



social care  
institute for excellence

# Collaborating and innovating in social care to improve lives

Impact report 2023/24

March 2024





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## About SCIE

The Social Care Institute for Excellence improves the lives of people of all ages by co-producing, sharing, and supporting the use of the best available knowledge and evidence about what works in practice. We are a leading social care improvement independent charity working with organisations that support adults, families and children across the UK. We also work closely with related services such as health care and housing.

We improve the quality of care and support services for adults and children by:

- identifying and sharing knowledge about what works and what's new
- supporting people who plan, commission, deliver and use services to put that knowledge into practice
- informing, influencing and inspiring the direction of future practice and policy.

“

**The biggest benefit of the work we've been doing, aside from the 30% targeted improvement in productivity, is having that external challenge and using the experience that SCIE brings. It feels a very supportive and encouraging relationship that is enabling us to be really brave about some of the challenges. I'm hoping we can continue the relationship and start to look at some of the other challenges together.**

**Kim Carey**  
Director of Adult Services  
London Borough of Bromley

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by Kathryn Smith, CEO, and Patrick Wood, Chair of SCIE co-production Steering Group

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# Foreword

by SCIE CEO Kathryn Smith

## OUR IMPACT IS YOUR IMPACT



Now more than ever our sector needs an independent charity that makes the case for the incredible value and difference that great social care can make to people's lives, and should be enabled to do so. Driven by the breadth of evidence collated, deep knowledge of the issues and challenges faced both locally and nationally, and by the voice of lived experience, SCIE has a unique role to play.

Our consultancy, training, research and knowledge offer are all for the good of improving social care, as we are a not-for-profit organisation, and we are proud of the wealth of expertise our employees bring, built over many years of social care practice experience.

This has been another enormously challenging year for social care, given the ever-increasing demand and significant workforce and budgetary pressures, but despite the uncertainties we have continued to help the sector navigate the difficulties it continues to face. Helping switch the narrative from 'problems' to 'solutions' is key for us as we believe the sector has huge potential to continue to improve care and support based on evidence and best practice.

Whether you are a director of adult social care, a policy maker, a commissioner, social worker or care worker (or anything in between), you all play a part in driving better care to help change people's lives, and we are here to support all of you.

One of the stand-out moments for me this year was reading the responses to our co-production survey from which we were able to develop and share clear insights and recommendations into how co-production can be embedded meaningfully in adult social care.

I have spent my career working directly with people who draw on care and support, and I feel passionately about the importance of continuing to improve social care options to support people to lead the life they choose, independently and as they would wish, as far as is possible. It is a privilege to see the difference good quality services can achieve and the difference SCIE can make to people's experiences.



**Kathryn Smith**  
CEO

# Foreword

by Chair of SCIE co-production Steering Group Patrick Wood

“ One of the main achievements of the Co-production Network in the past year was to increase the number of people with lived experience playing an active role in our Steering Group. We recruited six new group members with different skills, knowledge and experience and we’ve managed to come together remarkably quickly, unified by our commitment to ensuring that SCIE’s approach to co-production is properly informed by the needs and desires of people who access care and support.

As a group, we welcome SCIE’s commitment to developing a comprehensive co-production plan, building on the principles and frameworks for good practice that we helped to create and recognising recent developments in the field, and we have embarked on the task of playing a major role in the formulation of this plan from start to finish, and look forward to the opportunities it will provide for people with lived experience to be involved as equal partners in its delivery. ”



**Patrick Wood**  
Chair of SCIE Co-production Steering Group

# Who we are and what we do

SCIE is a trusted voice in the social care sector and a leading social care improvement independent charity.

