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Update on Engagement, Involvement and Empowerment (Co-production)

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Purpose/Summary

This paper is to provide the Board of Trustees with an overview and update on our Engagement, Involvement and Empowerment (Co-production) work. The Board is asked to **note** progress.

Previous Board discussions

A paper was submitted to the March 2018 Governance Committee to inform them of the Society's approach to involvement of people with and affected by MS in its decision-making processes, in particular those which are governance-related. This paper is to provide a wider organisational view of our co-production work and outline areas where improvement is required.

Details

1. The EIE Strategy

- 1.1 The EIE Strategy (UK wide) has important implications for our corporate strategy and Services and Support Strategy and also a number of other existing functional strategies, including Equality, Diversity and Inclusion and Digital. A strategy map is contained in Appendix 1.
- 1.2 Staff supporting this area of work (UK wide) include: Programme Lead for Innovation and Service Development (Tim Newham) and Senior Engagement, Involvement and Empowerment Officer (Jess Mansel from mid Oct 18 (post vacant since July 18)) both

based in the Services and Support Directorate. The corporate lead is the Scotland Director (Morna Simpkins).

2 EIE - overview

- 2.1 In relation to new UK wide, local service development and information resources we have made huge progress with co-production and giving people with MS significant involvement and utilising a true co-production approach. This approach to co-production has been established, embedded and further developed since the appointment of an Engagement, Involvement and Empowerment Officer from May 2017 to June 2018) / Senior Engagement, Involvement and Empowerment Officer (mid Oct 18 onwards) and the Programme Lead for Innovation & Service Development in August 2018.
- 2.2 Our co-production work is supported by an Expert by Experience ('EbE") Steering Group (9 PaMS and 5 staff members) and a wider Expert by Experience Network which has 52 members. New service design or re-development is overseen by the Service Innovation Co-ordination Group which ensures, amongst other aspects, that co-production has taken place.
- 2.3 An online co-production toolkit was launched in Co-production week in July 2018 and can be viewed at <https://www.mssociety.org.uk/what-we-do/our-work/how-we-work/working-together>. The toolkit was co-produced with members of the Steering Group and uses the Design Council Double Diamond Method. A high proportion of our co-design has taken place utilising digital technologies allowing us to be inclusive and giving us an advantage when applying for funding. Funding of £15,000 has been made available by the Big Lottery Fund to support the roll out of this work across the organisation and train relevant staff / volunteers to use the toolkit.

3. Other areas of involvement, co-production and co-design across the organisation

- 3.1 Across the organisation, from Board and National Councils down through the Directorates, we use a range of techniques and tactics, depending on the situation with an emphasis on incremental improvement rather than a single approach being applied. Co-production and co-design spans all areas of work including service design, information, research, external affairs, evidence, data and insight. Detailed examples can be provided for all areas.

4. Assessment of where we currently are

- 4.1 There has been huge developments and progress in co-production and co-design within the MS Society particularly in the area of service design for which we are receiving positive feedback from funders such as the Big Lottery Fund.
- 4.2 The following table provides an assessment of where we currently are including measures against Ladder of Participation*

Area	Excellent	Good	Some further development	Measure against Co-production Ladder of Participation*
Board		x		Engagement/Consultation
National Councils		x		Engagement/Consultation
Service design/ innovation – UK wide	x			Co-production/co-design
Local service design			x	Informing > Consultation
Information		x		Co-production/co-design
Co-production in Research	x			Co-production/co-design
Policy & campaigning		x		Co-production/co-design
Evidence data and insight		x		Engagement/Consultation
Engaged workforce			x	

*Think Local Act Personal <https://www.thinklocalactpersonal.org.uk/co-production-in-commissioning-tool/Co-production-in-commissioning-and-market-shaping/In-more-detail/The-spectrum-of-practice/>

5. Improvement areas identified

Whilst significant progress has been made, there are areas where we have identified which need further development and these have been incorporated into plans for 2019 - 2021.

Area	Improvements identified
Board	Improve involvement of people with MS in line with EDI and membership changes (see agenda item 23 which incorporates proposals).
National Councils	Better utilisation of Council to identify need and co-design services etc. at local/nation level where appropriate
Service design/ Innovation – UK wide	Continue to embed co-production toolkit & service innovation toolkit within organisation. Develop an end-to-end toolkit for service innovation to ensure a robust pipeline is developed and maintained. Continue to support the EbE network to develop services which meet needs of PwMS, particularly those that are low cost/digital. Grow EbE network to ensure it is representative of MS Community and utilises digital tools.

Local service design	Further work in relation to group/local assessment of need and co-design of services.
Information	Further work in relation to determining needs/gaps and identification by PaMS as to what needs reviewed.
Co-production in Research	Further work to improve the diversity of people affected by MS on our Research Network and further training for researchers on involvement and coproduction principles and practices.
External Affairs	Scope to improve 1) deciding on what to campaign on, 2) greater diversity on campaign co-production groups and campaign advisory group 3) building capacity of people with MS to campaign on the issues that matter to them
Evidence data and insight	Continue to build on work to develop and maintain a set of tools to provide close to real-time insight on reach and impact of services presented in an engaging way. Develop a range of evaluation tools for emerging co-designed services which lead to successful co-produced restricted funding bids.
Engaged workforce	Continue to embed co-production across all areas of the organisation including support services (enabling functions) to ensure systems are co-designed. Ensure that the funding (£15,000) from Big Lottery Fund supports the roll out of co-production toolkit for staff/volunteers. Ensure that co-production is included within staff induction.

Appendix 1: EIE Strategy Map

Engagement, Involvement & Empowerment Strategy

