

## Transcript of video: Towards Co-production

Abby Vella: Next week we are taking this to a separate session with our 'experts by experience' in the region, and some of you have joined us today. Part of that work is to plan our wider co-production approach for next year.

We also wanted to mix up the way we do improvement and try new approaches. One of the ways we've done this is focusing on co-production and co-producing innovation. Over the last year we've had a specific more established partnership with TLAP, which is influencing our thoughts and ambitions for doing co-production generally better across our improvement programme.

I don't think I think we are by any means the master of co-production yet, but I think we are really kickstarting an honest and authentic conversation about how we can make our improvement programme more democratic and more participatory.

Jon Mansell: I'm what you guys would call an expert by experience, but I call myself a life experience warrior. I do some stuff with adult social care in Dudley with Matt Bowsher. I've been in and out of many different organisations: CCG, NHS, police, loads of them. A lot of people say they want my input but they don't. They just want to get rid me.

But you guys, you should be really proud of what you are doing, really proud, and I'm really proud of what we are going to do as a collective.

Matt Bowsher: I'm going to embarrass Jon. Jon has just led a discussion around peer, and has played a key role in sector led improvement in Dudley. He's 19 years sober today.

Jon Mansell: Yes I'm 19 years sober today, but if I'm honest, and I am honest all the time, the only reason that I am sober today has got absolutely nothing to do with social care and health. Absolutely nothing, not one little not one little hand, if it if it was left to the NHS and social care, you wouldn't be speaking to me now.

I believe 100% that you guys are let down – I'll try not to cry - are let down by the system, the government, doesn't matter if its Conservative or Labour, I don't care. The system that has been around for so long, you guys are let down by them as much as we are as the service users.

I need to show you my T-shirt quickly. It says – you know what I'm going to say Matt – 2017: them and us doesn't work. 2022: them plus us times working together equals progress and results.

However, here we go. We have a lot of people already destroyed, totally destroyed by health and social care failing them for many, many years. Your organisations. I'm not saying you as an individual, your organisations. The organisations that 'work together'. Yeah, right.

Paula Furnival: You can give us that feedback Jon. We don't just talk about co-production we mean it. Co-production is hard because actually you get to hear things that maybe aren't necessarily what your organisation or your partnership wants to hear.

Clenton Farquarson: The West Midlands is being really refreshing. You're in it as a long term commitment from the region but also understanding that there needs to be physical infrastructure put in place to enable co-production to happen.

But also the human infrastructure. You're being realistic that it's going to be messy, that there's going to be ups and downs because you're working with people and the reality of people's experience is not going to be the same.

One of the things that I think will need to be looked at is that the diversity of voice and experience of people will need to be fundamentally embedded so that you can get a better diverse experience that feeds into the strategy in the West Midlands.

Paula Furnival: Clenton thank you and thank you Abby as well.