## Vision

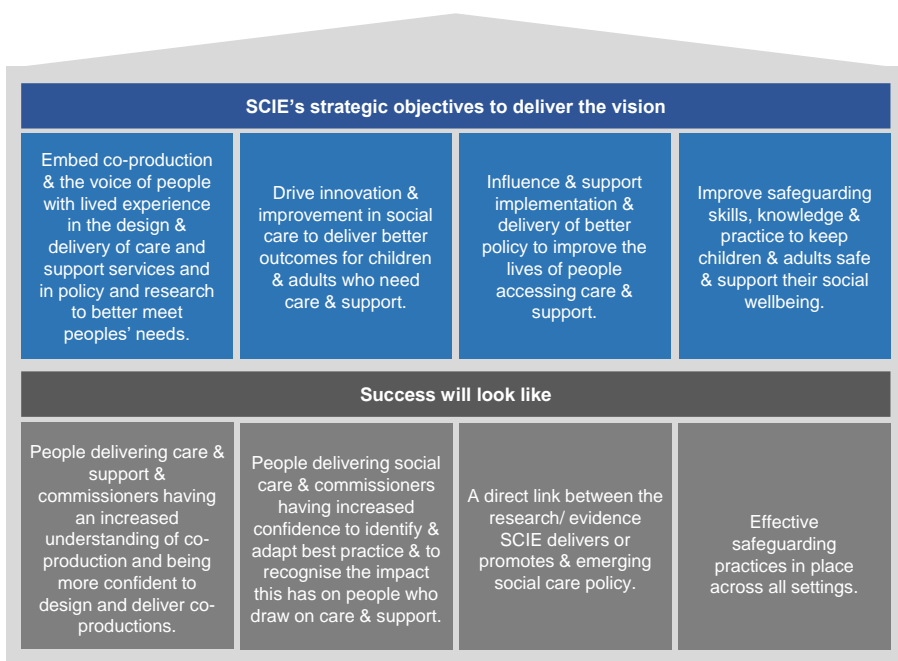
A society where care and support maximises people’s choices, removes social inequality and enables people to live fulfilling, safe and healthy lives.

## Mission

Our mission is to research, evidence, share and support the implementation of best practice.

We use this evidence and experience to shape policy and outcomes, and to raise awareness of the importance of social care and social work for creating a fair and equal society.

Everything we do is informed by people with experience of care and support.



## Our work focuses on four areas

Across these four areas, we deliver consultancy, training, research and knowledge, using the best available knowledge and evidence about what works in practice.

Translating this into expert advice, guidance and resources, that we share through support, partnerships and collaboration across the social care sector.

## Our impact

We measure our impact across our consultancy, training, research and knowledge offerings in a number of ways. Here is a snapshot of our impact on people:



## Sector reach

Through our consultancy, training, research and knowledge offerings we support all those who work in social care. 21% of individuals on our database work for local authorities, 25% for care providers, 4% in Government Departments and 11% for NHS bodies.



**4.5m**  
website visits



**136k**  
newsletter subscribers



**>8.5k**  
webinar registrations



**33k**  
e-Learning  
course delegates



**101k**  
social media  
followers



**370k**  
sector contacts

## Our insights

### Reflections on the Accelerating Reform Fund (ARF)

“ SCIE are excellent with their support. ”

Local authority stakeholder.

We are building on our strong background in working collaboratively to transform care by providing hands-on support to local areas in developing projects for the exciting £42.6 million Accelerating Reform Fund.

The Fund, launched by the Department of Health and Social Care last October, is the first such grant to support the scaling up of innovation in adult social care, and will also kickstart a change in support for unpaid carers, who play such a vital, selfless role in our society. It supports the DHSC's 10-year vision for social care, centred around three key themes: supporting people with choice and control to live independent lives, helping people to receive outstanding quality and tailored care, and ensuring that services are fair and accessible.

# 100%

of the 42 integrated care systems registered their interest in the Fund.

We ran a series of webinars and an event at the National Children and Adult Services Conference (NCASC) with impressive attendance figures and great feedback, resulting in 149 local authorities across the country collaborating to submit 42 expressions of interest across all ICS areas. Our role includes ensuring local authorities benefit from valuable shared learnings, peer support and expert insights.

We are looking forward to working together to ensure the range of innovations successfully deliver better lives and experiences for both those who use social care and their unpaid carers.

“ Just to echo the huge thanks for all of your and SCIE's wider efforts on ARF engagement over the last few months. We've had a fantastic opt-in rate to the ARF, which definitely wouldn't have been the case if it weren't for the various webinars and sessions you held – thank you! ”

Department of Health and Social Care.



## Reflections on our co-production survey

“ Co-production is about working together with people that have lived experience at the centre. It’s important to me, as someone with lived experience, because I am the one that knows what I need to live my life. I should get to influence, shape, & decide on how my care is delivered, when & how & by whom. ”

Survey participant.

For Social Work Week in March 2023, SCIE launched a survey for adult social care professionals and people who draw on services to share their thoughts and experiences on co-production and how it applies to their work and lives.

