

#WILTSHIRE
VISION

Overview

*Led by Wiltshire Centre for Independent Living
working with TASC*

A grant funded co-production project

Aim:

People who use social care are key engineers in its transformation, working in equal partnership with WC staff.

Organisation:

- Co-produced vision
- Innovators and pioneers
- Small change, person centred projects



What is Co-production ?

'Co-production' describes working in partnership by sharing power between people who draw on care and support, carers, families and citizens. [SCIE, 2022](#)

What are the policy drivers for Co-production?

Co-production is recommended in the **Care Act 2014**

"Local authorities should, where possible, actively promote participation in providing interventions that are co-produced with individuals, families, friends, carers and the community" [UK Govt Statutory Guidance 2024](#)

Co-production is reflected in the **CQC Six Principles**

See for example: #1 "Develop and deploy innovations with the people who will use them" and #4 "Adopt the best ideas and share your learning" [CQC 2022](#)

What are the benefits of Co-production?

Intrinsic benefits

Co-production develops social networks and communities, especially when working with groups rather than just individuals.

Instrumental benefits

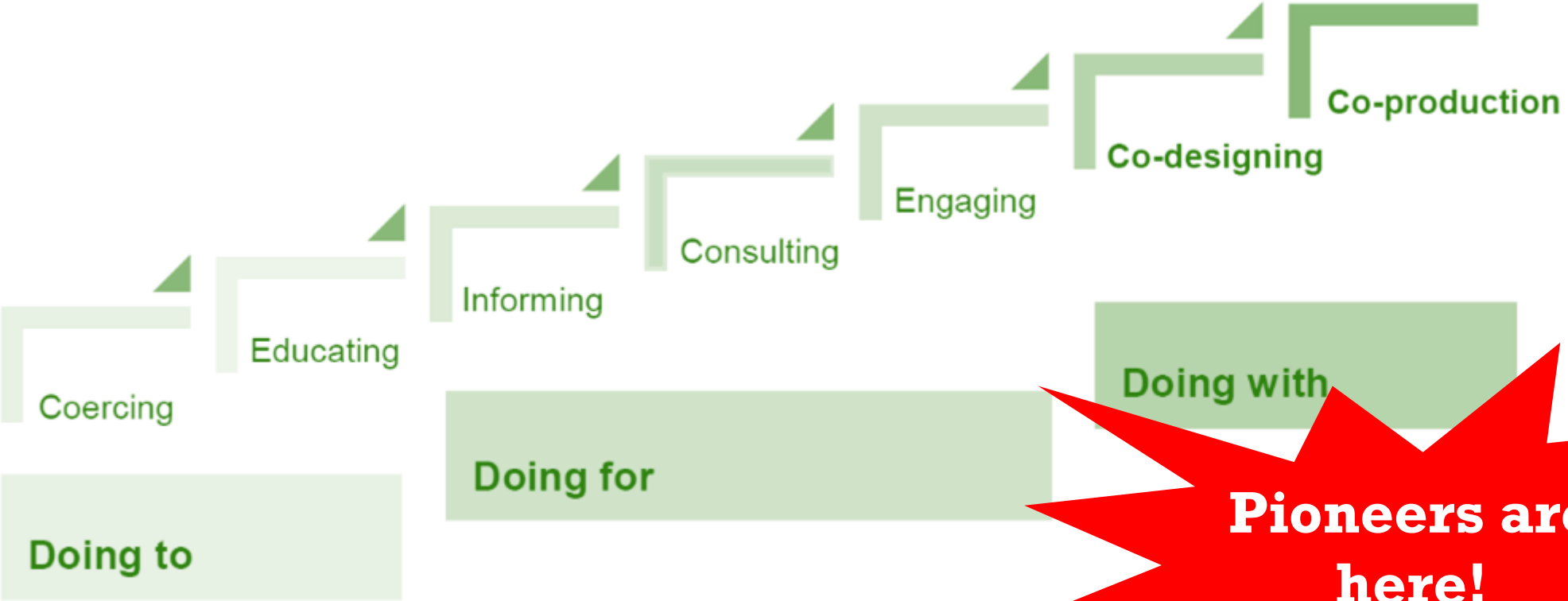
Professionals involved in coproduction are likely to have a stronger focus on the outcomes of the support provided.

