



Team
Reading

Update on Co-Production in Adult Social Care and Health

ACE Committee - Information Item

12th June 2024



Reading
Borough Council
Working better with you

What is co-production?

- **The Care Act 2014** is one of the first pieces of legislation to include co-production in statutory guidance. It defines co-production as: *When an individual influences the support and services received, or when groups of people get together to influence the way that services are designed, commissioned, and delivered. It should bring people with lived and learned experience together as equals, to share power and to have influence over decisions that are made.*
- **The Association of Directors of Adult Social Services (ADASS)** are clear that in their view it is for social care leaders to encourage and support a culture of co-production within their organisations, from **individual level** such as developing a care and support plan based on outcomes and what matters to that person, to **service or organisation level** such as when changes are made to an existing service, or a new service is being developed.
- **Adult Social Care and Health (ASC+H) in Reading** recognises that to truly support people that use services, their families and carers, **our services must reflect their experiences, aspirations, and goals**. To do that their voices must be heard as equal partners in our decision-making.



Benefits of co-production for the Council

- The Social Care Institute for Excellence (SCIE) are a recognised leading improvement organisation and charity working with organisations at local and national level to support transformation in social care. SCIE have outlined significant benefits that Co-production can bring to local authorities and the communities they serve such as:
 - **Benefits for people who draw on services** are increased self-confidence, self-esteem, and sense of empowerment; better health and wellbeing; increased engagement and trust; higher levels of satisfaction with, and awareness of, services.
 - **Benefits for people who work in services** are improved job satisfaction, motivation, and practice; higher levels of trust and engagement, including involvement in future projects and dialogue with people who draw on care and support and carers.
 - **Benefits for the Council** are increased uptake of services, improved best practice through co-designing outputs and capacity building within organisations.
 - **Benefits to the community** in co-producing social care, health and wellbeing services includes increased knowledge and awareness of the targeted health issue or services among the community.



How is co-production assessed?

- The Health and Care Act 2022 gave the CQC new regulatory powers to undertake independent assessment of local authorities' delivery of regulated care functions set out in Part 1 of the Care Act 2014.
- Assessments of local authorities commenced in late 2023. There is no indication of the scheduling of Assurance visits and as such the Council may receive notification at any time that Reading's assessment is due to commence.
- CQC will look for evidence that co-production is embedded throughout the local authority's work and that we use it to influence key decision making within the service. CQC's requirements for Co-production are as follows:
 - The Council is required to evidence that it actively seeks out and listens to information about people who are most likely to experience inequality in experience or outcomes, and tailor the care, support, and treatment in response to this.
 - Co-production will show that the council understands and performs its duty to collaborate and work in partnership in providing seamless services for the local community.
 - Co-production will evidence that the council embeds learning from people's feedback about their experiences of care and support, and from staff and partners throughout its work, and that this informs the council's strategies, service design, improvement activity and decision making at all levels of the system.



Our current position on co-production - baseline

- The status of Co-production in the Reading's Adult Social Care & Health services reflects the national picture. **Currently whilst personalisation of services at an individual level through assessment, delivery and review are largely embedded, there is insufficient co-production taking place at a service or organisational level with any consistency or under a framework of best practice.**
- There are examples of co-production being carried out where aspects of co-design and engagement have been applied to specific projects: Compass Recovery College, Autism Strategy and the All-Age Carers Strategy.
- Where co-production has been utilised, it has without fail led to evidencable benefits.



Our current position on co-production - resourcing

Co-production and Engagement Officer →

- In December 2023, a Co-production and Engagement Officer commenced in post. This post is initially a fixed-term post of 23 months, recognising that without dedicated capacity the large co-production agenda would need to be subsumed into business as usual creating significant risk that it wouldn't happen. The post was recruited using a panel of service users and carers. The role is focused on the following:
 - Embedding a culture of co-production into Reading ASC+H, ensuring that it is built on a shared understanding of what co-production is, a set of principles for putting the approach into action and awareness of the benefits and outcomes.
 - Delivering a strong framework for co-production using existing structures, resources, and involvement of everyone who will be taking part in co-production from the start. Ensuring that there are mechanisms in place to recognise value and reward people who take part in the co-production process.
 - Ensuring that everyone involved is trained in the principles and values of co-production and is supported in developing any new skills they will need for the work they do.
 - Leading on tangible outputs from the Working Together Group such as a co-produced Charter for Co-Production, Communications Strategy, Working Together Branding and a Co-production infrastructure and governance framework.
 - Reviewing co-production regularly to ensure it is making a real difference and that the process is following the agreed principles.



