

**9<sup>th</sup> November 2020****Agenda Item: 7****REPORT OF THE CORPORATE DIRECTOR, ADULT SOCIAL CARE AND  
HEALTH****DEVELOPMENT OF A DEPARTMENTAL APPROACH TO CO-PRODUCTION -  
WORKING TOGETHER TO MAKE THINGS BETTER****Purpose of the Report**

1. The report details actions taken to move towards a departmental approach to co-production and asks the Committee to consider whether there are any further actions it requires.
2. The report requests that Committee considers how it can build co-production further into decision-making processes and asks Committee Members to consider how they can promote co-production.
3. The report also seeks approval for a further report on progress to be brought to the Committee in six months.

**Information**

4. In November 2019 the Adult Social Care and Public Health (ASCPH) Committee agreed that the department needed to develop a shared vision and methodology for co-production. It was recognised that co-production was key to the cultural change work in Adult Social Care and Health (ASCH).
5. On 23<sup>rd</sup> January 2020, Members of the Committee and the department's Extended Leadership Team attended a development session facilitated by Clenton Farquarhson, Chair of the National Co-production Group, to ensure a shared understanding is in place for co-production and to agree a set of key commitments for the department. The term co-production has been used to describe the way professionals within adult social care work alongside the community, taking into account the experiences, knowledge and strengths of the people to design, build and improve services at both an individual and strategic level. The session recommended that the Think Local Act Personal (TLAP) definition of co-production is used as a working definition to describe the department's aspiration and that essentially the aim was to bring people together to make services better - or people 'working together to make things better'.

6. The TLAP National Co-production Advisory Group definition states that: *'Co-production is not just a word, it is not just a concept, it is a meeting of minds coming together to find shared solutions. In practice, co-production involves people who use services being consulted, included and working together from the start to the end of any project that affects them. When co-production works best, people who use services and carers are valued by organisations as equal partners, can share power and have influence over decisions made.'*<sup>1</sup>
7. In March 2020 a report was due to come to this Committee with recommendations for moving towards a model of co-production in Nottinghamshire, however, the Covid-19 pandemic meant that this report could not be presented.
8. On 2<sup>nd</sup> June 2020 a report was taken to the Chairman's meeting to highlight the need to refresh the department's approach to co-production considering Covid-19 and social distancing.
9. An event on co-production originally planned for April 2020 with members of ASCH partnership groups (Learning Disability Partnership Board, Older Persons Advisory Group, Disability Information Action Group, Carers Implementation Group and Homecare Experts by Experience Group) took place on 13<sup>th</sup> July using Microsoft Teams. 53 people who use services, carers and professionals joined this meeting. A paper 'You Said We Will' (**Appendix 1**) summarises key learning from this event.
10. Following the event on 13<sup>th</sup> July a letter was sent to all partnership group members informing them that the department would not be rearranging the old partnership forums as some groups said that many people could not meet virtually and instead the department would be focusing on developing a steering group of peer leaders to help develop a plan of work to embed co-production across ASCH.
11. In September 2020 the co-production steering group was formed consisting of people with current experience of adult social care services and their carers, the Corporate Director and officers from the Co-production team. The role of this group is to develop and steer the department towards a task and finish approach of working together, which ensures people with lived experience help shape decision-making.
12. The steering group agreed that the department should adopt the TLAP National Co-production Advisory Group definition of co-production as recommended at the event on 13<sup>th</sup> January and identified key areas for task and finish work, which includes support for people and carers during the Covid pandemic.
13. The group has developed the following principles to be used across ASCH:
  - we will all value and work with people's skills, knowledge, experience and interests to improve services and make them better
  - we will all take positive action to let people know about what we are doing and make sure that any person or group of people that wants to be involved is included and valued

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<sup>1</sup> Think Local Act Personal (2011) Making it real: Marking progress towards personalised, community based support, London: TLAP

- meetings will be made to work for everyone. We will use language, written information and other kinds of communication that works for all
  - we are all honest and open to promote mutual trust by respecting people's views and wishes
  - we will all make time to respond to feedback, by looking at how we do things and changing them if we need to.
14. These principles will be embedded across the department through the development of a community of practice and culture of strength-based approaches. The strength-based workstream led by the Principal Social Worker and the Principal Occupational Therapist will be supported by the Co-production team to ensure staff have tools to support them to work co-productively. Involving people equally in decisions about their own or their family members' lives will help shape different solutions for them but also help to embed a culture across social care of working in partnership with people at different levels of decision-making.
15. In the next six months the co-production steering group will have a key role overseeing the development of task and finish groups and their terms of reference to ensure projects are involving people with lived experience and their carers co-productively. The priorities identified by the steering group for initial task and finish projects are:
- support for people through the Covid pandemic
  - support for carers through the Covid pandemic
  - Direct Payments
  - Home Based Care
  - communication on Disability Related Expenses
  - communications on client financial matters
  - communication about Complaints.
16. The benefit of working co-productively is that it will enable the department to make more rigorous decisions in these areas. In the longer term ASCH will need to develop a culture and mechanisms that support co-production at all levels of the organisation. Committee may wish to consider how it can build co-production further into decision-making and how Members can promote co-production.
17. The next steps:
- to support the co-production steering role to develop mechanisms for oversight of the terms of reference for new task and finish groups
  - to support the Principal Social Worker and Principal Occupational Therapist with a community of practice and culture through strength-based approaches
  - to develop methods for engaging widely within the current constraints of operating safely in the Covid pandemic
  - to develop mechanisms within ASCH to ensure greater rigour at all levels of decision-making
  - for Committee to consider how co-production could be built into the decisions it makes and for Members to consider how they can promote co-production
  - to report back to Committee in six months on progress made.

## **Other Options Considered**

18. To continue with current mechanisms for engaging citizens and not seek to improve current ways of working.

## **Reason/s for Recommendation/s**

19. There is considerable scope to develop co-production and improve the way that Adult Social Care engages and works with people at all levels of decision-making.

## **Statutory and Policy Implications**

20. This report has been compiled after consideration of implications in respect of crime and disorder, data protection and information governance, finance, human resources, human rights, the NHS Constitution (public health services), the public sector equality duty, safeguarding of children and adults at risk, service users, smarter working, sustainability and the environment and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

## **Financial Implications**

21. At this time there are no identified financial implications arising from this work.

## **Implications in relation to the NHS Constitution**

22. The contents of this report are in line with the contents of the NHS constitution which recognises the importance of patient involvement.

## **Implications for Service Users**

23. People with lived experience and their carers are involved in the development of the co-production approach and its role within the department.

## **RECOMMENDATION/S**

That:

- 1) Committee considers whether there are any further actions it requires to progress towards a departmental approach to co-production.
- 2) Committee considers how it can build co-production further into decision making.
- 3) Committee Members consider how they can promote co-production.
- 4) a further report on progress be brought to the Committee in six months.

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**Constitutional Comments (EP 13/10/20)**

24. The Adult Social Care and Public Health Committee is the appropriate body to consider the content of the report. If Committee resolves that any further actions are required it should ensure that those actions are within its terms of reference.

**Financial Comments (DG 09/10/20)**

25. There are no direct financial implications arising from this report.

**Background Papers and Published Documents**

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

[Development of a departmental approach to Co-Production – report to Adult Social Care and Public Health Committee on 11th November 2019.](#)

**Electoral Division(s) and Member(s) Affected**

All.

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