



SHROPSHIRE
Parent
And
Carer
Council

Embedding Coproduction for SEND in Shropshire

“Don’t we all want to live in the place we call home with the people and things that we love, in communities where we look out for one another, doing the things that matter to us?”

Social Care Future

Information & Support, Influence & Change

What difference does Co-production Make?

- ▶ Services provide what people need and want
- ▶ Strengthens the system through working in partnership with those it supports
- ▶ Increases an individuals sense of control
- ▶ Save's money!

But....

'Co-production isn't always a 'natural' or easy way to work. We should see co-production as a long-term goal achieved by having a shared vision and strong leadership.'

SCIE Co-production Festival attendee (2018)

History of Co-production

Co-production is a practice in the delivery of public services in which citizens are involved in the creation of public policies and services. It is contrasted with a transaction-based method of service delivery in which citizens consume public services which are conceived of and provided by governments. Co-production is possible in the private and non-profit sectors in addition to the public sector. In contrast with traditional citizen involvement, citizens are not only consulted, but are part of the conception, design, steering, and management of services.

Christian Bason Leading public sector innovation: Co-creating for a better society, Bristol, Policy Press, 2010

A More Collaborative Approach

The term 'co-production' was originally coined in the late 1970s by Elinor Ostrom and colleagues at Indiana University to explain why neighbourhood crime rates went up in Chicago when the city's police officers retreated from the street into cars.

Ostrom noted that by becoming detached from people and their everyday lives on the streets, Chicago's police force lost an essential source of insider information, making it harder for them to do their work as effectively.



Its about Human Rights

The convention of Human Rights gives us all the Right to Participate – including children and young people

UN Convention on the rights of people with disabilities requires that the Government to involve disabled people in decisions about laws and policies that affect their lives

<https://www.equalityhumanrights.com/sites/default/files/the-United-nations-convention-on-the-rights-of-persons-with-disabilities-what-does-it-mean-for-you.pdf>



Legal Context for Delivering Co-production

- ▶ The Children and Families Act 2014 focuses on putting children and young people at the heart of planning and decision making through co-production and person-centred practice. It emphasises the importance of engaging young people and their families in all processes from developing and planning, particularly in relation to the Local Offer and Education, Health and Care Plans, and also in the commissioning of services and strategic decision making.
- ▶ The Care Act requires that a person must be genuinely involved and influential throughout the planning process and should be given every opportunity to take joint ownership of the development of their plan.
- ▶ Section 14Z2 of the NHS Act 2006, as amended by the Health and Social Care Act 2012 requires that commissioning processes are informed by those with a lived experience
- ▶ Both individual and Strategic co-production requires system investment and commitment. This is recognised in the SEND Code of Practice, which states;

Effective participation happens when:

it is recognised, valued, planned and resourced (for example, through appropriate remuneration and training)

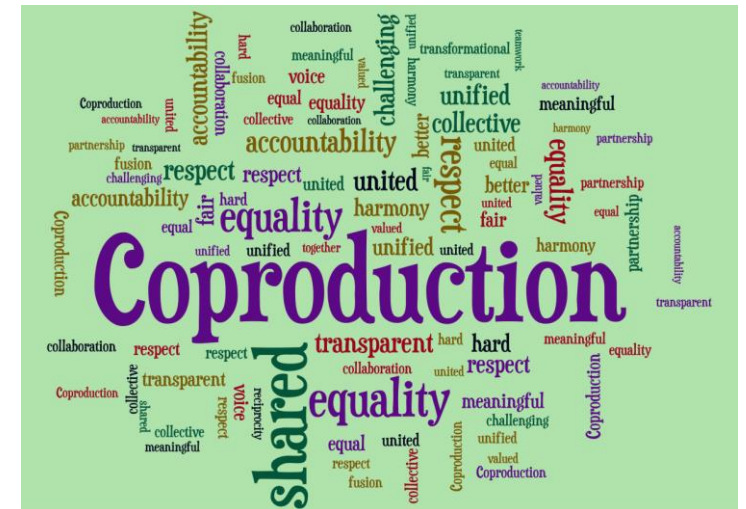
it is evident at all stages in the planning, delivery and monitoring of services

there are clearly described roles for children, young people and parents

there are strong feedback mechanisms to ensure that children, young people and parents understand the impact their participation is making