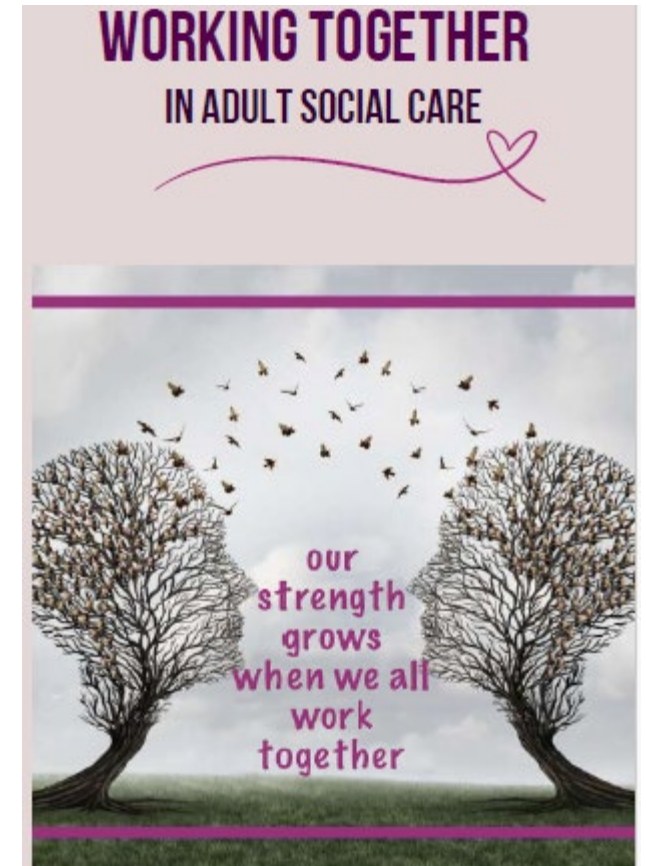
Our current position on co-production – achievements to date (1)

- Since the commencement of the Co-production and Engagement Officer role, significant progress has been made towards achieving our co-production ambition. Achievements include:
 - Recruitment support through forming service/user carer panels to support interviews of senior officers within ASC+H – this is now a key part of the recruitment process.
 - Scoring of our voluntary sector front door procurement on behalf of service users and carers.
 - Networking and connecting with other co-production leads across the area and nationwide in both local authority and VCS settings to identify best practice to apply locally.
 - Attending team meetings and held an ASC+H-wide Staff Reference Group to discuss engagement and co-production to support commitment of these aims.
 - Development of easy read practice and vocabulary guidance and support of an options appraisal to embed these into all appropriate ASC+H documentation.
 - Sourcing and exploration of potential external funding opportunities to support co-production.



Our current position on co-production – achievements to date (2)

- In addition to the above, in March 2024 the Co-production and Engagement Officer chaired the first of our monthly ‘Working Together’ expert by experience panel. At the forum, attendees co-produced promotional material intended to increase attendance or encourage involvement by those who would like to be involved but who find attending regular meetings difficult.



Our current position on co-production – achievements to date (3)



What we are doing

We are on an exciting journey here at Reading Borough Council as we launch our new Working Together initiative.

If you've got lived experience of getting support from social care, or care for someone who has, we'd love you to join us and add your voice to the mix of people helping to shape our services.



What is co-production?

Co-production means people who use adult social care services and their family carers working as equals alongside staff, sharing their experience, skills and influence to help design, develop, deliver and monitor services.



Ways to be involved

- Board member
- Service user panel
- Creating and reviewing web pages
- Commissioning
- Mystery shopping
- Proof reading
- Strategy development
- Interview panels
- Completing surveys
- Focus groups

And much, much more!

EMBRACE
DIFFERENCES



What's in it for me?

Being a Working Together Volunteer makes a difference to others but also offers opportunities to connect with new people, develop new skills and grow your confidence. You will benefit from free training as well as meeting like-minded people and potentially gain a new sense of purpose.



How can I join?

You can join Working Together by completing an online application form here: If you aren't online, please get in touch and we will post a form to you.

If you need this information in a different format or language, or you would like help to complete your application form, please contact us on 0118 937 or email us at Working.Together@reading.gov.uk.

Our current position on co-production - vision

- ASC+H have signed up to the **Social Care Futures Community of Support**, which offers a range of connected networks, groups, and activities, with shared vision and values. The Social Care Futures movement was established to create a society where people at risk of being excluded have the support they need to live a good life and where everyone can make a valued contribution.
- ASC+H have taken inspiration from Social Care Futures vision which is **‘We all want to live in the place we call home, with the people and things that we love, in communities where we look out for one another, doing the things that matter to us’** and from this have developed a shared purpose statement for ASC+H that will apply to all staff in the department irrespective of the team that they work within that will underpin and promote our co-production approach: **‘Supporting the life that matters to you’**.
- It’s important that ASC+H have a shared purpose based on our values and beliefs and that we use it to guide decision-making, shape and define our culture, underpin relationships with our service users, carers, and partners, reflect our ultimate goal and tell our story.
- To ensure we can fulfil our promise to **‘support the life that matters to you’** the ASC+H improvement journey must continue in the most effective way, prioritising areas that will make the biggest impact and when the time comes will evidence to CQC that we know our strengths and areas for improvement. Co-production has been agreed as one of our 5 key priorities over at least the next 12 months.