Economic benefits

Co-production leads to a better focus on prevention, early intervention, and community services, with people less likely to need more expensive services later on. This reduces the cost of acute services.

Sources: [SCIE 2022](#); Smith et al 2022; Loeffler & Bovaird 2016.

What is best practice for doing Co-production?



Pioneers are here!

What is best practice for doing Co-production?

The Jigsaw

Culture

working with the beliefs and values of the organisation

Practice

working with how organisation and its people do their work

Structure

working with how organisation is arranged and its systems

Review

reflecting and evidencing impacts the co-production work

Timeline

2023:	<ul style="list-style-type: none">• Pioneer concept created by Wilts CIL: ensuring that disabled people get to lead the way on how they want to live their lives• Wilts CIL developed and delivered ‘vision creation’ sessions in response to request from ASC to incorporate co-production into TASC, resulting in a shared vision for ASC
2024:	<ul style="list-style-type: none">• Wiltshire Council 1 year grant to continue work of pioneers and embed the vision in everyday practice and culture<ul style="list-style-type: none">• 10 core Pioneers steer the project with a reach of over 100 pioneers in wider network, using email, social media and surveys, continues to grow• Innovators (WC staff) recruited to work with pioneers as equal partners and make change happen• Small ‘action based’ projects are set up with individual teams• Wiltshire CIL and Prof Mat Jones, UWE, collaborate on initial, small scale, evaluation• Wiltshire CIL Pioneers expand into other areas including young people with SEND.
2025:	<ul style="list-style-type: none">• Wiltshire Council 1 year grant to continue work of pioneers and innovators.• Feb 19th Wilts Cil hosting ‘get excited’ day with all pioneers, planning TASC work as well as other projects that the pioneers are involved in• Wilts CIL Pioneers expanding in other areas, having gained interest from educational, statutory and voluntary organisations in the UK• UWE and Wilts CIL to apply for funding to evaluate the pioneers and innovator model.

A stone archway made of three large, grey, textured stones stands in a green field. In the background, there are rolling green hills under a blue sky with white clouds. A white dog is running to the right in the distance. A wooden signpost with an arrow pointing right is attached to the right stone, with the words "THIS WAY" written on it.

**We all
deserve to
live our lives
our way**

This Means:

- My support on my terms at the right time with people I know and trust
- My relationships are real, equal and honest; I feel love and give love
- My own home works for me and makes me feel safe and secure
- My community is where I belong, contribute, have and add value



Pioneers & Innovators

'Reality of Change' model

Pioneers and innovators

Vision that unites

In it together

Power to change

Action orientated

Humble enquiry

Improving service design and delivery

Meets person led outcomes

Streamlined

Increase in satisfaction

More targeted

Improving organisational systems

Better distribution of resources

Continuity and integration

Culture change

Impact
People living their life their way
With relationships that matter, in communities that value them and homes that work for them. Backed up by support delivered on their terms