Through this research, our goal was to identify ways of addressing barriers to co-production in policymaking, commissioning, and service provision.

Some highlights from the findings:

→ The closer one’s job was to direct care, the less likely those workers were to have in-depth knowledge of co-production.

Continuous education, awareness-building, and the promotion of co-production at every level of the workforce is needed, from the induction of new care workers to strategic leaders.

→ Barriers and challenges to co-production experienced by social care staff included time, organisational culture, cost and communication. This suggests a clear business case needs to be made for co-production to be fully supported and enabled as an investment of time, effort and financial resource.

We had approximately 1000 responses which resulted in the launching of our parliamentary briefing during the annual ‘Co-production Week’ at the beginning of July 2023.

Key calls to action were:

→ Establish and extend participation in co-production beyond familiar voices.

→ Ensure skills and knowledge of co-production are embedded in the training and qualifications of all roles in the adult social care workforce.

→ Showcase practical examples to help bring the skills, values and behaviours of co-production to life.

→ Create a robust business case that will demonstrate the value of co-production to ensure sustainable investment in the long term.

Since the survey we have been undertaking a DHSC funded "Co-production Impact Project" with the aim of producing a digital resource (webpage) to help groups and organisations to identify and report the impacts of co-production.

### FAMILIARITY WITH THE TERM CO-PRODUCTION BY JOB GROUP



## Spotlight on impact

# Embed co-production



SCIE received a world class **net promoter score** in terms of clients' likelihood of recommending our co-production advice and guidance.



“ Leadership in arena of co-production. ”

Educator, University.

“ I use...resources to help staff improve their practice. ”

Local authority stakeholder.

“ The resources have given me confidence to work with individuals in a more co-produced way, enabling us to improve information that is shared on our website. My confidence has also increased to challenge other officers who do not see the benefit or need to work in this manner. ”

Local authority stakeholder.

### Aims

Drawing on the key findings from our co-production survey, SCIE aims to embed co-production and the voice of people with lived experience in the design and delivery of care and support services and in policy and research to better meet people's needs.

### Activities

SCIE helped five local authorities to develop a culture change that is needed within adult social care (ASC) to enable effective co-production at all levels.

## Impact and outcomes

We enabled the five local authorities to:

✓ Understand ways in which co-production can be made to be integral to ASC and built into the fabric of day-to-day working.

✓ Ensure co-production is clearly defined and embedded within their strategies and plans.



Bring co-production to life for staff at a practice and service design level.



Understand the value of co-production and how it contributes to better client outcomes.



Think about how they could ensure that the voices heard are local and represent the diversity of local communities.

Through our expertise in understanding and developing true co-production, we provided advice, guidance and resources.

“ The resources are really good, clear, and modern. SCIE also co-produce with service users, which ensures that your resources are of the highest quality. ”

SCIE stakeholder

## Spotlight on impact

# Drive innovation and improvement



SCIE received a world class **net promoter score** in terms of clients' likelihood of recommending our innovation and improvement advice and guidance.

“ I have many times shared SCIE links and resources with colleagues and connections I have as it is an important component in bringing health and social care together in collaboration. It provides different perspectives and keeps me updated with what is happening in social care, local Govt etc. Thank you - keep up the good work, it is making a difference.

” Advisor, Local Government.

### Aim

Drive innovation and improvement in social care to deliver better outcomes for children and adults who need care and support.

### Activities

Working with 27 organisations which included the London Borough of Bromley who commissioned SCIE to develop a forward Digital Strategy and an associated Digital Transformation Programme.

This enabled the design and development of a more sustainable and efficient future operating model and new way of working including introducing a range of digital tools to change how ASC engages and works with residents, carers, and partners.

## Impact and outcomes

London Borough of Bromley were enabled to:



Target 30% improvement in productivity across core operational processes – assessments, care planning, review.



Be viewed as a leader in digital social care which has resulted in this initiative being reviewed by other local authorities and the Department of Health and Social Care.

“ As genuine experts in social care, SCIE bring strategic expertise & knowledge to help with the challenges organisations are facing and then they learn together. Their breadth of customers and convening power enable them to support in a wide range of ways. They understand the business, tailor their offering and have the ability to engage with all the issues, while focusing on the end-user at all times.”

Kim Carey, Director of Adult Services, London Borough of Bromley.

