

About SCIE

The Social Care Institute for Excellence (SCIE) is an independent social care charity, collaborating and innovating with a wide range of partners and people with lived experience, to improve people's lives. Working across social care, health and related services such as housing, for adults, children and families, we contribute to the development and implementation of better care, support and safeguarding at local and national level.

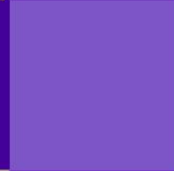
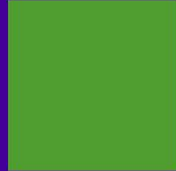
As we are not-for-profit, our income goes towards improving social care, delivered through our four offers: innovative consultancy, expert training, extensive resources and information, and evidence-based insights.

Co-production with people with lived experience underpins and informs what we do, and with over 20 years' experience we bring a wealth of trusted, evidence-based expertise to work together to help transform care.

Need to talk? If today's discussion raises sensitive issues or you would like to speak to someone, please contact us at info@scie.org.uk.

The SCIE logo, featuring the letters 'scie' in a white, lowercase, sans-serif font, set against a dark blue rounded square background.

Who's Missing?- examples of fair and inclusive co-production



Think Local Act Personal is a partnership of people and organisations working to make health and social care more personalised, so that more people can live their life their way.

The National Co-production Advisory Group is a membership body made up of people who draw on care and support. we ensure that co-production – and what matters most to people – is at the heart of TLAP's work.

How many people have heard of Making it Real?

Have you used it? If so how?

What is Making It Real?



**Co-produced
statements**



**Aligned to
Care Act and CQC**



**Use them to
spark ideas**





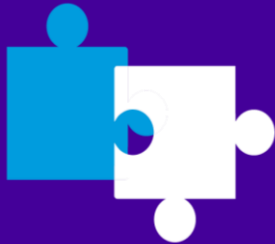
**Wellbeing &
independence**



**Information &
advice**



**Active and supportive
communities**



**Flexible and integrated
care and support**



**When things need to
change**



Workforce

I & We statements

I statements

I have opportunities to learn, volunteer and work and can do things that match my interests, skills and abilities.

I can keep in touch and meet up with people who are important to me, including family, friends and people who share my interests, identity and culture.

I have care and support that enables me to live as I want to, seeing me as a unique person with skills, strengths and personal goals

WE

We work with people to manage risks by thinking creatively about options for safe solutions that enable people to do things that matter to them.

We work with people as equal partners and combine our respective knowledge and experience to support joint decision-making.

We have a 'can do' approach which focuses on what matters to people and we think and act creatively to make things happen for them.

Making It Real & Co-production- At What Level?



Making it Real can help us understand whether care and support is truly personalised, inclusive and fair.

Using the “I statements”, we can explore:

- Who is being heard, and who is missing?
- How experiences differ across communities and identities
- What barriers stop people achieving the outcomes described in the “I statements”
- What support, changes or approaches would make those outcomes real for everyone

This helps move beyond equal provision towards equity — listening to lived experience, recognising different starting points, and co-producing changes that improve access, choice, control and outcomes.

Nottinghamshire: Big Conversations



Think Local
Act Personal





Nottinghamshire's Big
Conversation



Who are we

our
voice







- “ I visited different places to find out what worked and didn’t work for people. I asked about the things they do, staff who support them and what they would like “