Creating an Enabling Environment for Co-production

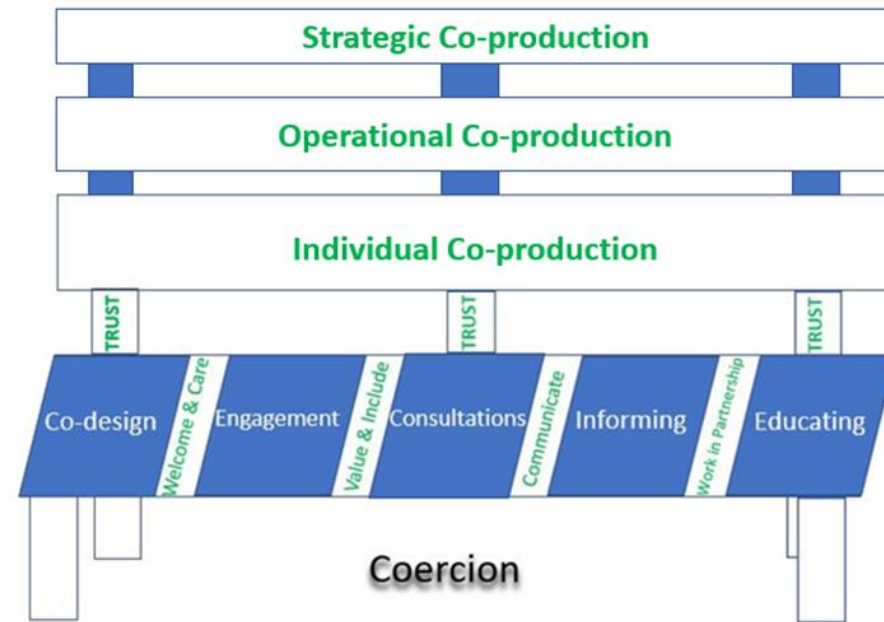
- ▶ **Having a shared language** – the difference between joint working and co-production, understanding representation model of co-production, communicating in an open and accessible way
- ▶ **Allowing time** – acknowledging that co-production takes more time but you get a better outcome at the end. This has to be built into strategic/ individual planning and expectations
- ▶ **Closing the loop** – ensuring that communication and feedback is supported to happen with the wider community. This has to be an ongoing dialogue that as many people as possible can join. Providing a range of ways to engage
- ▶ **Hearing directly from those with a lived experience** – ensuring that those with a lived experience (family carers and individuals with additional support needs) are directly contributing to decision making at all levels and all stages
- ▶ **Investment & Commitment** – developing standards and expectations, build in regular reviews and revision to reflect learning, ensure monitoring and quality assurance of coproduction
- ▶ **Innovation and flexibility** – being prepared to try something new
- ▶ **Whole life approach** – being prepared to think about all aspects of a person's life



Co-production - The Shropshire Bench

► The elements of co-production used in our bench are taken from the TLAP Ladder of Co-production <https://www.thinklocalactpersonal.org.uk/Latest/Co-production-The-ladder-of-co-production/>

► The elements of co-production are supported by core principles identified by the Genuine Partnership 'Voices Project', which are; Welcome & Care, Value & Include, Communicate and Work In Partnership <https://genuinepartnerships.co.uk/>

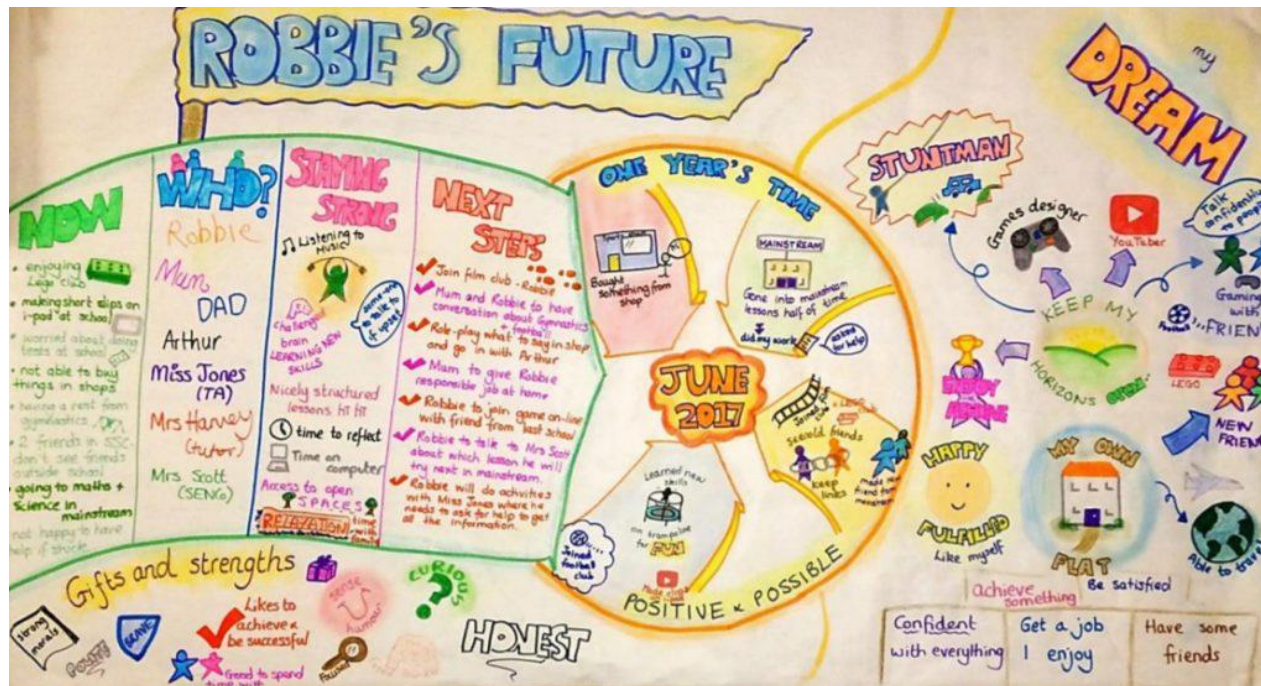


Coproduction is delivered via several tools, all of which should be implemented in a co-produced way. Describing this as a bench rather than a ladder illustrated the collaborative nature of coproduction, involving multiple elements of participation, which can be combined to deliver true co-production. The bench also illustrates that coproduction is a shared and supportive experience.

