

Glossary: What key words mean?

Word	What it means?
Accessibility	Things being adapted to help a group of people or an individual get involved or understand information.
Bank	A group of people and carers with lived experience who want to find out about and/or get involved in co-production.
Co-design	When people design a service or strategy alongside professionals but may not be involved in helping to implement or review the approach.
Consultation	People may be asked to fill in a survey or attend a meeting but may not have any influence or say in decisions that are made because of this.
Culture	The way that people interact with each other across the Adult Social Care department.
Diverse	Varied, lots of different people involved
Engagement	When people can express their views and opinions, for example at a listening event but the influence they have on any decisions will depend on what people who are listening will allow.
Guidance	Rules for adult social care staff which explain how to interpret and follow a particular policy.
Lived Experience	When a person has experience of using a particular service or process.
Policy	A document that says what the department's approach is. Policies are agreed by councillors at committee meetings on a wide range of topics.
Programmes of work	Programmes of work are large work streams that often have lots of individual projects happening underneath them.
Stakeholder	Anyone who is affected by a piece of work. Stakeholders can be people who use a service, members of staff or organisations that provide a service.
Strategic Co-production	When people and carers with lived experience are involved from the start to the finish in a project that will have an impact on a range of people.
Transparent	Open and honest
Vision	Our aim, where we would like to get to.

Our Action Plan for April 2022- March 2023

Area of work	Action	When
Listening Spaces	Develop programme for listening spaces with Senior Leaders	Spring 2022
	Co-design listening space guidance for staff.	Spring 2022
	Start Listening Space programme with senior leaders.	Summer/Autumn 2022
	Review learning and design next phase of Listening Spaces	Spring 2023
Projects	Co-design new co-production webpage and communication plan for sharing information about projects.	Spring 2022
	Identify and advertise key co-production projects for 2022/23	Spring/Summer 2022
	Share progress and learning from new co-production projects	Autumn 2022
	Review progress and identify next projects	Spring 2023
Our Voice Co-production Group	Advertise and recruit new members	Spring 2022
	Provide training for members	Spring/Summer 2022
	Start to share 'Our Voice' news	Winter 2022
	Review progress and develop next steps	Spring 2023
Staff learning	Launch chat forum for staff	Spring 2022
	Refresh and launch new co-production 'toolkit' for staff	Summer /Autumn 2022
	Explore options with IT colleagues for an online platform that supports wider involvement in co-production chat forum.	Summer/Autumn 2022
	Review progress and develop next steps	Winter 2022
Developing People	Co-design and approve new approach to expenses and involvement payments	Spring /Summer 2022
	Co-design and launch bank of people and carers with lived experience with voluntary sector partners.	Spring/Summer 2022
	Co-design and offer co-production training to people and carers with lived experience.	Summer/Autumn 2022
	Review progress and develop next steps	Winter 2022