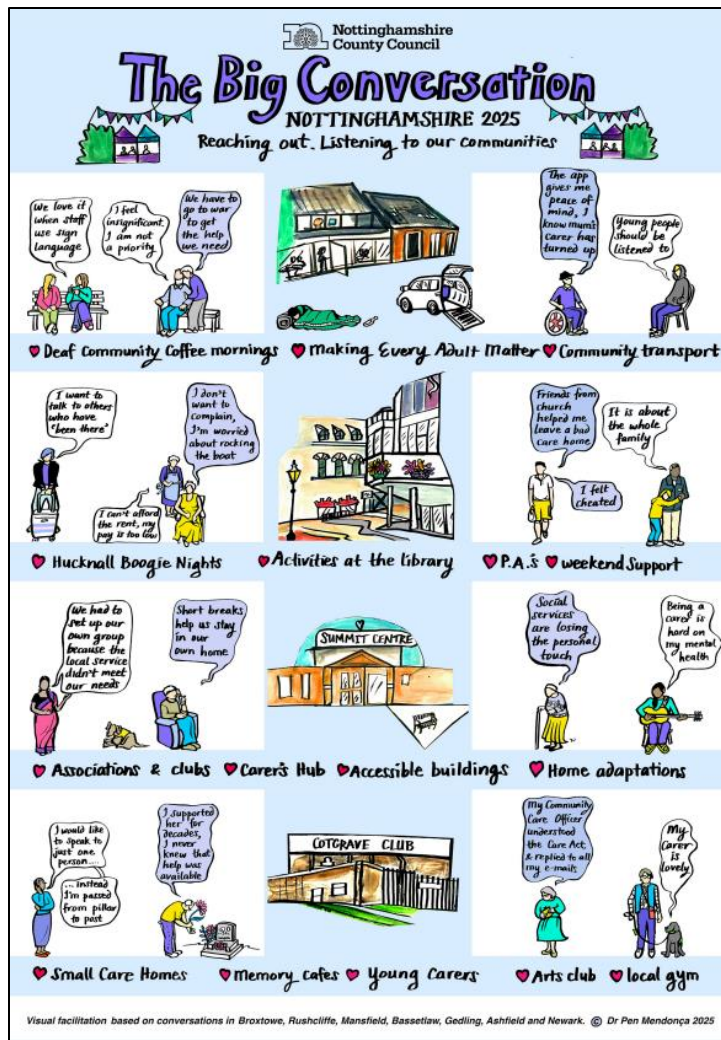


“I wasn’t just there to join in I shaped what happened and how it worked. Being involved in a piece of work from the beginning to end was fulfilling and empowering”

How we listened



- We wanted to hear from people — especially voices we do not always hear.
- Listening events across Nottinghamshire involving all our senior managers
- Surveys for people drawing on support and family/friend carers
- Work with TLAP, NCAG and Our Voice
- Focus on seldom-heard groups and like the D/deaf community.



What people told us

People told us what matters most.

They want support that is:

- Timely
- Clear
- Joined up
- Personal
- Easier to navigate
- Better for carers too

Are You a Young Carer?

Would you like to travel on the tram or bus for **FREE**?



Aged 5 - 17? Contact Young Carers Notts to get a FREE travel card!

Tel: 0115 824 8824 (9am - 5pm, Mon- Fri)
WhatsApp: 07860 957 660
Email: youngcarers@tuviaida.org
Web: www.youngcarersnotts.co.uk