FOUNDATIONS

Equality

Joy

Hope

Strengths

Co-production

Person led



We will
do better to
include everyone
for every

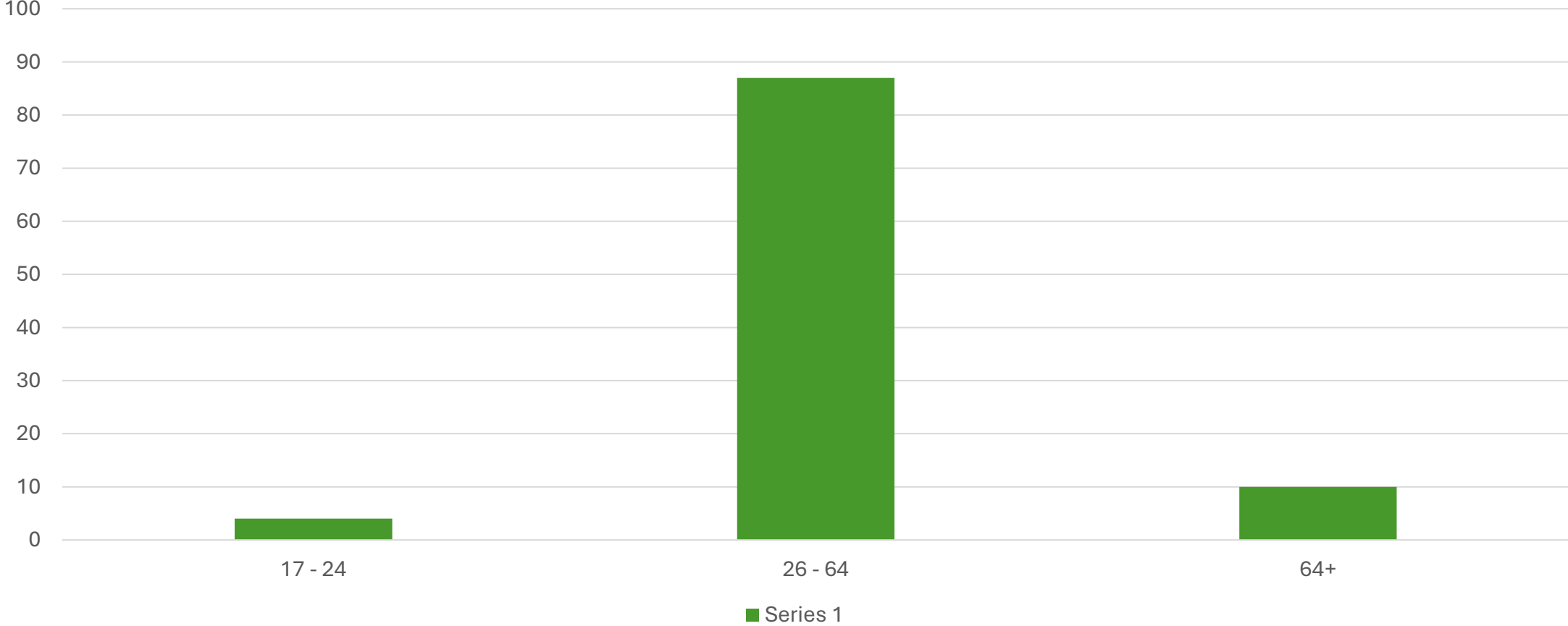
'Smithy'
Socialising
Friends and
Neighbours
Proud to be
Clean
Enjoys Good
Food



Transforming Social Care



Age Range of Pioneers



Putting the vision into practice



Creating highly participatory, dynamic, experimental, and reflective processes



THIS
IS
WHERE
THE
FUN
STUFF
HAPPENS

Social Distancing
For your safety please keep
the recommended distance
from one another in common areas

Please use
hand sanitizer
before entering

Examples of time and input for work streams

- FAB
 - 1 initial meeting with team leader and 1 pioneer
 - 4 sessions with Pioneers so far
 - 58 people involved in changing form and guidance.
- Communication doc
 - 1 session with Pioneers and innovators
 - 1 meeting with Kaylie Chapman
 - 46 people involved
- Induction
 - 1 Initial meeting with Kaylie Chapman
 - 1 session to plan out the inductions
 - 35 people involved
 - Ongoing commitment for WiltsCIL, pioneers and innovators

20 June 2024

Mary
It was great to catch up with some of you today! I know the process of making changes, especially in places like this is often a long slow burner so it's super encouraging to me to have these meet ups with people on both sides who really care about this. You're all legends 🦊

5

FV
Freya Viles
Mary
It was great to catch up with some of you today! I know the process of making changes, especially in places like this is...
I second that

~ Mandy +44 7855 023831
We are a team 👍 good discussions today and well done everyone 😊

~ Karina +44 7561 717123

Enabler: positive relationships

14:50 ✓

Well done Pioneers and FAB team for getting this off the ground and moving forward. I know you put so much work into it and as a starting point it looks 100x better.

