



# Board Meeting 15th June 2017

## Agenda item #: Annual Co-production Progress Report

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This is the fifth annual board report on Co-production. It summarises SCIE's progress in co-production.

### Key points

- 65 people who use services have participated in the work of SCIE and the NCCSC this year.
- Co-production's contribution to SCIE's commercial activity has increased
- National Co-production week and SCIE's co-production festival have proved to be an innovative way to promote co-production in the sector and raise awareness of SCIE's co-production expertise.

### The key issues for the Board to consider are:

- Two factors will have an impact on the future shape of SCIE's co-production structures and activity:
  - 1) The NCCSC contract ends in April 2018 which will reduce the numbers of people who use services and carers required to join Guideline Committees. This may have a substantial impact on the activity levels of network members in 18/19
  - 2) The continuing shift in SCIE's income toward tenders, training and consultancy. This may result in more shorter-term projects which can be less conducive to co-production

**Stephen Goulder**  
Director of Operations

**Pete Fleischmann**  
Head of Co-production

**Michael Turner**  
Co-production Support Manager

## Forewords by members of the Co-production, Equalities and Human Rights Steering Group

*Rarely a week goes by when there isn't a negative story in the media about the social care crisis. Ultimately, people who need essential support feel that there is no other option than to accept poor levels of service and lack of effective support, as they should 'count themselves lucky' to be getting services at all. Things must change!*

*This is where the potential impact and significance of co-production is immense. SCIE's work in this field is invaluable, due to their significant expertise in involving service users and carers in all aspects of the decision-making progress. As SCIE faces challenges in securing funding for the future, there is obviously an enormous value in expanding upon and highlighting the work that SCIE is doing on co-production. Indeed, SCIE is in the unique position of being able to demonstrate that co-production is not only vital to improve the quality of life for people and their communities, but it is also the only way to ensure that social care services remain fit for purpose.*

*I certainly look forward to continuing to work with SCIE to demonstrate that co-production is the key to making social care services more efficient, effective and sustainable in the future.*

Kath Sutherland-Cash; Start-Ability, Association of Disabled Professionals, SCIE Co-production, Equalities and Human Rights Steering Group

*Another year and another set of challenges and opportunities lay ahead for the co-production team and the business as a whole. Co-production has seen a rise of activity and various successes for the business and sector - from the first ever Co-Production Week and Festival to the successful tender for the Looked After Children and Young Peoples' Mental Health and Wellbeing project.*

*We must not be complacent and ensure efforts are redoubled given the NCCSC is winding down and the current economic and political uncertainty. However, I feel there is compelling reasons to create a post within the Co-production Team that focuses on commercial opportunities and supporting the co-production efforts of SCIE in the light of the huge success of Co-production Week. The opportunities for co-production commercial expansion are significant to SCIE given its expertise. In particular, there may be some of the significant commercial opportunities within the private sector of children's social care. This post could hold the key to SCIE filling the void of the NCCSC contract and helping to secure its long term position and financial security.*

Matt Langsford, SCIE Co-production, Equalities and Human Rights Steering Group

## **Purpose**

1. This is the fifth annual report to the Board on progress in co-production. The report is divided into five sections:
  - Section one: Background
  - Section two: Co-production and income generation
  - Section three: Co-production progress 2016 – 17
  - Section four: Examples of Co-production in SCIE projects