Funded by
UK Government



Nottinghamshire
County Council

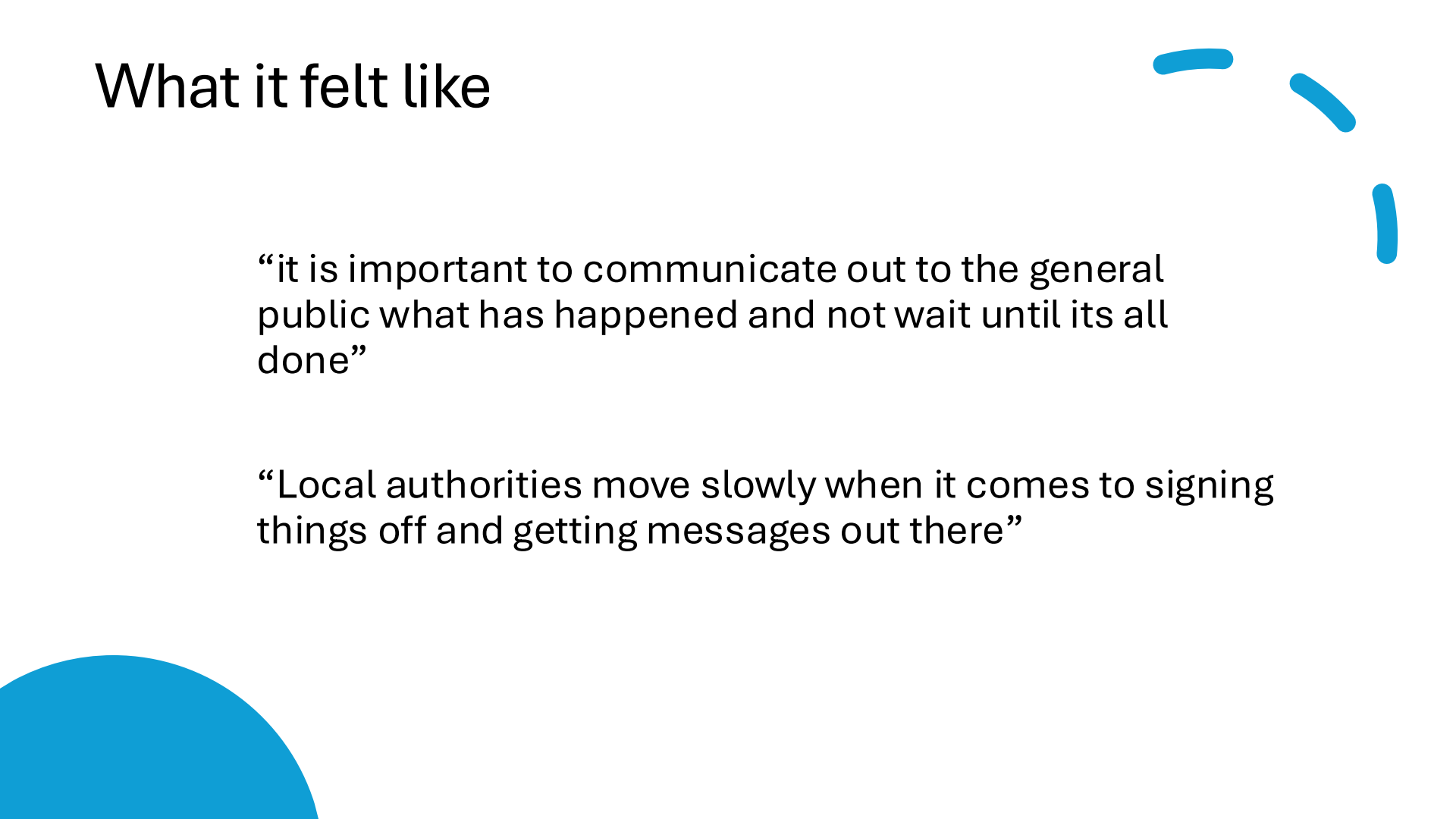
TuVida
Supporting your life

“Trying to listen to seldom heard groups was positively challenging. It helped us all hear about different issues “

What it felt like

“Working all together with TLAP and NCAG a national co-production group was inspiring and taught me different ways of working.”

What it felt like



“it is important to communicate out to the general public what has happened and not wait until its all done”

“Local authorities move slowly when it comes to signing things off and getting messages out there”

What next

“We need more people with lived experience out talking to people and finding what things are like “



Why the Big Conversation matters

Our Adult Social Care Plan is not just a document — it is how we listen, learn and act.

- Adult Social Care is about people living good lives
- The Big Conversation helps us hear what matters in real life
- Our priorities for 2026–2028 have been shaped with people, carers and staff.

What has changed because people spoke up

Listening has already led to practical change. Examples include:

- Carers Hub support — groups, wellbeing fund and better information
- Technology Enabled Care — helping people stay safe at home
- Your Notts Directory and drop-ins — clearer, more local information
- Deaf Celebration events — visibility, access and community connection
- Magic Notes – allowing workers to listen to people, enhancing consistency, and reducing admin hours
- Refreshing our Making it Real forum

