

Service User Involvement

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Co production in Probation

- *“Means delivering services in a (more) equal and reciprocal relationship between professionals, people using services, their families and their neighbours.*
- *Where activities are co-produced in this way, services ... become far more effective agents of change”*



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Co production is about



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- **Facilitation** - About doing things *with* people (not *to* or *for*)
- **Recognising people as assets:** seeing people as partners in the design and delivery of services, not passive recipients
- **Builds on people's existing capabilities:** rather than starting with people's needs (the traditional deficit model), co-produced services start with peoples capabilities and look for opportunities to help make these flourish



Co production is about

- **Mutuality and reciprocity:** co-production is about a mutual and reciprocal partnership, where professionals and people who use services come together to produce effective services and improving outcomes.
- **Peer support networks:** engaging peer and personal networks alongside professionals as the best way of transferring knowledge and supporting change.



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Parallel Processes - where does it fit?

- Enabling environment (SEEDS)
- Strengths based approach (Desistance)
- Building Recovery Capital (Recovery agenda)
- Probation Trust Values (Partnership, People Can Change)
- NOMS Commissioning intentions



Requires

- A different mindset
- A willingness to shift power
- Acceptance that we are not the only experts
- A blurring of boundaries -user/expert
- An end to some “sacred cows”?



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Only offenders can stop offending



But this is easier when there is a high support and high challenge culture.

