

Best Practice in Co-producing Safeguarding Procedures with Service Users

Sophie Hailwood and Jane Hinchliffe
Touchstone



What we'll cover...

The Ambition of Coproduction

Trust Building

Case study – A coproduced film

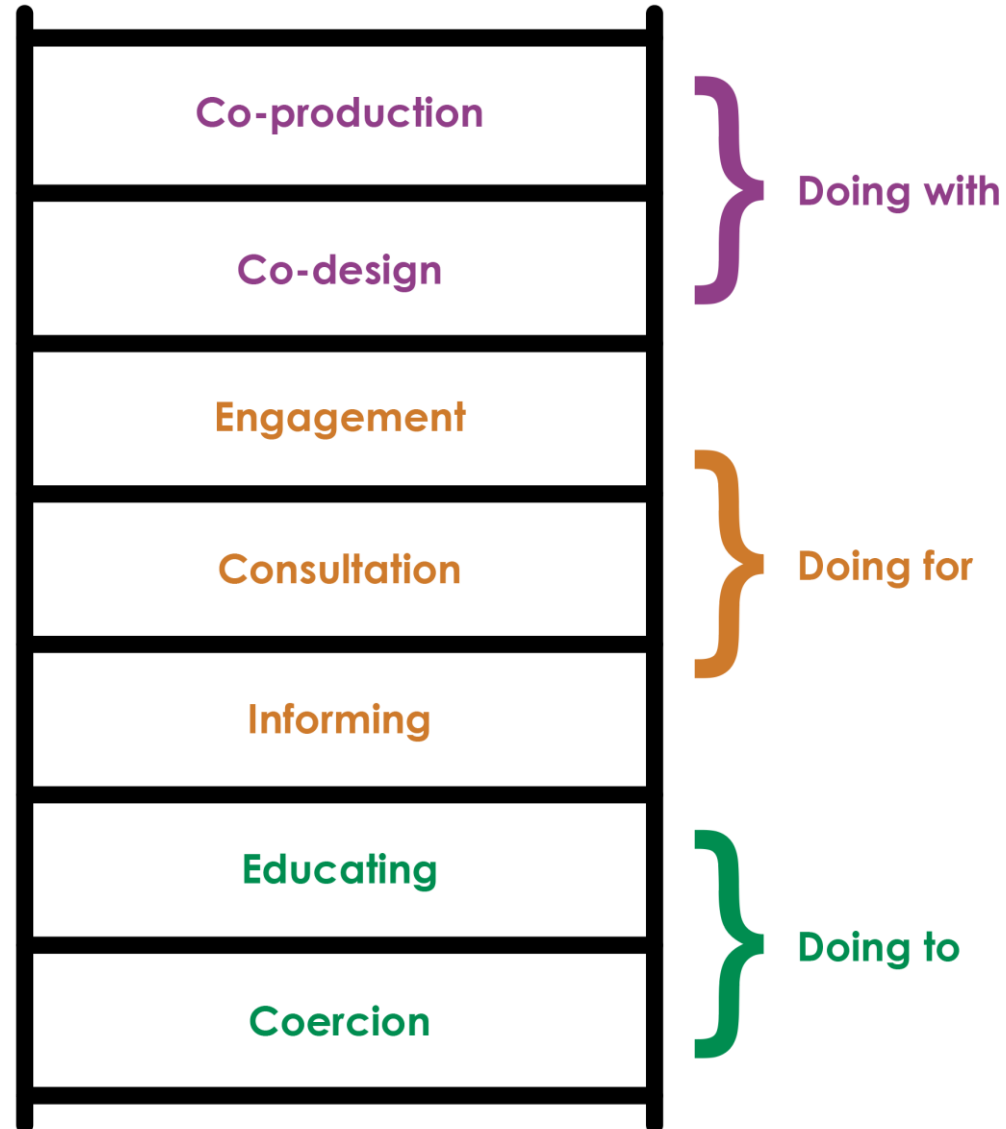
Guidance for Senior Leadership:

- Establish robust coproduction approaches to Safeguarding strategy and policy
- Recruiting staff with lived experience
- Understand what resources are required



The Ambition of Coproduction

[Co-production: what it is and how to do it | SCIE](#)



Trust Building

Diversity

- Of thought
- Representation
- In matters that are important to that individual

Accessibility

- Empathy
- Challenge “hard to reach”
- Accessible resources
- Time!

Reciprocity

- Shared interest
- Develop skills
- Listening and action
- Training
- Remuneration





A SAFEGUARDING INCIDENT
A CO-PRODUCED FILM



<p>Concept</p>	<p>Touchstone Safeguarding Advisory Group (service users, staff and trustees).</p> <p>Initial Meeting: Included staff and service users to decide topic, roles.</p> <p>Reciprocity: Service Users chose roles that fitted their skills and abilities/ expenses</p> <p>Considerations: Ramadan approaching, Mobility needs, emotional mental health needs.</p>
<p>Challenges</p>	<p>Engagement: Making it easy to engage/ hard to reach narratives</p> <p>Time: for discussions about how and when to engage, patience</p> <p>Feedback: Conflict between perceived “business needs” and service user feedback</p> <p>Staff actors: visibility of co-production is limited</p>
<p>Benefits</p>	<p>Video is flawed: invites more feedback from service users about how we “do” safeguarding</p> <p>Sparks conversation: Can we ever co-produce incident reporting?</p>
<p>Review</p>	<p>What could we do differently?</p>



Establishing robust coproduction approaches to Safeguarding strategy and policy

- What are your drivers?
- Ensure buy in from key stakeholders (know why you're doing it so you can influence others)
- Allocate resources – this means £ but not £££
- Measure effectiveness of allocated resources to evidence need and impact
- Cultivate a culture of collaboration – staff, services users, volunteers – specific forums and governance (tap into lived experience)
- Utilise quick wins – email inboxes, survey monkeys, staff with lived experience



Recruiting (and retraining) staff with lived experience

- What are your drivers? Know why you want to.
- Culture of authenticity – enable people to be themselves at work (staff networks, celebration events, effective comms.)
- Lived experience can be recruited for but it will already exist within a work force – culture enables this to be discovered, explored and celebrated.
- Lived experience needs to be visible at all levels of an organisation, particularly within leadership (not just entry level.)
- Lived experience brings expertise and strengthens coproduction.



Questions?

