

# Co-Production in social services across Europe

Alfonso Lara Montero

Chief Executive

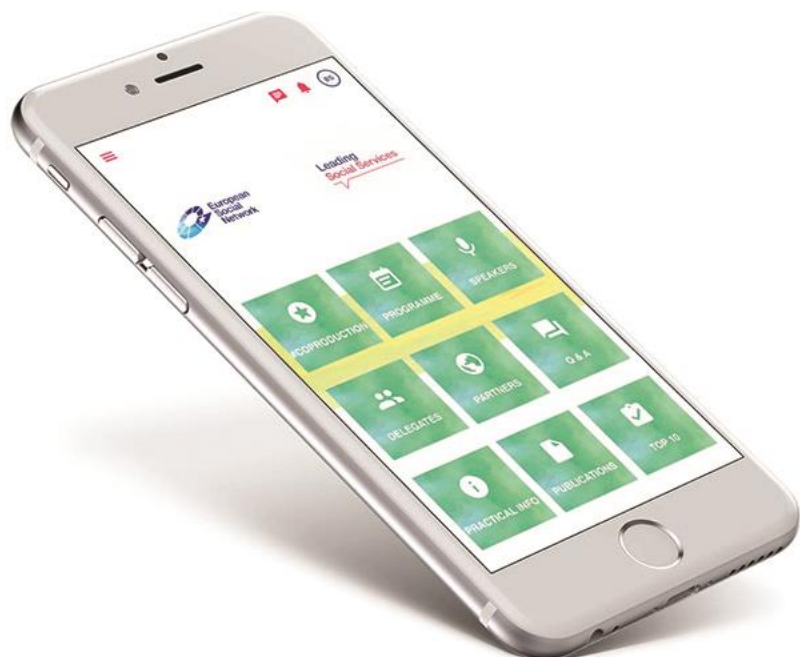
European Social Network



# Co-Production Forum App

## #CoProduction

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## Who are we?

Network of professionals & decision makers in public social services

140 Members in 36 countries  
(EU and global)

## What do we do?

- Facilitate exchange & implementation of best practice
- Bring policy makers, researchers & practitioners together
- Support social policy development

**Background:** Growing trends of personalisation, choice for users, and user involvement

- Groups representing people with disabilities have advocated for more choice in service provision
- Led to legislative changes, use of direct payments and voucher systems
- Co-production another method for making services meet the needs of people who use them

# Co-Production in social services

The equal participation of professionals and people who use services in the planning, delivery, and evaluation of social services

# Co-production is a form of participation which has different levels:

1. Children are listened to.
2. Children are supported in expressing their views.
3. Children's views are taken into account.
4. Children are involved in decision-making processes.
5. Children share power and responsibility for decision-making.

Shier (2001) also applicable to other target groups



# How social services are implementing co-production

## ESN member survey

- Social services are involving organisations representing people who use services and individual experts by experience
- The voice and goals of people are central in individual case work
- Co-production happening across service planning, delivery, and evaluation

# Co-production objectives

How important are the following reasons for your organisation to involve people using services?	Very Important
To empower people who use services	77%
To improve services by making them more attuned to people's needs	77%
To give people who use services more ownership over services	62%
To comply with legislation or policy	26%



How do you implement co-production in practice?	Established and widely implemented	Implemented for a specific area or service
Consulting with organisations representing people using services	41%	33%
Consulting with individual experts by experience	36%	33%
Involving people who use services and their families in planning and implementing community-based services	31%	41%
Individual care plans drafted equally by the professional and the user	26%	41%
Peer mentors	13%	46%
Personal budgets	13%	23%
Involvement in governance and leadership structures and activities	5%	28%

Which population groups does your organisation implement coproduction with?	Co-production practice implemented for target group
People with physical disabilities	40.66%
People with mental health problems	40.66%
Older people	40.00%
Young people	34.07%
People with intellectual disabilities	31.50%
Families	30.40%
People who are homeless	25.27%
Migrants and refugees	23.44%
Children	19.78%

## The Municipality of Hafnarfjordur, Iceland: The Council of Older People

- Council of Older People involved in planning and decision-making:
  - Planning the local authority budget
  - Development of new long-term care facilities
- One employee dedicated to managing the involvement of the Council
- People from the Council financially compensated for participating
- Practice being extended to other groups

## Dublin City Council: Co-production with the Traveller Community

- Through a consultative committee the Traveller community meet directly with City Councillors and the housing and social work departments of the City to discuss their housing needs
- Experts by experience from the Traveller Community also help to inform policy developments related to rent collection, the impact of crime, and more

## The Care Inspectorate, Scotland (UK): Young Inspectors

- Team of specially trained young inspection volunteers (aged 18–26) with experience of care
- Work with service inspectors to jointly evaluate children's services
- Provide valuable insights based on the perspective of someone with care experience
- They can quickly create connections with children in care to hear their views

How important are the following factors in ensuring that co-production is successful?	Very important
Support of Senior Management	74%
Making users aware of their own rights, needs and skills	62%
Providing users with knowledge on how they can contribute	62%
Making information accessible for users so they can participate	62%
Providing professionals with the right skills	51%
Making co-production a requirement throughout the organisation	46%
Providing organisational guidelines on co-production	46%
Providing compensation for users and groups representing users for participating in co-production	33%
Making co-production a requirement for service providers	31%
Allocating a specific budget to co-production	26%



How difficult do you find the following challenges when implementing co-production in practice?	Very difficult
More urgent issues take priority	26%
Lack of time and resources to implement co-production	26%
Providing funds to compensate users and groups representing users for participating in co-production	18%
Making co-production lead to meaningful policy and practice change	18%
Overcoming the fear of professionals that they will lose control	15%
Difficulty in agreeing satisfactory solutions for everyone involved	13%
Communication challenges between professionals and users	13%
Engaging with a representative sample of the target	10%
Users are not used to the format for managing services	8%

What outcomes have you seen from implementing a co-production approach?	Very clear outcome
Better relationships between users and professionals	49%
Users are more motivated to reach their goals	41%
Improved quality of life for users	38%
Changes made to improve policy and practice	31%
Improved efficiency	13%
Increase in people using services	13%