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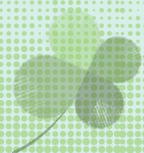
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Human Relationships – Keys To Remaking Social Work For The Future

Book of Abstracts



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Topic	Co-production In Social Services: Phases And Levels Of User Participation In Spanish Social Services
Abstract	<p>Social Work profession works to guarantee people’s social rights and the establishment of participatory mechanisms for the development of collective and individuality potential capacities. Co-production, as a participatory methodology focused on users of public services, takes on greater relevance for Social Work in Spanish Social Services (SS) due to the growth of social demand in recent times and the recognition of new social rights to citizens. So, the research questions of this work have been as follows: In Spain, does the regional laws of SS consider user participation as a need? If yes, in what way?</p> <p>The main objectives of this communication are to identify (1) the ways in which SS legislation gives value and includes users participation and (2) the phases and levels in which this participation is specified, as a co-designed process (co- production) between professionals and users. From a qualitative methodological approach, based on secondary data analysis, we analyze the 17 regional laws of SS currently in force, using as a tool a systematic analysis template, to classify the data at the macro, meso and micro levels, according to the research questions.</p> <p>The results reveal that the laws include three correlated participatory trajectories and four different phases where user participation is considered essential. The first trajectory corresponds to user participation in the helping process (Micro- level); the second one corresponds to user participation in social care centers and services (Meso-level) and the third one in the SS as social protection system (Macro-level). The four phases of the work processes in which user participation must be specified are as follows: 1) study and needs assessment, 2) planning, 3) intervention, 4) monitoring and evaluation. In conclusion, the results show the regulatory framework endeavor for developing action and policies to ensure that professional practices guarantee real users involvement in SS.</p>
Bio	I am a Social worker, PhD student and predoctoral researcher in Social Work and Social Services department at University of Alicante (Spain). Also I am a member of Social Work and Social Services Group Research (GITSS) at the same university.