## **Section one: background**

### **Co-production structures at SCIE**

2. The Co-production network consists of 70 individuals and organisations which provide SCIE with a pool of people to involve in our projects and programmes. The network is chaired by Tina Coldham, a SCIE trustee and managed by the co-production team. The network provides SCIE with access to a diverse range of users and carers who have a wide range of skills and experience as people who use services/disabled people.
3. There are also two further board members who have a role in representing the views of disabled people and service users in the strategic development of SCIE.
4. The Co-production, Equalities and Human Rights Steering Group oversees and advises SCIE on both areas of work with 12 members drawn from the Co-production Network supported by one co-opted member and three board members.
5. This year we refreshed the membership of the steering group. We carried out an open recruitment process with all members of the Co-production Network invited to apply to join the group. Seven existing members were re-appointed and five new members have joined the group. We also agreed to co-opt a new member from the Welsh Co-production Network.
6. Work has continued this year on a new Co-production Evaluation Tool. This is designed to support project managers to plan and reflect on co-production and will assist the Co-production Team to monitor progress. We are in the final stages of integrating the tool into SCIE's overall project management system.
7. Very few of our competitors have developed their co-production structures to a comparable extent.
8. SCIE's network, the Steering Group and representation of disabled people on the Board combined with our co-production team's and the wider staff group's expertise in co-production represent a unique part of SCIE's offer.

### **Co-production activity**

9. Co-production activity has continued at a high level this year with 65 people in total participating in SCIE's work including the NICE Collaborating Centre for Social Care. It is important to note that some people are active in more than one role, with many people involved in both general SCIE work and NCCSC work. This makes the combined total of people active with SCIE and the NCCSC higher than the actual number of people involved.
10. Activity in the NCCSC remains strong, with 34 people who use services and carers (which includes some people who are not members of the network) active on Guideline Committees. This number has decreased from 45 last year and will continue to go down in the coming year as the Guideline Committees conclude.
11. Co-production in SCIE's general work has increased with 41 network members involved in 26 SCIE activities. This compares with 32 members involved in 23 activities last year.
12. Much of this is co-production in SCIE's corporate activities, including recruitment, the Co-production, Equalities and Human Rights Steering Group and communications activities such as writing articles and speaking at events.
13. SCIE is producing less guidance and learning products. However, the products that we do work on continue to have a strong co-production element.
14. There continues to be some SCIE activity where there is not direct involvement of people who use services and carers. This is particularly so in SCIE's training and consultancy, where the nature of the work and/or the time and resources available mean that co-production has particular challenges.
15. We did explore directly co-producing our training by having someone who uses services or a carer co-facilitating with a SCIE staff member but this model effectively doubled the cost and would not enable SCIE to be competitive in the long-term.
16. SCIE's co-production approach has been an important part of some successful generic bids. There have also been several pieces of work that we have won for specific co-production work.

## **Section two: Co-production and income generation**

### **Implications of the ending of the NICE contract for co-production**

17. The two year length of the guideline development process and the requirement for lay members has provided many good quality co-production opportunities for users and carers. (See below for some examples of the innovative co-production work of NCCSC).

18. Once the contract is over there may be less opportunities for co-production in SCIE. However this does depend on what work SCIE undertakes in 2018/19.

### **Co-production's current contribution to income generation**

19. Co-production contributes to income generation in two main ways:

- Contribution to general offers. Whenever possible and through negotiation with clients co-production sometimes forms part of generic commercial work. For example, Constructive Conversations project, East London Workforce project and the work with the London Borough of Croydon on the devolution of health and social care services. Our co-production capacity and expertise is cited by funders as one of the reasons for SCIE's success in winning bids
- Specific co-production offers. SCIE also offers training and consultancy to support improvement in co-production and submits bids and tenders for specific co-production projects.
- Examples of specific co-production offers include support for co-production in Oxfordshire County Council, the successful bid to evaluate NHS England's Integrated Personal Commissioning with the consultancy SQW, and the Improving mental health and well-being for looked after children expert group.
- Co-production training has increased this year. We have run two introduction to co-production sessions and a session on payments and co-production. We also ran in-house training for a service provider called UBU and supported SCIE's work in Northern Ireland with co-production training for a group of professionals from the health service.

## **Section three: Co-production progress 2016 - 17**

### **Introduction**

20. This section reports on progress on the three KPIs which form the 2016 -17 Objective 6:

*Ensure that the co-productive voice of people who use services, their families and carers is included in all aspects of our work.*

21. The full Objective and KPIs are included in the appendix. This section of the report demonstrates how each KPI has been achieved.