Individual Co-production

Working in a person-centred way with the individual with support needs to plan how they want to live their life. Exploring what is important to them, what they can do, their strengths, where extra support is required to help them achieve their aspirations and how that support should be delivered.

The Different Levels of Co-production



Operational Co-production

This could also be termed Service or Team co-production and involves a service or a team working with those who use their services, to design, develop and monitor processes and delivery. This can involve Experts by Experience or Parent Carer Reps. The service needs to hear from more than one voice, and it is important that information is shared with the wider community. This might include group participation activities and capturing individual experiences



The Different Levels of Co-production

PACC's Role



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- ▶ PACC is an experience led, representative organisation. We have moved away from a membership model, and we work to hear and understand the views and experience of any parent carer in Shropshire.
- ▶ PACC plays an important role at all levels of coproduction:

At an **individual level** our role in information provision and developing parent carers and confidence in how to participate in individual decision making is important.

At an **operational level** we support the community to be aware of opportunities to participate, provide information about what is happening or proposed and provide a point of contact for feedback which we can share with services etc. Our representative take the voice of the SEND community into service planning meetings

At a **strategic level** PACC uses its knowledge base created by its ongoing interaction with the SEND community, to provide an overview of system issues and influencing strategic decision making. At this stage we are often referred to as a 'strategic partner'.

How do we know that Co-production is happening?

- ▶ In October 2021 PACC held an event exploring what coproduction means to families and how we measure it meaningfully.
- ▶ We looked at the different levels of co-production identified in the PACC Bench model and discussed what was currently happening in Shropshire.
- ▶ Then we asked parent carers to tell us what they thought should be happening at each level to be able to evidence coproduction
- ▶ The report on this work is available on the PACC website <http://www.paccshropshire.org.uk/content/uploads/files/Coproduction%20in%20Shropshire%202022.pdf>
- ▶ The following slides provide an example of possible indicators for each level of co-production

**Indicators for
Individual
co-production;**

Do families understand what services are available?

Do families understand what individual services offer?

Do families understand if they are eligible to access a service and timeframes for provision?

Do families have an understanding of what a good outcome looks like for them from individual services

Is there somebody to talk to and to direct questions to so that they can participate in individual decision making in an informed way?

Do families feel listened to and have a sense of ownership about what happens to them

Are families asked about their experience of working with services?

Do families know how to raise concerns about their experience?

Are families provided with sufficient time to co-produce?

Meeting dates and times are agreed in advance with families

Are families given an opportunity to come together and share experiences?

How do we know that Individual Co-production is happening?

**Indicators for
Operational
Co-production;**

Is there clear information available about what a service offers, who it is for and how it operates?

Is the information provided about a service the information families say they need?

Is that information presented in the way that families have said works for them?

Does a service ask families for feedback on their experience of accessing the service or trying to access it?

Do families know how to provide feedback about a service?

Is it clear how a service respond to feedback from individual families? (commitment to timescale)

How does a service share the feedback received, and its responses to that feedback with the wider SEND community? (Evidencing family led service development)

Does a service annually review the outcomes it has delivered for the SEND Community? (using the framework of the SEND Strategy?)

Does it share the outcome of that review with the SEND Community?

Does a service have an established relationship with PACC?

Does a service have a parent carer / young person reference group? (bringing families together)

Is participation funded? Expenses or recognition payment?

How do we know that Operational Co-production is happening?

<p>Indicators for Strategic Co-production;</p>	<p>Nothing is a surprise!</p>	<p>SEND has a voice across the system – representation in key strategic mtgs – Education / Health / Social Care / Housing / Transport / training and staff CPD</p>	<p>A commitment to meeting timings so that they take account of parent reps caring responsibilities</p>
<p>'How does this work for the SEND Community?' asked in all meetings – impact statements for SEND?</p>	<p>Shropshire Local Area Annual SEND Impact report co-produced with PACC and other groups in the SEND Community</p>	<p>Clear data about the SEND population and level of need is available to parent carer reps and wider SEND community to inform co-production</p>	<p>Transparency about resources committed to SEND available to parent carer reps and wider SEND community</p>
<p>Training around Co-production and SEND integrated in staff induction</p>	<p>Practitioner training includes the parent carer / CYP perspective and is co delivered</p>	<p>Transparent governance structure for SEND so that parent carers and young people voice can be represented at the correct point in the decision-making process.</p>	<p>Is strategic co-production activity funded?</p>

How do we know that Strategic Co-production is happening?

It is about building positive, equal & effective relationships at all levels.

Any Questions?