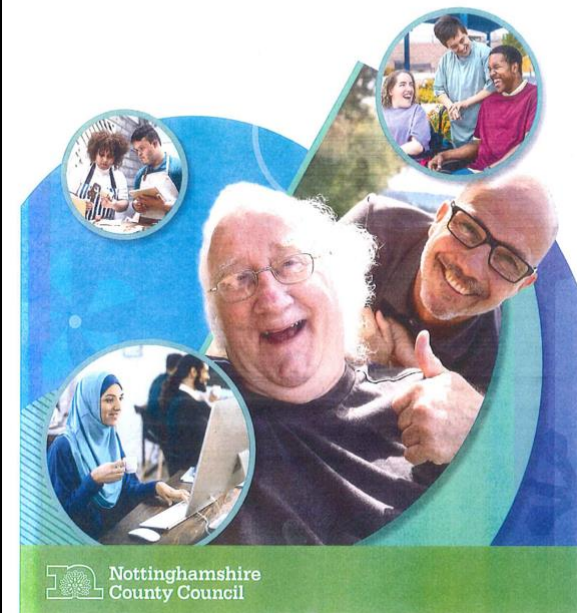


What this means for 2026–2028

Our next local plan is about consistency, accountability and impact. For 2026–2028 we will focus on:

- Reducing waits and improving communication
- Strengthening support for unpaid carers
- Making information easier to find and understand
- Improving advocacy and joined-up working
- Supporting people to live the life they want, at home and in their community

Adult Social Care Plan for Nottinghamshire 2026-28



Q&A

North Northamptonshire

Who's Missing?

Inclusive co-production in practice



North
Northamptonshire
Council



North Northamptonshire Council

Introduction



Amelia Rayment

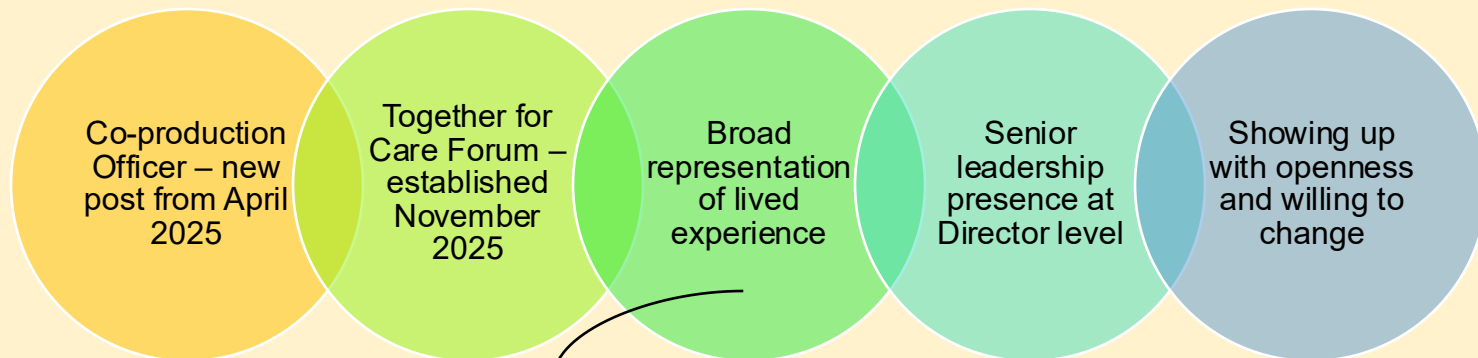
**Co-Production Officer for
Adult Social Care
North Northamptonshire
Council**



Paula Sardinha

**Lived Experience
National Advisor for
National Co-production
Advisory Group
(NCAG)/TLAP**

Our journey



People with visual impairment, learning disabilities, physical disabilities, mental health needs, neurodivergence, unpaid carers... and more!



North
Northamptonshire
Council



Co-production

North Northamptonshire Council

Accessibility is paramount

Personal assistants are encouraged to take part

Hybrid meetings for online and in-person

Assistance and emotional support dogs are welcome

Be supportive wherever possible to make things easier

Recognising the intersectionality of people's lived experience and diagnoses – that people don't fit in one box and one size does not fit all



North
Northamptonshire
Council



Co-production

North Northamptonshire Council

Achievements

A fully co-produced
Recognition Policy

Co-production Champions
Training: senior managers
trained, plus 32 Champions
from social care teams. Now
looking to roll out a training
offer Council-wide

Improving access to
information and advice: new
front door single point of
access, and increasing
awareness of Care Choices
directory and other
information sources

Experts by Experience
involved in recruitment
(including line management
roles as mandatory)

Future plans for budget
setting with lived experience
involvement

You can read more in our first [Annual Impact Report 2025-26](#)



North
Northamptonshire
Council



Co-production

North Northamptonshire Council

Challenges and lessons learned

Some challenges we have experienced...

