

Learning Outcomes

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Journeys

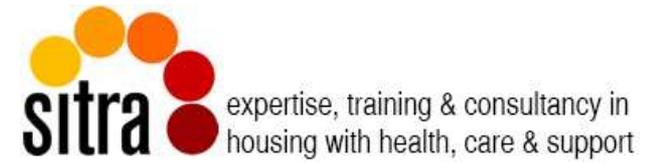


- Elosh Journey
- Partners Journey
- Clients Journey

Elosh Partners



Irish Council
for Social Housing



Context

- Research
 - Different models of integrated housing and support (IHS)
 - Variation quality of existing evidence base



Challenges



- Produce vocational education and training (CVET) that
 - Is applicable in all IHS environments
 - Establishes competencies for staff
 - Promotes good practice

Back to basics

- Whatever the environment there are basic principles that should inform support provided
- Individuals should have their
 - Human rights respected
 - Have equal access to services
 - Be treated as an individual and with dignity
 - Be considered as ‘experts’ in their own lives
 - Live in a safe and secure environment



Purpose of the Training

- Set a standard of housing with support delivery by staff across Europe by training on 6 key learning outcomes
- Co-deliver with a service-user with 'lived' experience
- Teach the European Core Learning Outcomes for the integration of support with housing (ELOSH)

Module 1: Principles of Housing with Support



Module 2: Best Practice in Co-Producing with Experts by Experience



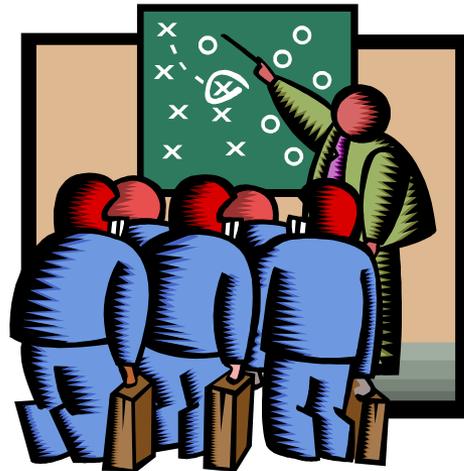
Module 3 Rights of service-users



Module 4: Equality and Diversity in Good Quality Housing with Support



Module 5: Good Practice in Referral, Assessment and Support Planning



Module 6: The Importance of the Lived Environment



Final Product

- Resource Pack full days or modularised
- Legal and regulatory context, good practice and localised
- Non scheme and non-sector specific
- Presentations, activities, reading and signposting





Co-production

A discussion on co-productive principles, how it has been embraced by various systems and movements, the challenges, the risks, some examples at different levels and how it links to this project and beyond!

Who am I?

- Worked in disability and rights-based issues for over ten years...
- European Network on Independent Living – Board Member and Project Advisor
- Liverpool John Moores University – PhD Researcher and Graduate Teaching Assistant
- In Control – Associate
- British Council – Advisor
- Particular interests in community development, principles of inclusion and self-directed support

Twitter: @mirogriffiths



Co-production:

“Clients are acted upon. Co-production implies that citizens can play an active role in producing public goods and services of consequence to them.” (Ostrom, 1996)

- The core values of co-production describe ways of instilling social cohesion as an opportunity to combat community disintegration...
- Difficult to reject co-production as the volume of literature and clear evidence of it working in practice continues to grow...
- The key theme, which can be identified throughout Cahn, Ostrom and Coote’s work on co-production, is the relationship between service and community/target group...
- The vision must be embraced by professionals as well as people using/experiencing the service – has this happened?

It's all about co-production...

- An approach to transform our ways of working and improve relationships
- There is no standardised process to embed co-productive practices...which is fine
- The reality? People have been marginalised and isolated by societal structures and behaviours. For. Too. Long.
- Co-production is core to both choice and control and the production of better, more efficient outcomes

Why?

- It has become all too familiar to recognise ‘central decision-making’ and ‘negative relationships’...
- Does the co-productive approach assist with addressing some of the inequalities that exist within service design, leading to services supporting the aims and aspirations of the people who use them?
- We must acknowledge the role of disability activism in pushing forward this agenda. Learn from our past, reflect on the advancements, consider solutions to previous barriers – LET’S NOT REINVENT THE WHEEL! COPYING IS FINE!

THE VISION AND THE REALITY...

Building a service based on dignity, time and support, equal power...

Co-production to deliver us to the vision of Independent Living...

“When it comes to real co-production, common sense is not common practice.”

Clenton Farquharson MBE,
Disability Rights UK – Independent Living Conference,
2014

Current services are rooted within a reactionary process...

The devastating impact of labelling individuals as ‘useless’ and ‘powerless’...

Challenges for the future: Part one

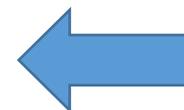
Taken from a report for the Carnegie Trust, Commission for Rural Community Development – Beyond Engagement and participation, user and community co-production of services, by Tony Bovaird.

