefully will generate income for SCIE at the same time as meeting our core purposes, such as the Find Me Good Care website (see below).

Andrea concluded saying that co-production will be a key part of SCIE's future success and announced that the Participation Team will be renamed the Co-production Team.

Pete Fleischmann, Head of Co-production

Pete described his route into involvement and participation as a mental health service user and how participation had come to be seen as a good thing by all involved in social care.

SCIE's move to co-production is a development from our existing good practice around participation and equality and diversity. For SCIE co-production means working with people as equal partners. This will involve a significant change in the way SCIE works. It will take time and determination to achieve.

SCIE has a clear strategy for achieving co-production set out in our report *Towards Co-production – taking participation to the next level*. We have already started implementing the strategy by appointing Tina Coldham as a service user member on SCIE's board and chair of the Co-production Network.

Key steps coming up are completing a statement of principles for co-production at SCIE and having annual report on co-production for SCIE's board which will be co-produced with the Network.

We also need to look at how the Network will develop and it is important that we do that in conjunction with the members. The one thing that is fixed is the budget for the Network, although we can discuss exactly how we spend the budget with members.

SCIE will also need to review all its policies and procedures and work with all staff to ensure they understand the strategy. The key activity for members will be the work that they do on programmes and projects with SCIE's staff between the meetings.

SCIE's work is about learning and improving so while we may not get everything right all the time we will always be learning. People generally talk about co-production in relation to services but SCIE's work is very different as we are finding out the best ways to run services and sharing that knowledge. Co-producing knowledge is going to be a challenge but it is a challenge SCIE is up for and is an opportunity to do something very special.

Questions from the members

- Definitions

Angela Smith from the Race Equality Foundation spoke about how people always asked about her carers. She said she has support from personal assistants, not carers.

Tina Coldham responded by noting that there are also many people who identify themselves as carers and SCIE must respect this. What SCIE needs to do is make sure it has the right definitions for what different people do. Pete Fleischmann said this would be looked at in SCIE's statement of principles for co-production.

This point was picked up later in the session by Tamanna Choudhury from People First. She pointed out that people in some cultures and religions do not use the word carer or personal assistant and use the word supporter.

- Young people

Brian Fury from A National Voice asked how many care experienced young people SCIE works with?

Pete Fleischmann said it was not possible to say but SCIE has worked extensively with A National Voice and other organisations working with children and young people. SCIE recently produced the Info4carekids

resource (see <http://www.info4carekids.org.uk/>) and has received funding to do an oral history project with 10 care leavers.

Andrea Sutcliffe said one of the important things about the Network is that it will enable SCIE to reach out to do lots different work with lots of different groups and will be looking at everything and asking who we should be involving right at the start. She referred to the Info4carekids resource which was developed, shaped and written with the young people it was aimed at.

- How SCIE produces and shares its work

Another member asked for more details about how SCIE approaches its work and how it distributes information apart from the internet.

Pete Fleischmann replied that SCIE uses five types of evidence including information from service users and carers (further details below.) and that SCIE is committed to producing information in accessible formats.

- Equality issues

Rob Cookson from the Lesbian-Gay Foundation asked how the Network will address Equality issues and address discrimination.

Andrea Sutcliffe agreed that this was part of SCIE's role as an improvement agency. She did point out that SCIE is not a lobbying organisation but said SCIE should identify where discrimination is happening and that the Network would help SCIE to do this.

Getting to know each other and getting to know SCIE

Following the presentations members had an opportunity to talk with other members and get to know each other.

This was followed by short presentations from SCIE staff about their particular areas of work –

1. Dave Anderson – Social Care TV

Dave spoke briefly about the importance of SCIE's dissemination of its findings to people working in social care. The internet and things like videos and e-learning are becoming the main way to do this and SCIE has a collection of videos online called Social Care TV.

He showed the film *Working with lesbian, gay, bisexual and transgendered people – older people and residential care: Roger's story* as a good example of the Social Care TV videos. The film is online here: <http://www.scie.org.uk/socialcaretv/topic.asp?t=workingwithlesbiangaybisexualandtransgenderedpeople>

Dave is keen to work with members of the Network on new videos and an upcoming review of the current films.

2. Iris Steen: Find me good care

Iris gave further details of SCIE's new Find Me Good Care website. It is designed to guide people through types of services and support that are available, enable people to search for and compare services and find details of costs and manage payments for care services.

It will include a database that people can search through with listings giving details given by service providers and reviews written by people who use the service.

Members thought the website was a good idea and were keen to support its development. They were particularly keen for it to include information on personal assistants and services like home-hairdressers and 'handymen'.

You can see the website at <http://www.findmegoodcare.co.uk/> and it will launch in the autumn.

Members of the Network will be able to get involved by signing up to website and writing reviews of services and supporting SCIE's work to promote the website.