## Spotlight on impact

# Better policy

We set a priority to speak with an authoritative voice on how we improve people's experiences and outcomes of social care, providing sector leadership and a strong policy perspective.



“ They bring us expertise of a wide range of partners including people with lived experience. When I was talking to them it was like I was speaking to all the people they had spoken to. ” Policy maker.

### Aim

Influence and support implementation and delivery of better policy to improve the lives of people accessing care and support.

Turning evidence into policy and practice.

### Activities

Building on the recommendations from SCIE's Commission on the role of Housing in the Future of Care and Support, and working in partnership with Socialudo, based at the University of Stirling, we piloted a Serious Game at the London Borough of Southwark. The Game is innovative, and its creative approach brings together key stakeholders from housing, health, social care, social work, local planning, elected local officials and commissioners to work together to help future-proof and plan for the ageing population of fictional 'Hope Town'.

Players tackled real-world challenges that local authorities and organisations face when serving residents of the town. A subsequent workshop allowed the Serious Games team to present the findings and attendees to identify priorities both for what a housing plan in Southwark should include and the next steps for developing that plan.

## Impact and outcomes

“ I think the game provides an interesting window into the problems/challenges across the whole piece so it's not just housing... but the whole range of suggestive interventions to meet the very varied needs. ”

Serious Games participant in the LB Southwark.

Insights from the Serious Game, workshop and three-month follow-up, is helping to inform older people's housing strategies and plans within Southwark. The evaluation of this pilot study will inform other local areas about the importance of housing partnerships and the potential for using the Serious Game to support, develop and sustain such a partnership. The Serious Game will be included within SCIE's toolkit for place-based plans for housing for older adults as a case study.

The Older People's Housing taskforce is already aware of the Game, with one Task Force member being an advisor. SCIE gave a presentation to the Task Force in October, and they will additionally have sight of SCIE's report in March, ahead of their own reporting expected in May.

Together, the Serious Games and Toolkit will support local areas to bring together a local housing partnership to plan housing options for older adults and provide practical guidance as to how to develop that plan.

## Spotlight on impact

# Improve safeguarding



SCIE received a world-class **net promoter score** in terms of clients' likelihood of recommending our safeguarding reviews, advice, training and guidance.



“ I am Head of Safeguarding & I find SCIE resources very useful in assisting others to understand safeguarding concerns in a simple way with good examples. I regularly direct others to SCIE resources & find them useful when I am unclear of the most appropriate response to a concern. I refer to them when giving advice and when writing policies, procedures and processes. ”

Local Authority, Head of Safeguarding.

“ SCIE is my 'go to'. If I have a question, am unsure of something, 99% of the time SCIE has the answer. ”

Care and Support provider, Assistant Director.

### Aims

Improve safeguarding skills, knowledge and practice to keep children and adults safe and support their social wellbeing.

### Activities

In the last year 73 organisations have needed SCIE's help to address challenges such as:

Difficulties in the ownership and embedding of safeguarding at a strategic level.

Struggling to understand and analyse wider safeguarding themes and trends.

Struggling to balance risk and difficulty in understanding where safeguarding vulnerabilities are.

## Impact and outcomes

More than 3000 people attended 279 training sessions that SCIE ran in 2023.

✓ 95% of attendees felt that the training would make a positive contribution to their work.

✓ 92% of attendees who completed the training would recommend it to others.

These organisations were enabled by SCIE to;

✓ Understand 'the golden thread of safeguarding' and how culture, leadership and robust systems can enable effective safeguarding implementation.

✓ Think about wider systems relating to safeguarding through descriptive and analytic thinking.

✓ Consider key areas of safeguarding risk/potentially problematic areas and relate them to their own organisation or sector.

“ The course was deeply impactful and added value. It was personalized to my organisation and so felt very easy to apply to our working practice. Thank you! ”

SCIE stakeholder.

## Work and partner with us

“ SCIE are always a pleasure to work with – really supportive, flexible and adaptable. ”

Director of Adult Social Care, London Borough.

The need for sustained investment to stabilise the social care system and invest in the workforce is well-known. While the sector urges for this, SCIE will continue to collaborate and innovate in partnership to help transform care to new models better equipped to deal with the significant expected growth in demand and cost. Together, we can improve social care, and people's lives.

This report is just a small sample of our impact.