### **KPI 1: An active and successful co-production network.**

22. The Co-production Network is a key part of SCIE's co-production strategy. Its role is to support user, carer and equality groups' involvement in SCIE's strategic

decision making and provide a pool of stakeholders who work with SCIE to co-produce projects and programmes.

23. This year we held our first Co-production Festival as part of our first National Co-production Week. The festival featured performances by a four high profile disabled people/people who use services, a Question Time Panel and discussion groups. The event was attended by over 100 people including Paul Richardson the then Department of Health Deputy Director for Social care and Sharon Allen, Chief Executive of Skills for Care.
24. Other activities for Co-production Week included an open training session, a twitter event and a blogspot where 30 people wrote about their experiences of co-production, attracting over 7,400 visits.
25. A range of other organisations held events to coincide with Co-production Week. These included a showcase event for the New Belongings programme, the Hampshire User-Led Organising Network Group Launch Event and the inaugural international seminar at Middlesex University Centre for Co-production in Mental Health.
26. Other organisations supported Co-production Week including the King's Fund, The Innovation Unit, Turning Point, the Care Quality Commission and Think Local Act Personal.
27. The week and the festival succeeded in raising the profile of co-production and SCIE's role as a leading player in the field. Work is well underway for Co-production Week 2017 which is set to consolidate this even further.

## **KPI 2: Effective involvement in SCIE work programmes.**

28. There are now 70 members of the Co-production Network, which is a slight decrease from last year.
29. During the year April 2016 – March 2017, 57 of the 70 members (81 percent) were active in SCIE's and/or the NCCSC's, work, exceeding the KPI target of 50 percent. Forty-one members have been involved in 26 SCIE general activities, with many of these members involved in more than one activity. 34 people have been involved in the work of the NCCSC, sitting on 11 Guideline Committees. It should be noted that some people were active in both SCIE's general work and the NCCSC, hence the joint total is higher than the overall number of people who are active.
30. Specific examples of network members' involvement in SCIE work programmes are below in Section four.

### **KPI 3: Support user and carer organisations to work in partnership with SCIE.**

#### **Big Lottery project**

31. This project is intended to be proactive and driven by the interests of Co-production Network, rather than supporting SCIE's priorities as is the case with most co-production activity.
32. A competition in which network members were invited to put forward ideas for joint projects with SCIE was held. The successful organisations; People First Lambeth and People First Self-Advocacy have been supported by SCIE and a consultant fund-raiser to develop a bid for £450K over 4 years to develop an innovative holistic approach to supporting people with learning difficulties in Lambeth.
33. The approach includes supporting people with learning difficulties to 'break out of the bubble' and use generic community facilities such as yoga classes, bowling clubs and local cafes. People with learning difficulties rarely do these types of activities in mainstream settings.
34. The first stage application was initially rejected but the Big Lottery encouraged us to discuss our plans with them and we took their advice and re-submitted. It was accepted and we then carried out the further extensive work for the full bid to the second stage. We are waiting to hear the result from the lottery.

#### **Disability Research on Independent Living and Learning**

35. SCIE worked with Co-production Network member Start Ability Services to develop a bid to the Disability Research on Independent Living and Learning fund for a project to research the barriers to employment for people with high support needs, such as people who need a personal assistant to work and people who need assistance to prepare for and/or travel to work. It would have involved desk research by SCIE with Start Ability carrying out focus groups with disabled people. Unfortunately the bid was not successful, but we are looking at whether we can resubmit it.

### **Section four: Examples of Co-production in SCIE projects**

36. The examples below demonstrate how co-production happens in SCIE's work and its impact.

#### **Co-production training for Oxfordshire County Council (OCC)**

37. Four half days training for OCC commissioners, engagement team and local users and carers was completed in June 2016. The training was both an introduction to the concept of co-production and an opportunity for stakeholders to develop an action plan for OCC commissioning to move from an engagement toward a co-production.
38. The action plan was submitted to OCC in a SCIE report which outlined seven shifts which OCC needed to make to develop co-production. OCC in their report *Co-production: moving Oxfordshire forward in 2017* outlines their substantial new co-production strategy and plans to achieve all seven shifts.
39. We are in discussions with OCC about an extensive SCIE programme of support for their co-production strategy and have submitted a bid.