3. Steve Palmer: Opportunities to be part of SCIE's press and publicity work

Steve discussed various aspects of SCIE's press and publicity work. He highlighted the growing importance of social media including blogs and Twitter and how these approaches give people control over their stories.

Members had considerable distrust of traditional media, although examples such as the Social Care TV film shown at the media showed how good advocates can put the right messages across at the same time as giving the media the stories they want.

4. Lisa Boardman: Co-production and SCIE's approach to evidence and guide production

Lisa described the range of resources produced by SCIE and how they help people who work in social care to better understand good practice and what they need to do to meet their legal obligations. The high quality of SCIE's guides has been recognised by being awarded NHS Evidence Accreditation – we are the only social care organisation that has been given this recognition.

To produce our resources SCIE uses five types of knowledge/evidence -

1. Research studies – what the academics tell us
2. Accounts of practice – what works in the sector
3. The views of users and carers – what works for users and carers
4. Policy and legislation – the legal background
5. Organisations and expert intelligence – how service providers work and what do regulators look at?

Current work includes a new guide on supervision (see point 5 below) and one on integration between health and social care services and updates of guides on personalisation and co-production. There are also proposals for work on reablement (supporting people to become independent) and support for troubled families.

SCIE wants to co-produce its future work with members of the Network. Potential roles include: being members of project advisory groups, sitting on committees that award work to contractors, taking on a contract for

project work, serving as project team members and peer reviewing and testing new products.

Members highlighted the importance of being given clear information when being asked to take in activities. For example, emails should have clear subject lines. They also said it was important to have different opportunities to be involved at different stages of projects.

6. Meiling Kam: How service users participated in SCIE's project on supervision of workers in health and social care services

Meiling works on projects designed to support and improve the social care workforce. She is currently working on a project on supervision of health and social care staff working in integrated settings.

The service users on the advisory group for the project thought there had been very little work with service users on this issue and this was reflected in the initial findings of the researchers working on the project. As a result resources were identified to hold a seminar with a group of service users and people working in health and social care services.

SCIE commissioned a service user to write a short report of the event which will feed into the overall report of the project. The report describes staff supervision as an under-explored aspect of service user and carer empowerment that requires further development. It also identified the need to provide support to users and carers using direct payments to supervise their personal assistants effectively and SCIE will be undertaking work on this issue.

6. Patricia Kearney: Involving children and young people in SCIE's work

Patricia described how current approaches to working with children and young people are decided according to the needs of each project. She gave two examples of recent projects - *Necessary stuff* and *Info4carekids*.

The groups had a number of suggestions. One was that it would have been good to have children and young people running part of the Network meeting and another was the importance of working with existing groups

rather than trying to start from scratch. Groups suggested included A National Voice and the Children's Commissioner (who were at the meeting), Children in Care Councils, VOYPIC (Voice of Young People in Care Northern Ireland) and the Children's Law Centre.

Another suggestion was to work with children and young people through accredited work experience, placements or jobs. Opportunities in marketing, finance and training might be particularly useful.

Digital engagement was seen as especially useful for work with young people through products such as podcasts, applications, games etc. Children and young people advise SCIE on this work.

Workshops: Developing the network

Members divided into five workshop groups to discuss how the Network should develop.

The key points to come out of the workshops were:

Clarity

- about what we are doing, reasons for doing it and how we are doing it and how the Network fits into SCIE's remit
- SCIE to be clear what it means by co-production
- SCIE needs to have a dialogue with the Network about appropriate terminology
- there should be a clear purpose to improve people's lives – the Network must not become a tick-box exercise
- there needs to be recognition for the organisations and individuals who take part in co-production
- information should always be in plain English

Need to involve everyone:

- need to reach out to residential homes
- need to reach out to children and young people and involve them in appropriate ways
- need to consider people in rural areas
- make efforts to involve all seldom-heard groups

- look at academic partners for co-production

‘Keep it real’:

- personal stories are important - small personal stories can bring big change
- there should be a focus on quality of life
- members raised the question of whether the Network should include all relevant groups/organisations
- need to keep an ethos of the Network being involved at all stages of a piece of work

The Network in practice

- SCIE needs to recognise that it is big compared to many of the member organisations so there is not full equality
- SCIE must make it easy for Network members to get information
- there need to be clear definitions
- the members must be in control and have their voices heard
- SCIE must monitor the impact that the network has on its work and show that it has led to change – this must be shared fully with the members
- networking between members should be supported so it becomes a shared opportunity so that members can work together as well as with SCIE
- SCIE needs to give support to members – particularly with preparation for any work they get involved in
- SCIE will need to be mindful of having a duty of care to people taking part in its work
- SCIE needs to show leadership

Digital approaches

- need to use different methods
- a regular short bulletin
- have a members forum on SCIE's website
- have a Facebook page
- SCIE must support people to use the technology

Questions and challenges

- keeping the momentum going
- what feedback will SCIE give on impact of its products?

- trying to be fully inclusive might make the Network too big to be effective