14:53 ✓
3

Francesca
Spoke to a customer receiving a direct payment and shared they HATED the fact it is called FAB because.. it isn't FAB... (their words not mine)

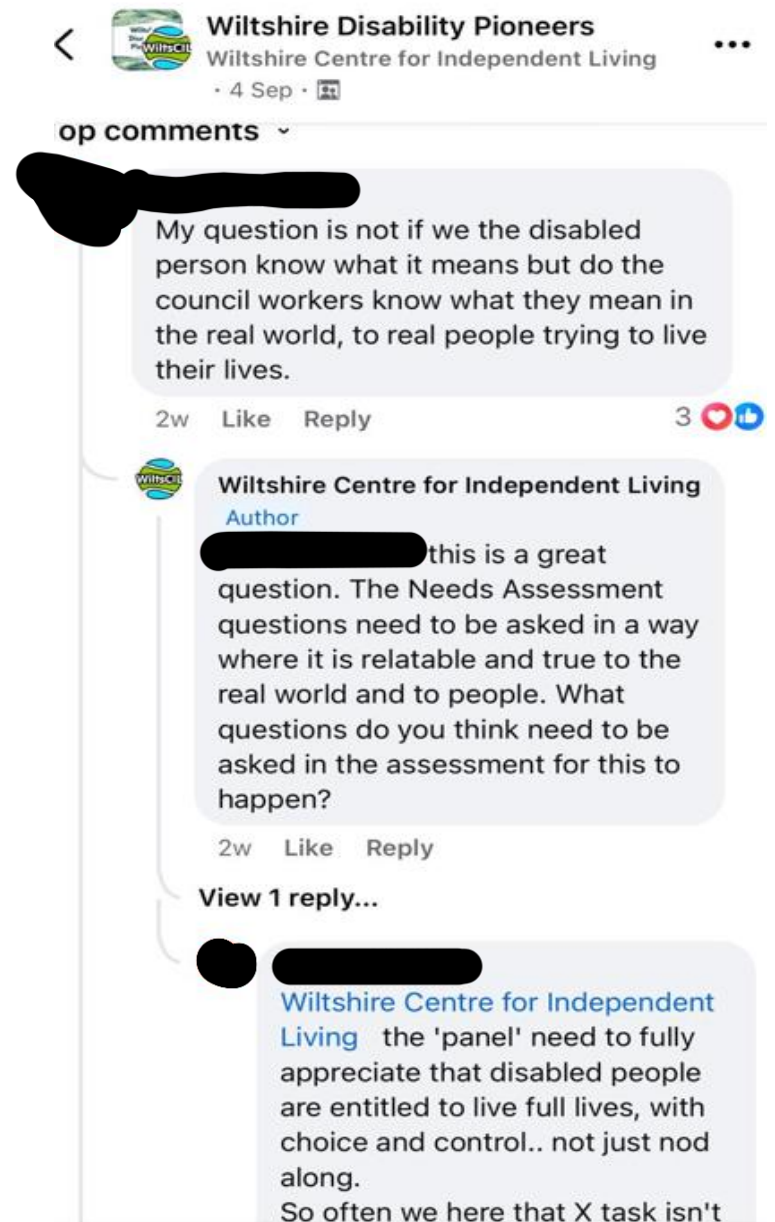
The Pioneers are working on a document that can prepare someone for their FAB assessment. We are looking at putting something in about language and how terms are used for legislative purposes. Hopefully that will help with instances like that.

