



International Forum on
QUALITY & SAFETY
in HEALTHCARE
LONDON



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**The Power of Partnerships: working together with people
with lived experience to improve care**

Co-production: The Power in Partnerships

- What is co-production?
- What is the impact of co-production?
- What are we learning about where it is working well?
- What can we do?



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Who are SCIE?

The Social Care Institute for Excellence (SCIE) is a leading values-driven improvement agency charity.

We improve the lives of people of all ages by co-producing, sharing, and supporting the use of the best available knowledge and evidence about what works in social care and social work.

We offer a wide range of tailored and flexible improvement support including training and e-learning.

We work:

- Locally
- Nationally
- Everywhere

“When we do change to people, they experience it as violence. But when people do change to themselves, they experience it as liberation”

Rosabeth Moss Kanter - Harvard Business School

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- What do you think of when you hear co-production?



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What is co-production?



WHAT DO WE MEAN BY CO-PRODUCTION?

“A WAY OF WORKING, WHERE EVERYBODY WORKS TOGETHER ON AN EQUAL BASIS TO CREATE A SERVICE OR COME TO A DECISION WHICH WORKS FOR THEM ALL.

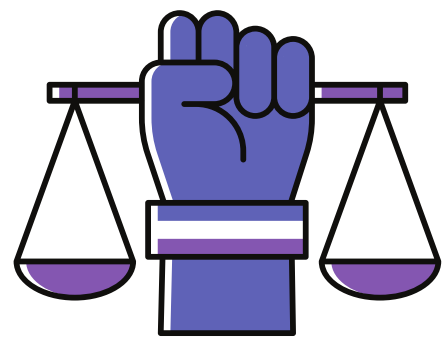
IT IS BUILT ON THE PRINCIPLE THAT THOSE WHO USE A SERVICE, OR ARE IMPACTED BY A DECISION ARE BEST PLACED TO HELP DESIGN IT”

NATIONAL CO-PRODUCTION ADVISORY GROUP



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Key Principles



EQUALITY



RECIPROCITY

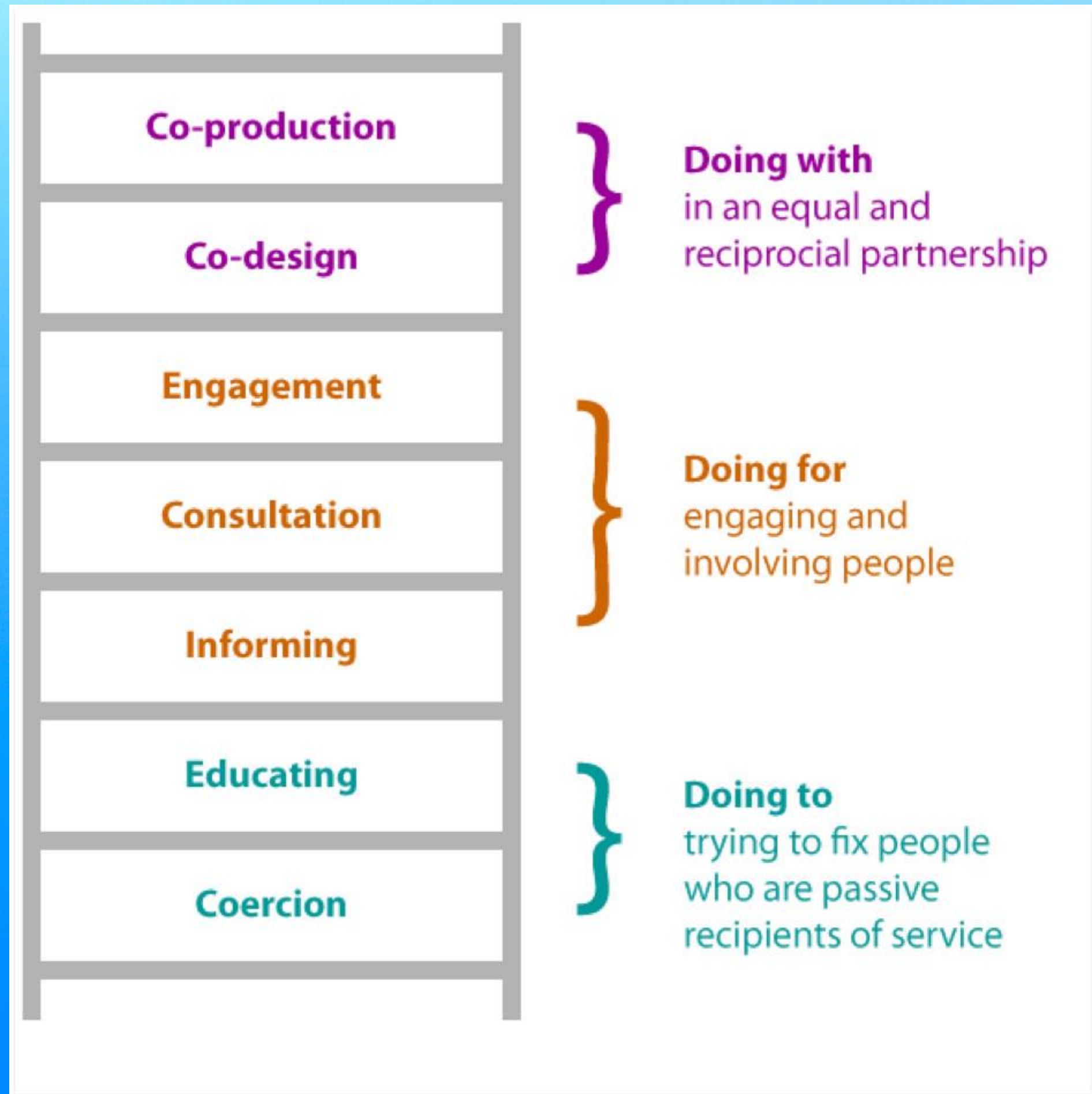


ACCESSIBILITY



DIVERSITY

The Ladder of Co-production



Co-production: At what level?



SYSTEM



**SERVICE/
ORGANISATION**



INDIVIDUAL



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What is the impact of co-production?

Impact and Evidence

Individuals:

- More empowered, fulfilled lives
- Greater choice and control over their care and support
- Enhanced capacities to improve their own lives

Communities:

- Increased engagement
- Increased connection
- Increased capacities
- Particularly in relation to marginalised groups

Public services

- Greater efficiency
- Service and policy innovation
- Improved capacities and effectiveness of services
- Greater customer satisfaction
- Better outcomes

Quiz - Myth
Busting....



Key examples across Social Care



CO-PRODUCTION ACROSS AN INTEGRATED SYSTEM

Embedding strategic co-production



CO-PRODUCTION TO DESIGN SERVICES



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Using the ladder of co-production:

Work on your own and then discuss in tables:

Using the ladder of participation think of a piece of work/service delivery or area of work that you would like to co-produce:

- What do you need to do?
- What excites you?
- What worries you?
- What are the barriers/ enablers?

What one thing will
you do differently
as a result of
today?







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