### **Integrated Personal Commissioning (IPC) Evaluation**

40. IPC is an NHS England programme which aims to integrate health and social care, and other services where appropriate. The purpose is to enable people to combine the resources available to them gain more control their care. The two year evaluation will be carried out by a consortium led by SQW. SCIE is leading on the co-production and on some qualitative elements of the evaluation.
41. We have recruited a co-production panel which includes users and carers with similar profiles to the people likely to be in the IPC programme. The panel has had several meetings, has appointed a chair person and advised on economic and qualitative aspects of the evaluation.

### **Reading Agency Older people's programme and the Macmillan Local Authorities Partnership programme.**

42. Similar to the IPC work but on a smaller scale, SCIE is providing co-production support to the evaluations of the Reading Agency's UK wide, older peoples' reading support programme and to Macmillan's new programme which aims to co-ordinate support for people effected by cancer in local authorities test sites.

### **Improving mental health and emotional wellbeing support for children and young people in care.**

43. This Department of Health and Department for Education funded project aims to improve mental health and emotional wellbeing support for children and young people in the care system. Children and young people have been involved throughout the project providing their views, experiences and co-producing the guidance.
44. There are four young people who are full members of the expert working group which guides the project. In addition there is a children's reference group which consists of children and young people in care and leaving care and has a

membership base of 15. The group meet in half terms and school holidays to share their views on emotional wellbeing in addition to feeding back on the Expert Working Group's recommendations.

45. A Young People's Engagement day was held on the April 11th and 40 young people attended.

### **Service user experience guideline committee**

46. This is the only NCCSC guideline committee where half the members are people who use services and carers, including the chair. It includes people with physical impairments, autism, from lesbian, gay, bisexual and transgender plus (LGBT+) and Black and Minority Ethnic groups.
47. This means that the voice of the user is equally represented on this guideline, and both practitioner and user members are working collaboratively to produce this guideline for improving people's experience of social care services.
48. The NCCSC team has put in place significant reasonable adjustments in order to support members to attend regular meetings (such as overnight accommodation, taxis, printing, parking, taking into account PAs and support dogs in meeting arrangements). The review team has also done lots of additional work to include and review evidence on direct user views, including videos, which service user and carer members strongly felt would be relevant.

### **Child abuse & neglect guideline committee**

49. An Expert Reference Group was appointed for this guideline. It is made up of young people via an organisation called Against Violence & Abuse (AVA). The purpose of this was to incorporate the voices of children and young people who have experienced child abuse and neglect in a way more appropriate for them than attending Guideline Committee meetings.
50. The group met every two of months to review the draft recommendations that were written by the GC. The meetings were facilitated by AVA who then attended Guideline Committee meetings to present ideas and suggestions back from the young people. The young people in the group submitted questions to the committee.
51. Young people from the group also visited the SCIE offices to meet some of the committee members and NCCSC staff. They said that they felt really honoured and empowered to be part of the work on the guideline and that this was really good co-production.

### **Guidelines committees relating to people with learning difficulties**

52. The two Guideline Committees relating to people with learning difficulties - care and support of older people with learning difficulties and service model for people with learning difficulties and challenging behaviour – have continued to work successfully.
53. Adjustments to committee meetings have worked well. These have included producing meeting papers two weeks in advance, all papers and presentations being in an easy read format and having more frequent and longer breaks during meetings.
54. Committee members work before each meeting with support from a consultant from Paradigm to understand the evidence-base. They work out what they think is important in relation to the evidence and what they think the committee should focus on when making recommendations. They then present their ideas at each meeting and this has also helped to inspire the rest of the committee.
55. NICE have been so impressed by this approach they have filmed a meeting so that learning can be shared with future Guideline Committees working with people with learning difficulties.