Capturing ethnicity and diversity data (can be a sensitive topic that people are reluctant to address)

Getting a clear message to people about why we want to capture EDI data and why it is important

Limited reach with under-represented groups (e.g. traveller and ethnically diverse communities)

Adapting language for different levels of understanding and cognitive abilities



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Council



Co-production

North Northamptonshire Council

Challenges and lessons learned

Lessons learned...

Most important thing is taking time, building trust and establishing a meaningful relationship

Meaningful co-production doesn't happen overnight, be patient!

We all have different preferences and meanings for how we express ourselves – finding a common language that everyone feels comfortable with is vital

Some topics are difficult to talk about – we need to talk about them anyway



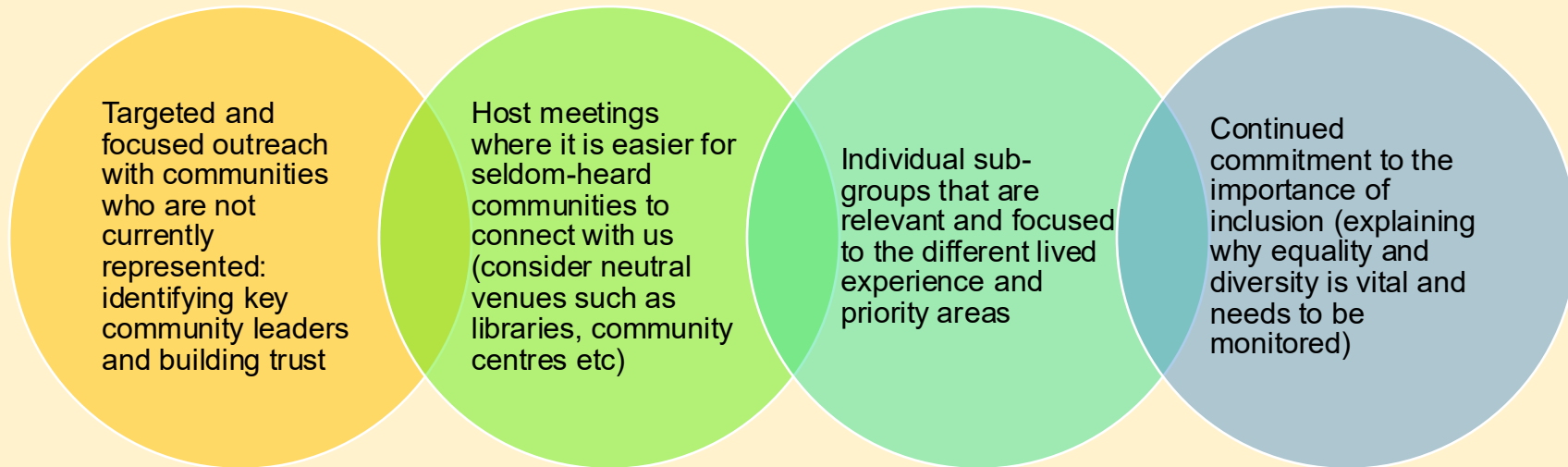
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Co-production

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Plans to overcome the challenges



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experience
together important
listening outcomes actions
improvement feedback improve peer
ideas feelings remuneration change advice
better voice inclusivity respect access positive
focused systems seen **valued** included
care people real listened trust heard difference
accountable listen acknowledged value network
appreciation matters policies
information recognition learning
support sharing



North
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Council



Co-production

North Northamptonshire Council

Questions?

- Co-production general inbox: ExpertsbyExperience@northnorthants.gov.uk
- Co-Production Officer: Amelia.Rayment@northnorthants.gov.uk

Q&A

Please share your feedback with us

Please scan the QR code below or click on the feedback link in the chat



Find out more at www.scie.org.uk or connect with us on LinkedIn.

If you are a local authority and are interested in care equity email us at info@scie.org.uk.

If today's session brings up sensitive issues, or if you would like to talk to someone afterwards, please contact info@scie.org.uk.