

Service User and Carer involvement & co-production

26th November 2010

Adult Services
Lucy Butler, Barbara Crofton, Robert Droy

User Involvement – legislative background

National and Regulatory context:

- Improving Life Chances of Disabled People (2005)
- Our Health, our Care, Our Say (2006)
- Local Government & Public Involvement in Health Act (2007)
- Putting People First (2007)
- Valuing People Now (2007)

Other key documents:

- Carers at the Heart of 21st Families & Communities (2008)
- Working Together with Service user Led Organisations (2009)

Personalisation – and user involvement

- **Everybody's business**
- **How public services are adapted to suit the individual's needs**
- **A shift towards a co-production model to deliver public services based on the following:**
 - **Citizens are active participants, deciding how they manage their lives**
 - **Professional knowledge and skills are deployed to help people devise their own solutions.**
 - **Is outcome focussed**

Current service user groups

- **Completing the Circle**
- **Personalisation Expert Panel**
- **Safeguarding Forum**
- **S.U.R.F (Service User Reference Group – Supporting People)**
- **Hampshire Learning Disability Partnership Board**

User & Carer Involvement

- **Setting up of expert user group – PEP**
- **Involving people in our projects at early stages**
- **Setting up reference groups for safeguarding and Self Directed Support**
- **Service User & carer involvement strategy**
- **Service User & Carer Conference Sept 2010**
- **Carer Strategy**
- **Carers Conference in October 2010**

Personalisation Expert Panel - the past 6 months

Agreed a plan to develop user involvement in Adult Services training - Planning, Delivery, Evaluation

Communications - Completing the Circle are leading on this work especially around Self Directed Support

Contributions policy – PEP have organised a public meeting in Petersfield on 6th December

Training for Personal Assistants – Overview group formed plus workstreams on training, information, high support needs, support

Attending Transformation Board regularly has improved PEP's ability to keep up with rapidly changing environment.

P.E.P – Priorities for 2011 - 12

- Universal Offer – Contact Centre / Health and Wellbeing / Early Intervention
- Self Directed Support – Training / Info / Customer journey
- Market Development - Training for Personal Assistants / Adult Services and Employers / Microenterprises
- Diversity and Inclusion – Moving towards 'HUB' model and links with community development
- Care Governance

Equality and Diversity

Equality can be defined as:

' Creating a fairer society where everyone has an equal level of opportunity to participate and to fulfill their potential as an individual

Diversity :

***difference between individuals
E.g. age/gender/race etc.
Different experiences/knowledge***

Involvement & Equalities

- **The essential need to involve communities in the development and management of services – and co-produce these activities**
- **Danger that equality groups remain under-represented.**
- **Barriers can relate to social, cultural, and financial issues.**
- **The how we do things, our attitudes, approaches etc.**

The way forward

To be successful, we need individuals and communities to be:

- **involved and motivated**
- **empowered**
- **making a positive contribution**

We are committed to involve as wide a range of people as possible and will work to ensure we co-produce our work as effectively as possible

Creation of a hub model

The next steps

We will continue to support user organisations, through some very tough times ahead.

We will need help, advice and understanding on how to make best use of diminishing resources.

We will continue to establish and develop partnerships with people and communities who may feel excluded.

We are committed to this because the strength and knowledge is in our communities.

The next steps

Together on a journey

We will maintain a meaningful dialogue with service users & communities in order to deliver solutions together through the challenging times ahead

A journey that we must take together - with people, communities and partner organisations

We will continue to recognise the need for effective partnership and co-production

Nothing about us without us



Having a **life** not a service



Hampshire
County Council