Matt
Guys, today's session was amazing! The new FAB assessment form, along with the FAB information booklet, both brilliant! Such brilliant work, thank you everyone! 👍 🛠️


15:42

Example: Wider engagement

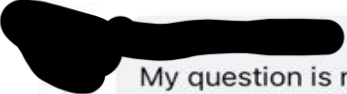
What does the needs assessment need to look like?





The screenshot shows a Facebook post from 'Wiltshire Disability Pioneers' (Wiltshire Centre for Independent Living) dated 4 Sep. The post has 'op comments' and three likes. The first comment, from a redacted user, asks if council workers understand the needs of disabled people in the real world. The author, Wiltshire Centre for Independent Living, replies that this is a great question and that needs assessments should be relatable and true to the real world, asking what questions should be asked. A second comment, also from a redacted user, states that disabled people are entitled to live full lives with choice and control, not just nod along, and mentions that a task is often not done.

<  **Wiltshire Disability Pioneers**
Wiltshire Centre for Independent Living
· 4 Sep · 📍

op comments ▾



 My question is not if we the disabled person know what it means but do the council workers know what they mean in the real world, to real people trying to live their lives.

2w Like Reply 3 🍷👍👍

 **Wiltshire Centre for Independent Living**
Author
 this is a great question. The Needs Assessment questions need to be asked in a way where it is relatable and true to the real world and to people. What questions do you think need to be asked in the assessment for this to happen?

2w Like Reply

View 1 reply...

 
Wiltshire Centre for Independent Living the 'panel' need to fully appreciate that disabled people are entitled to live full lives, with choice and control.. not just nod along.
So often we here that X task isn't

WORK	PROGRESS
FAB	The form is being tested on a small cohort before being rolled out
Safeguarding	Pioneers working with safeguarding team. Meeting on regular basis to review paperwork and practice
Inductions	Pioneers have produced a slide pack for induction of ASC staff, they present this alongside an innovator
Advice & Contact along with ILC	Advice and Contact have shared the first conversation questions with the Independent Living Centre and the wider Pioneer network.
'How I will communicate with you' document	Being trialled with LDAS and WEST team, who are taking it out on first visit and adapting
Needs assessment and support plan	Wider pioneer network have inputted, changes have been made to wording

Progress and Impacts in Year 1

- 6 work streams and growing
- Real world impact for innovators and pioneers
- Nationally held up as an example of good practice in co-production

Wiltshire Vision Pioneers: Impact Case Studies

Showcasing different types of impact achieved by Pioneers and Innovators in the early stage of the project.

- **Case Study 1. Better service integration.** Reducing frustrating ‘back and forward’ queries about support and advice
- **Case Study 2. Improving productivity.** Speeding up financial assessment and benefits processes
- **Case Study 3. Enhancing staff insight and practice.** Better understanding and improvements to practice for social care staff
- **Case Study 4. Changing the culture of Social Care.** Changing the ASC workforce through the expertise of people with lived experience

