

Working with you

Stakeholder participation

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Focus of stakeholder participation work

- Participation of service users and carers in developing good practice
- Drawing on the knowledge of service users and carers as 'experts by experience' to achieve better processes and outcomes.
- Incorporating this knowledge into our research findings and good practice guides.

How is SCIE's participation work undertaken?

- A dedicated participation team
- A participation strategy
- Participation is everybody's business
- Expectation that service users and carers are involved throughout all projects that we commission

Activities and resources

- Partners' Council
- Practice Partners' Network
- Joint work with service user and carer networks
- Knowledge reviews, practice guides and position papers

What are some of the current stakeholder participation resources?

- Has service user participation made a difference?
- Race equality discussion papers
- The social care needs of refugees and asylum seekers
- Children and young people's participation in developing social care (online practice guide).
- Implementing the Carers (Equal Opportunities and Services) Act 2004 (online practice guide).

What is the Partners' Council?

- A body which advises SCIE on its priorities, programmes, and performance
- It works to ensure that a diverse range of stakeholders inform SCIE's work
- Members drawn from over 40 organisations in England, Northern Ireland and Wales

How is it going so far?

- A unique and ambitious initiative
- Ensuring effective participation is resource intensive
- Members welcome the opportunity to network
- The challenges are to accommodate the diversity of agendas and ensure everyone can participate

Future work on stakeholder participation

- Practice guide on the participation of adult service users, which includes Northern Ireland case studies
- Evaluating the effectiveness of the Partners' Council
- Exploring the participation of service users that are seldom heard

Future work on stakeholder participation

- Measuring the effectiveness of service user and carer participation
- Service user payments and the benefits system helpline
- Service user networks database
- Joint work in Northern Ireland on supporting service user and carer participation

The participation of children and young people in developing social care

Key message:

Organisations need to adopt a whole systems approach to participation to affect change or improvement in their services. There are four parts of service development that need to be considered:

- Culture
- Structure
- Practice
- Review

Working with you on stakeholder participation

- What are your big issues?
- How can we ensure our work is relevant to you?

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