We must evaluate how the state and local services operate...

Is it too radical to expect genuine co-production to be embedded within all services?

	Professionals as sole service planner	Service users/ community & professionals as co-planners	No professional input into service planning
Professionals as sole service delivers	Traditional professional service provision	Professional service provision - users and communities involved in planning and design	Bespoke services commissioned by users and delivered by professionals
Professionals/ users/ communities as co-deliverers	User co-delivery of professionally designed services	Full user/ professional/ community co-production	User/ community delivery of services with little formal/ professional planning or design
Users/ communities as sole deliverers	User/ community delivery of professionally planned services	User/ community delivery of co-planned or co-designed services	Self-organised community provision

Helpful reminder for how services will continue to operate if change is not implemented...

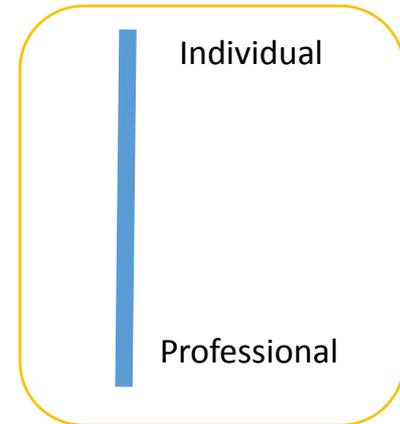
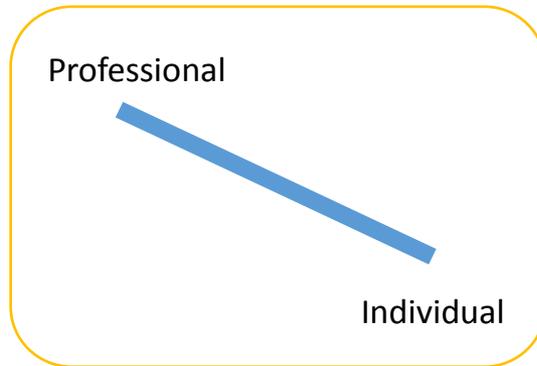
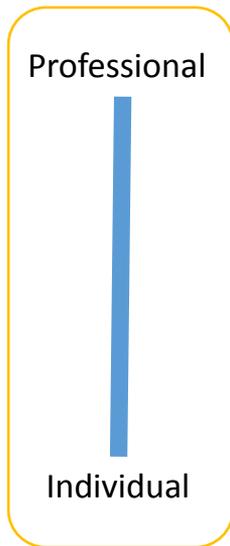


The concerns: part two

- The false claims of co-production – tokenism...
 - Involvement – for example: someone advises on one part of project
 - Participation – for example: someone works to identify a specific issue with a service
 - Consultation – for example: asking people for their views and, possibly, giving feedback
- The pressure to deliver quick wins, causing the agenda to be short-term and inaccessible; furthermore, the relationship is based on excuses and protecting roles and responsibilities – leading to strained partnerships...
- Aspirations Vs Resources (Think: David Vs Goliath / Wigan Athletic Vs Manchester City)

risk: Final part

Are people concerned that the relationship between professionals and people using services will be reversed? Is that problematic?



Examples:

“ENIL defines co-production as inclusive working practices between experts by experience and organisations...every person involved in the process of co-production is valued, respected and listened to, with everyone involved in designing, developing and delivering...” European Network on Independent Living

“Ensure that Disabled Peoples Organisations (DPO’s) and disabled people are central to all policies and discussions about us; ensure meaningful, well resourced and accessible co-production with disabled people and their organisations at local, regional and national levels on all issues affecting us...” UK Disabled People’s Manifesto, Reclaiming Our Futures

“Co-production goes beyond traditional user involvement activities such as consultation and engagement events, towards more collaborative working between people who design and run services and those who use them. Part of the role of the board will be to give advice to the work-streams about making this work in practice.”
Local Authority Partnership Board

Let's keep talking...

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Any questions, comments, challenges?

Partners Journey

- How did they make their presentation local to their country/region/area
- How did clients contribute and
- What did different sectors contribute



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<http://sitraceo.wordpress.com/>

Working Session

Moderated by

Miro Griffiths – ENIL

Sue Baxter – Sitra

Working Groups

- If you can get in groups of 6 ideally with people you do not work with
- Please elect a scribe and someone to feedback
- You have 45 minutes to complete the exercise we will give your group



Discussion Laboratories

- Group A

Training is best left to the professionals, that is, paid staff.

Sharing good practice
prepare a counter
position to this with
evidence to back up
your arguments

- Group B

- *It is best to classify people into 'need' groups then they get the right resources.*

- Sharing good practice
prepare an argument
agreeing or
disagreeing with this
or both

Thanks for your contributions