1: Better service integration

Reducing frustrating 'back and forward' queries about support and advice

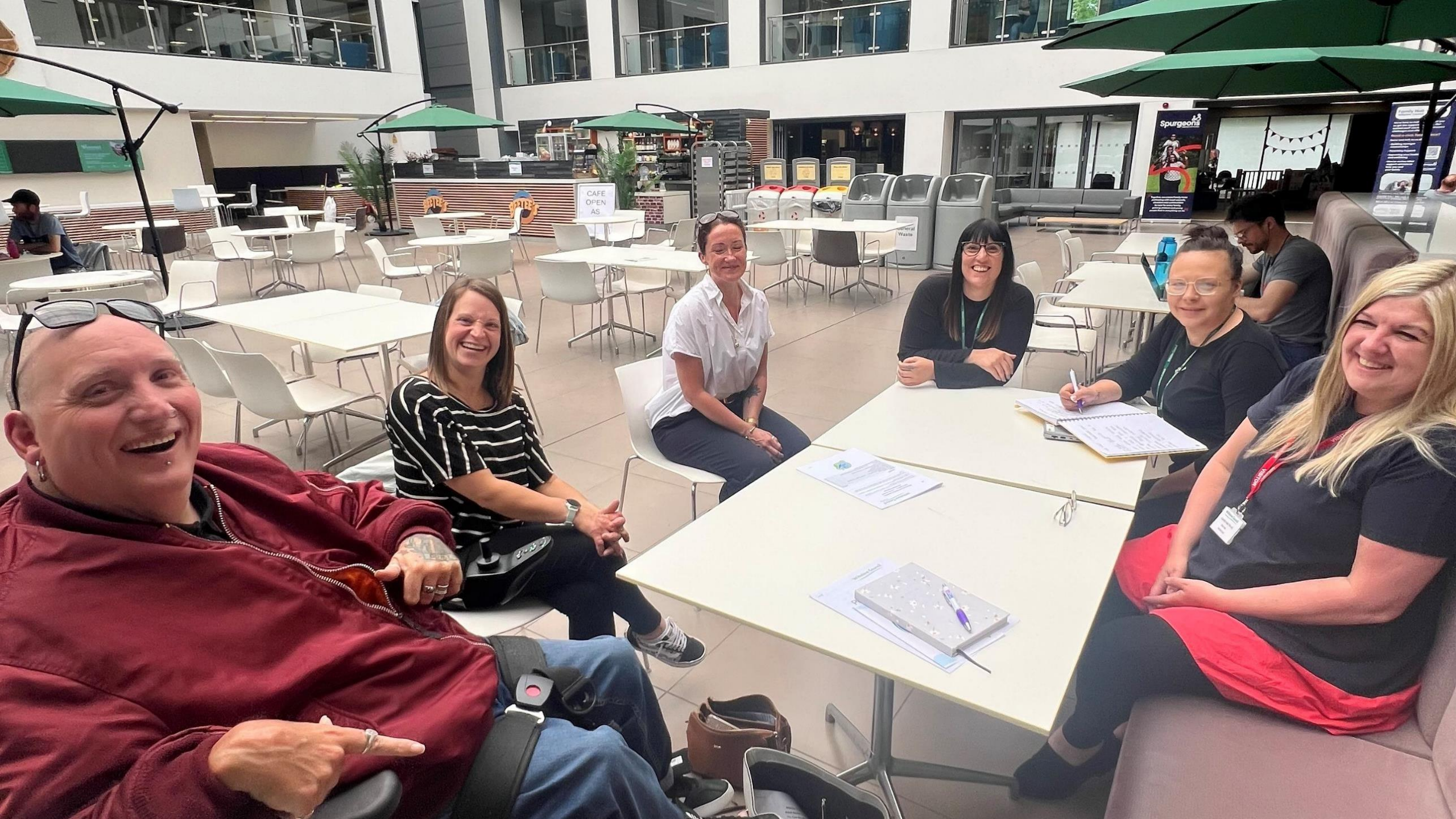
- Pioneers have bought Independent Living Centre (ILC) and Advice and Contact teams together after ILC made contact through our social media post.
- The issue:
 - People go to ILC for equipment and ILC recommend people call advice and contact
 - People are told *they aren't* eligible for support
 - Go back to ILC for a private assessment , ILC ends up referring back to advice and contact because *they are* eligible for support

Simple solutions: Advice and Contact will encourage people to take a copy of their conversation to ILC. ILC can help people to understand advice, minimising miscommunication.