### **NICE guideline on Transition between inpatient mental health settings and community or care home settings implementation**

56. The NCCSC We held two events to support the implementation of this guideline, one in Liverpool focussing on children's services, and one in Newham, focussing on adults' services. There was a co-productive approach to planning and delivering both events in order to ensure that they were relevant to their audiences and that people who use services and carers' viewpoints were represented.
57. There was a small advisory group to help develop the content for each of event. The group was mainly made up of people from the Guideline Committee for the topic and included a person who uses services and a carer, who also took part in the events. The events also included testimonies from people who use services about their experiences of using mental health services to make sure that the perspectives represented were broader than just the people at the event.
58. The advisory group also helped to develop two web resources for children's services and one for adults' services, based on the discussions at the events.

### **Social work recording project**

59. This Department of Health project is producing resources to support good practice in social work recording including a top tips guide and an eLearning module.
60. An advisory group of social workers and members of the Co-Production Network have helped shape and improve the top tips guide and the scripts that will be acted out for the e-learning module. A network member will to listen in on the

actors as they are filmed for scenarios for the e-learning module to ensure they are realistic. It may also be possible to include film of network talking about their own experiences of social work recording.

### **Lesbian, Gay, Bisexual and Transgender plus (LGBT+) Disabled Men & Women and Social Care Support**

61. SCIE is working with the Norah Fry Research Centre at the University of Bristol, Stonewall and Regard (the national organisation for LGBT+ disabled people) to look at the use and experiences of using self-directed social care support by LGBT+ disabled men and women.
62. SCIE has organised the steering group for the project which includes academics and disabled people from the LGBT+ community. We are also leading on the dissemination phase of the project with the production of two At a glance summaries, which will be written by a user-researcher, two films made by a company run by service users, and a new SCIE webpages.

### **Building the future social care workforce: a scoping study into workforce readiness, recruitment and progression in the social care sector, JP Morgan Chase Foundation.**

63. SCIE was commissioned by the JPMorgan Chase Foundation to undertake a scoping study into workforce readiness, recruitment and progression in the social care sector, with a specific focus on East London.
64. An advisory group was established to guide and advise the research team on the project. This included a service user with particular knowledge around equality and diversity. They informed the development of the analytical framework and the scope of the research, participated in the futures workshop to help consider the actions required to support the recruitment, retention and progression of care workers in the future, and supported the launch of the research report.

### **Communications**

65. Co-production Network members have been involved in a number of activities with the Communications Team.
66. There have also been featured articles on SCIE's website on the following co-production related issues:
  - Learning difficulties: living a good independent life – by Co-production Team member Cecilia Mercier
  - Unconscious bias isn't just somebody else problem; it's also yours – by trustee Ossie Stuart
  - Co-production: The way forward – by Head of Co-production, Pete Fleischmann

- How I see co-production – by trustee Alex Fox
- Getting it right together. Mental health and wellbeing for people living with mental distress – by independent service user consultant Alison Faulkner

67. Twelve members of the Co-production Network also wrote blogs for the Co-production Week blogsite.

68. Network members have also spoken at/taken part in:

- Westminster Briefing event on care leavers.
- Healthwatch Nottingham conference on safeguarding
- SCIE/MJ roundtable on co-production
- Care Act advocacy roundtable
- St George's Hospital conference on co-production
- Kings Fund conference on co-production
- Strength based commissioning roundtable
- Tri-borough individual budgets event
- Think Local Act Personal Quality Matters workshop

## **Appendix 1:**

**Objective 6: Ensure that the co-productive voice is included in all aspects of our work**

### **Key Performance Indicators**

- An active and successful co-production network.
- Effective involvement in SCIE work programmes.
- Support user and carer organisations to work in partnership with SCIE.

### **Performance measures**

- Well attended and supported Festival of Co-Production.
- Skills and capabilities of Co-Production network matched to needs of work programme.
- 50% of network involved in SCIE work
- 2-3 innovative examples of collaboration with user and carer organisations.