Looking ahead

Future co-production activities over the next 12 months include:

- **Delivery of a Co-production Charter** jointly owned by ASC+H and the Working Together group setting out how ASC+H aims to work with people who draw on care and support, their carers and equality groups. The Charter will be co-produced and will demonstrate ASC+H's aspirations in relation to co-production by setting out the culture, practice and structure required.
- Joint working with Health Partners & Brighter Futures for Children to **embed and deliver the new carers' strategy**.
- Continuation of working with partners on the **new build development** for people with learning disabilities and facilitating co-production on the scheme to **shape the design & activities**.
- Developing a **training programme for people with lived experience** including essential topics such as safeguarding and data protection, along with wider subjects such as what different teams do.
- **Communication launch both internally and externally of the 'working together group'** to further expand the membership and create further opportunities for involvement including regular updates of achievements
- Facilitating sessions for people with lived experience to **review and amend ASC web pages**
- Collaboration with housing regarding the co-production of a new **Disabled Facilities Grants policy**
- Working with the Voluntary and Community Sector to **co-produce a commissioned unpaid carer break offer** via funding secured through the Accelerated Reform Fund awarded to Reading.



Looking ahead - collaboration with SCIE

- In line with one of our 5 priority areas a programme of work to support the embedding of co-production has been agreed with the Social Care Institute for Excellence (SCIE). SCIE are a leading improvement organisation and charity working with organisations at local and national level to support transformation in social care. Their work is based on the latest evidence and extensive experience about what works to embed co-production in complex organisations and systems.
- They will produce two outcomes 1) Co-production of the ASC strategy 2) Embed local co-production programme to include:
 - Translate high-level strategic buy in into effective practice, in a consistent and coherent way.
 - Understand the impact of co-production that is already happening – what is working well, identifying strengths that already exist and exploring how best to spread and scale those instances of good practice – using co-production and the stories of success in improving outcomes.
 - Explore barriers to engagement – what practice looks like now and what ‘practice with impact’ looks like
 - Initiate a process of culture change that supports personalised, co-produced interventions for people in Reading, making co-production business as usual (BAU)
 - Understand what good looks like in this context and how it is measured and evidenced as part of BAU – developing engagement and feedback tools
 - Apply a narrative that enables people working across adult social care to describe their strengths-based, co-produced practice with a sense of ownership and consistency and to champion it as part of their roles every day.
- The programme will be delivered over four stages:



Looking ahead - collaboration with SCIE

STAGE 1 - BUILDING THE TEAM

To be concluded by the end of May '24

Building the team

- Identification of key stakeholders.
- Development of a leadership team with a senior sponsor.
- Formation of a group of practitioners and staff.

Defining the goals

- Leadership team to define the project objectives, key stakeholders, and practitioners to engage with, scope and level of ambition.
- Desk-based review of current strategies and planning documents linked to priority areas, to further understand current arrangements.

STAGE 3 – MAKE THE CASE

To be concluded by the end of July '24

- Development of a practical action plan with priorities for implementation.
- Ensure that the work plan is aimed towards full integration with business as usual.
- The case for change will link to the Council's key strategic objectives and will be mindful of the assurance requirements of the CQC.

STAGE 2 - INSIGHTS

To be concluded by the end of June '24

Practice Forum

- SCIE will meet with members of the Practice Forum to explore the priorities and how existing improvement methodologies can be applied to current arrangements and processes.

Day in the life reflective workshop

- A workshop with practitioners to explore practice more deeply; providing a richer understanding of how co-production is/can be embedded.

Lived experience

- Review evidence from people who draw on care and support.

SCIE Critical Review Tool

- Explores the opportunities for greater co-production success.

STAGE 4 – BRIDGE TO DELIVERY

To be concluded by the end of August '24

Support to co-produce a strategy for Adult Social Care

- Design and support the facilitation of co-production as an essential part of the development of our Adult Social Care Strategy.

Co-production infrastructure and governance framework

- Work with residents and existing groups to design a road map that guides the development of a Co-production Steering Group and wider infrastructure and governance arrangements.

A co-production Charter

- Setting out how Reading ASC aims to work with people who draw on care and support, their carers and equality groups.

A plan for culture change

- Develop a co-produced strategy for ASC and robust supporting infrastructure, that translates into practice through a process of culture change.