2: Improving productivity

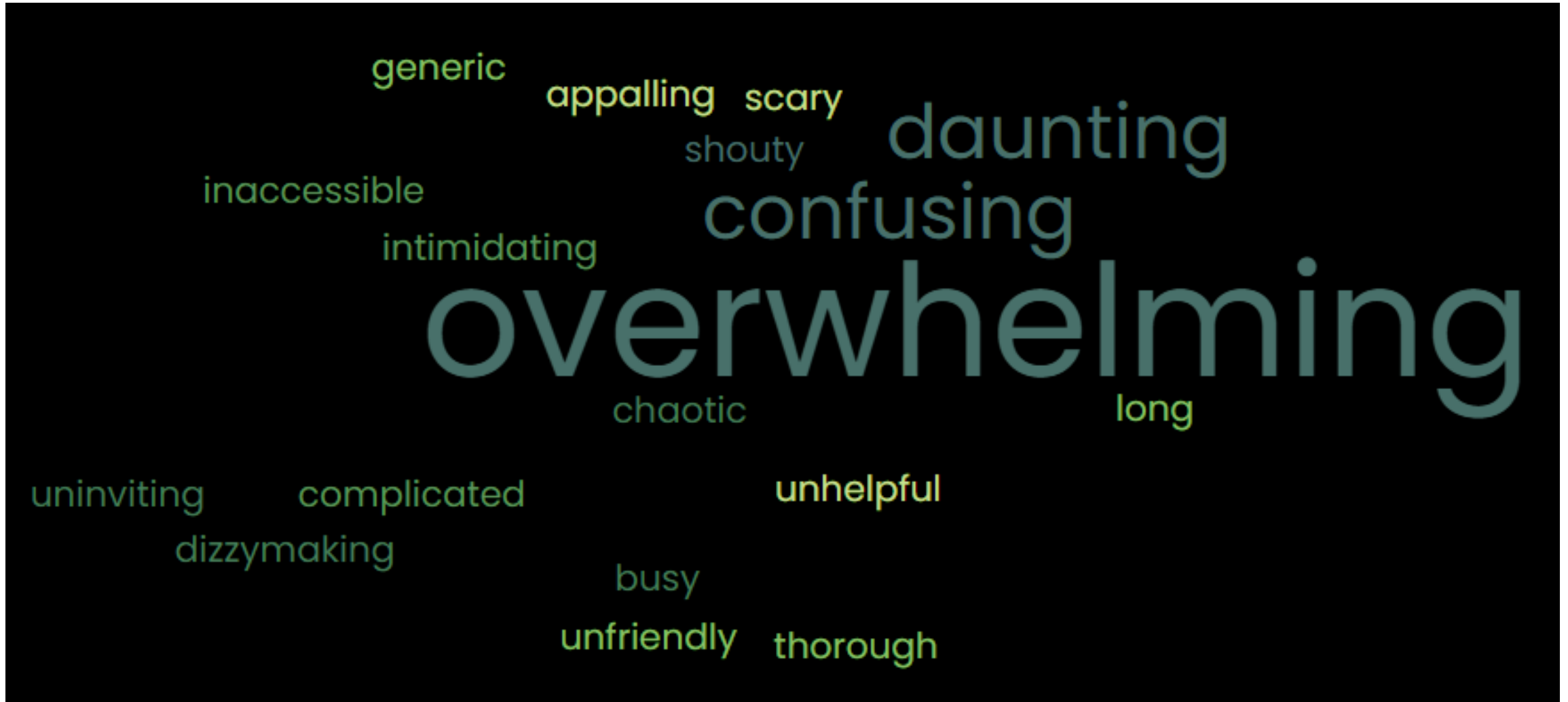
Speeding up financial assessment and benefits processes

- Finances Assessment and Benefits team (FAB) and the core group of Pioneers worked together to change the assessment form and the letters they send out to people.
- The wider pioneer network helped with feedback and together they have created a helpful guide. The guide is to be given to people after they have had a Care Act assessment, in preparation for their FAB assessment.
- The FAB Team have altered the form based on the Pioneers feedback to make it more user friendly, accessible and easier to understand.
- The team and the Pioneers have found common ground and worked around barriers together. For example, in the guide, they talk about official language and how that isn't the preferred terminology but is in line with legislation and to reassure people what this means and where they can get help if needed.