### Please contact us:



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For up-to-date information on the social care sector, details of knowledge, guidance and training opportunities, sign up to our **newsletter SCIELine**.

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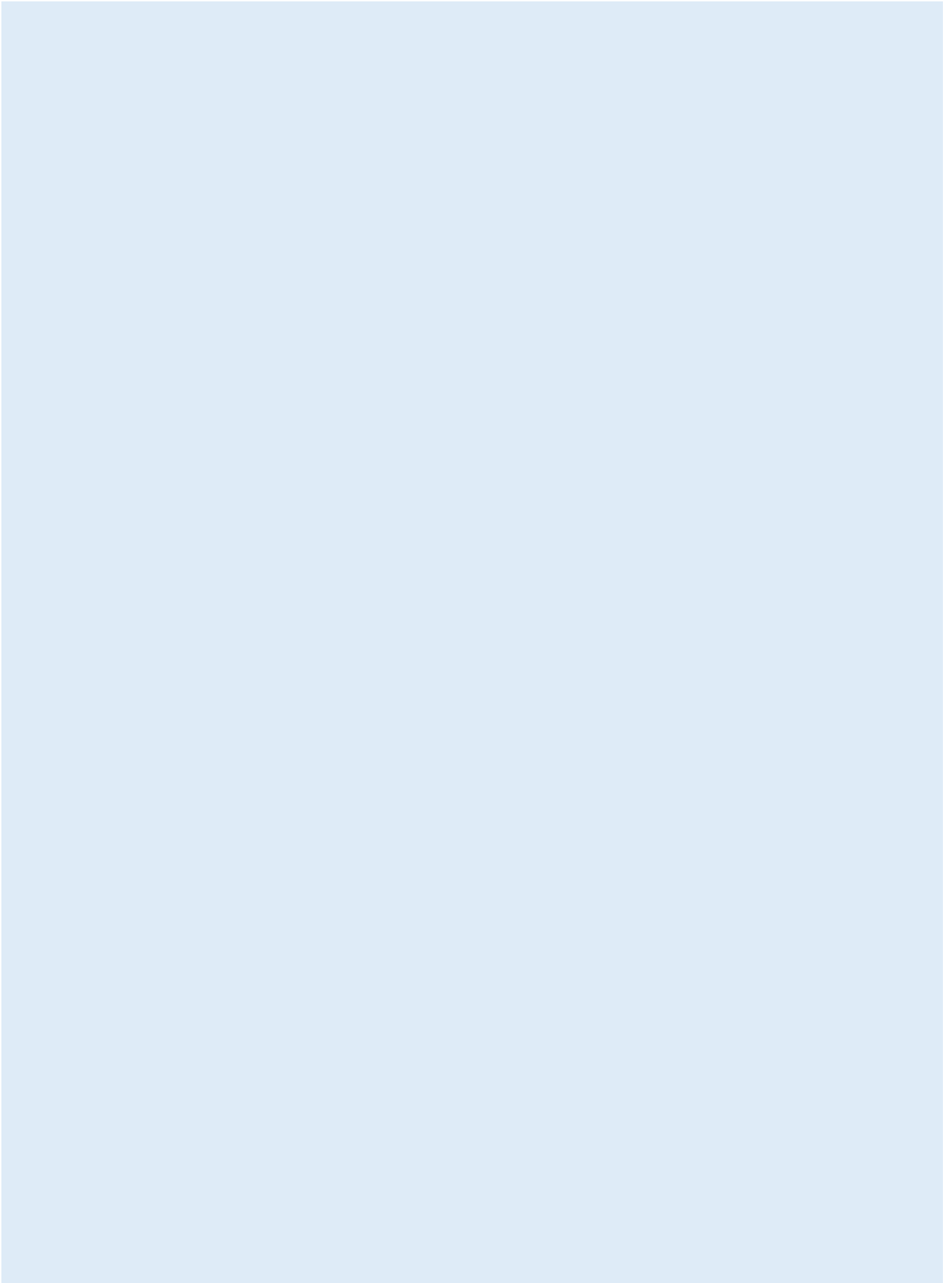
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“ genuine experts in social care,  
SCIE brings strategic expertise and  
knowledge to improve practice ”

SCIE stakeholder.



#### SCIE hosts TLAP

TLAP is a leading partnership offering co-produced learning & support for councils and providers on personalisation.