

TITLE OF REPORT: Co Production

REPORT OF: Steph Downey, Service Director, Integrated Adults and Social Care Services.

Summary

The following report describes the progress being made in Integrated Adults and Care Services in relation to Co Production

Purpose of the Report

1. To update the Committee regarding the rationale behind the development of a Co Production Framework, the work undertaken to develop this and the work happening regionally.

Background

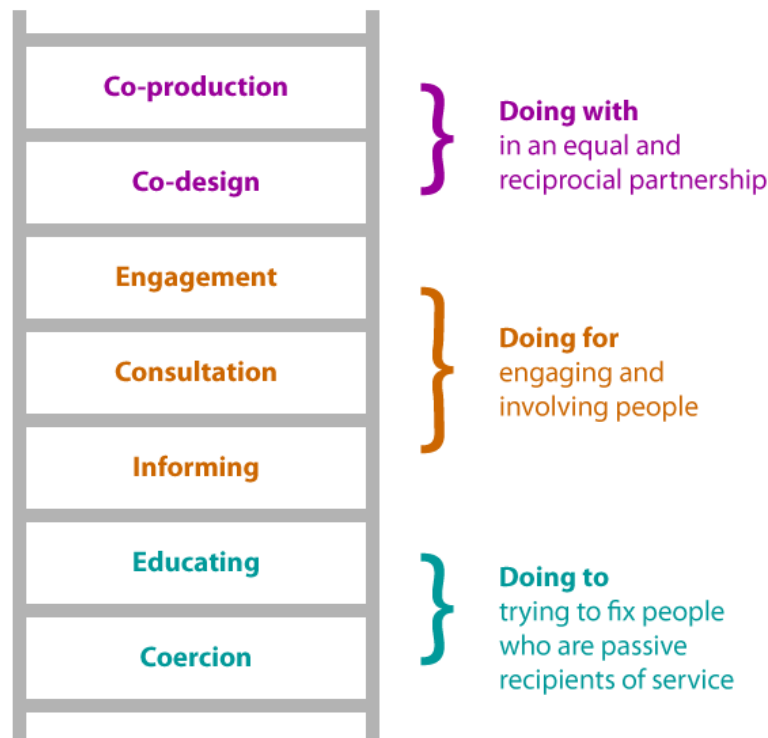
2. Co Production is recognised as an essential element of successful adult social care delivery, and how we Co Produce support and services with people who use Adult Social Care will be an important consideration in the CQC Assurance process.
3. The Care Act 2014 defines Co Production in the following way:

'Co-production is when you as an individual influence the support and services you receive, or when groups of people get together to influence the way that services are designed, commissioned and delivered'.

4. Think Local Act Personal, a partnership of over 50 organisations (spanning central and local government, social care, NHS and VCSE) dedicated to transforming health and care through personalisation and community based support define Co Production:

'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'.

5. The elements of Co Production or the steps required to fulfil Co Production are often demonstrated as the 'ladder of Co Production', and we are using this model to guide the work we are doing in Gateshead.



6. The way in which Co Production interfaces with our work can be described as:

Operational – on an individual basis, are assessment workers co producing outcomes with people; is the person in the 'driving seat'?

Tactical – at a service level are people actively involved in developing and designing services?

Strategic – are our policies and our direction of travel Co Produced in partnership with our communities and people who use our services?

Current Position

7. The recent Peer Review of Adult Social Care recognised that at an operational level Co Production was well embedded across the service. In our self assessment we recognised that the work at a tactical and strategic level is in development and making progress.
8. A Co Production group has been developed by our Principal Social Worker; 50 people who have used care services were directly contacted to ask if they would like to be involved and 5 people/families came forward. The process has taken time and has needed to consider the accessibility needs of the individuals involved.

It is appreciated that the group is small, but combined with our other methods of engagement and co production, provides a rich source of direct interaction. People from the group recently met with the Local Government Association to feedback

their views as part of our Peer Review, and the group has registered with the Think Local Act Personal 'Making it Real Framework' with the people from the Co Production group acting as our service sponsors. The first project will be the co designing of the Co Production Framework.

9. Alongside the work of the Co Production group we continue to work with VCSE partners and people who use their services to understand peoples' lived experience and ensure they are able to utilise their experience to co produce models of care going forward. For example we are currently working with Healthwatch on two projects – one with autistic adults and one with young people preparing for adulthood/having recently moved to adult services.
8. As part of our work with the National Team for Development and Inclusion on the Community Led Support model, we have set up a series of 'Peoples' Voice' sessions across the Borough to invite members of the public to come and discuss their views and thoughts on social care, to shape our offer going forward. These sessions will include specific events with harder to reach groups, to seek to ensure that no groups are disadvantaged, and there is an opportunity for people to submit their views on line: [Share your views on adult social care services with People's Voice - Gateshead Council](#)
10. We utilise a range of mechanisms to seek views and feedback from people who use our services, including:
 - Tell us your views webpage
 - Complaints process – all complaints are signed off by the Service Director to ensure consistency and tracking of learning/changes required
 - Compliments and learning from what has gone well
 - Customer feedback form/QR code (Appendix 1)
 - Statutory surveys of people who use services and their caregivers
 - Piloting of the Warwick-Edinburgh Mental Wellbeing Scale to track outcomes [The Warwick-Edinburgh Mental Wellbeing Scale \(WEMWBS\)](#)

Regional work

11. The North East Branch of the Association of Directors of Adult Social Services (ADASS) has a Co Production and Lived Experience Sector Led Improvement Group which Gateshead is actively involved with. The group has developed a regional guide to best practice in Co Production and is exploring the opportunity to commission a regional programme of Co Production activities.

Recommendations

12. Committee are asked to note the content of the report and provide scrutiny in respect of the Co Production work being undertaken by the Department.

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