“Last month I had my FAB assessment and used the new design, and it was a lot easier to fill in with the support from Gemma from the FAB team, who was amazing!I think it will make the whole FAB assessment a lot easier and quicker...So good work guys”

FAB Form: Before



FAB Form: After



3: Enhancing staff insight and practice

Better understanding and improvements to practice for social care staff

Evaluation feedback from ASC staff showed a range of benefits linked to the project. These included changing understanding about work roles and people's experiences:

“It makes me more mindful of my interactions.”

“It makes me more confident that that the work we are doing and supporting is the right work (in that it's important to the people of Wiltshire). It also makes our work more valid.”

“It helps remind me of why I became a social worker in the first place [because] the opportunity for direct contact is far less in my current role than it was when I was in a Community Team.”

In addition, staff reports impacts on working practices:

“It was so beneficial to hear the thoughts and views of people with lived experience which can be used to inform our practice, training, and our overall support for the community.”

“Engagement [with the] Pioneers has led to so many good ideas, and some very simple changes, that will make all the difference.”

“The meetings have just been so proactive, and person centred and fun...both the team and pioneers are committed to working together to get it right and make a difference”

“The Pioneers have such depth of knowledge and experience, which has proved to be invaluable for a team who are wanting listen, reflect change, be supportive and enhance experience.”



“

MY LAST DIRECT PAYMENT REVIEW...

was amazing because my
worker really listened and
understood that, for me,
using my DP to have a whole
life is really important.

”

4: Changing the culture of Social Care



Changing the ASC workforce through bringing on board the expertise of people with lived experience

Chelsea experience of being a Pioneer led her directly into a job as a Financial Assistant. Her personal insights are changing the 'us and them divide' between service users and staff.

*“Back in February/March I was struggling to get a job, I was struggling with self-confidence and **lost most of my hope** in society. This is when I had the opportunity to become a Pioneer. It was a chance to **have a voice to finally be heard**, to make **small but important changes** to the world we live in for those with disabilities. Not only has being a Pioneer helped me to do this, but it has also provided me with many other amazing opportunities! I have grown as a person and finally feel **I have a purpose in life again**...The opportunity enabled me to get a job as a Finance Assistant.”*

For clarity, we made small edits to the qualitative feedback.

Outcomes

Better service integration.

- Pioneers as system connector e.g. ILC and Advice and Contact

Improving productivity.

- Making services more targeted, and working for the people who receive them = more productivity
= save money

Outcomes

Enhancing staff insight and practice.

- Better understanding and improvements to practice for social care staff, greater autonomy and job satisfaction, better partnerships with the people they work with

Changing the culture of Social Care.

- Finding outlets for staff creativity
- Challenge perceived norms e.g. 'I don't bother as it will get rejected'
- Coming together as equals

Development and Learning from Year 1

- Early adopter model = positive spread and growth
- Flexing approach to ensure services change
- Action orientated
- Introduction of innovators, to make change stick
- Pioneer capacity , engagement and motivation. *People not system led agenda*
- Keeping it alive!
 - Pioneer stewardship
 - Comms

Next Steps for the Wiltshire Vision project

- Prepare the ground for the next stage – identify how we can scale up successfully
- Engage with different groups. Use existing models of working with older people, E.g. <https://wigo.org.uk/>
- Work with UWE to develop a proposal to National Institute Health Research to support the development, learning and evaluation of the project

“Take the leap and become a Pioneer you will not regret it. Together it will enable us to make the changes to our lives, and make society better”

Chelsea

Core group pioneer

Contacts

To find out more about the pioneers:

mary@wiltshirecil.org.uk

To become a pioneer and join the revolution:

[Pioneers — Wiltshire Centre for Independent Living](#)

[Join Our Team — Wiltshire Centre for Independent Living](#)

