



Telford & Wrekin
Co-operative Council

Protect, care and invest
to create a better borough



Telford & Wrekin Council

Co-producing a better future in Telford and Wrekin

Adult Social Care Co-production Framework
2023-2025

What is co-production?

Co-production is about hearing the voice of the person(s) who access and/or use adult social care services. By creating an equal partnership between people who access adult social care and professionals, we can work together to make the best use of resources, deliver better outcomes and build stronger communities. Co-production is built on the principle that those who use services are best placed to help design them. To find out more information about co-production, please visit www.scie.org.uk/co-production/what-how

At Telford & Wrekin Council we work in partnership with experts by their experience to continue to develop adult social care into a modern aspirational service.

A national picture >>>



What is the ladder of co-production?

The ladder describes a series of steps towards co-production in health and social care. It supports greater understanding of the various stages of access and inclusion before full co-production is achieved.

Co-production operates at many levels: strategic, service design and development and individual.

TLAP's ladder of co-production is used to describe co-production at strategic commissioning level, but it can be adapted to any of the other levels as well.

What is TLAP?

Think Local Act Personal (TLAP) is a national partnership of over 50 organisations working together with people who use services, carers and family members to transform health and care through personalisation and community-based support.

What is NCAG?

The National Co-production Advisory Group (NCAG) is a team of people who use services, carers and families. Members work with the TLAP partnership to make sure that TLAP's work is fully co-produced. They also offer other organisations support with co-production.

Other documents available include:

TOP TEN TIPS FOR CO-PRODUCTION
www.thinklocalactpersonal.org.uk/Latest/Top-Ten-Tips-for-Co-production-One-page-profile-and-Easy-Read-version

PEOPLE NOT PROCESS – CO-PRODUCTION IN COMMISSIONING
www.thinklocalactpersonal.org.uk/co-production-in-commissioning-tool



Web: www.thinklocalactpersonal.org.uk
Email: info@tlap.org.uk
ncag@tlap.org.uk
Twitter: @tlap1 @ncag17

**CO-PRODUCTION:
It's a long-term
relationship!**

Co-production

Co-production is an equal relationship between people who use services and the people responsible for services. They work together, from design to delivery, sharing strategic decision-making about policies as well as decisions about the best way to deliver services.

Co-design

People who use services are involved in designing services, based on their experiences and ideas. They have genuine influence but have not been involved in 'seeing it through'.

Engagement

Compared to the consultation step below, people who use services are given more opportunities to express their views and may be able to influence some decisions, but this depends on what the people responsible for services will allow.

Consultation

People who use services may be asked to fill in surveys or attend meetings; however this step may be considered tokenistic if they do not have the power to influence or affect change.

Informing

The people responsible for services inform people about the services and explain how they work. This may include telling people what decisions have been made and why.

Educating

The people who use services are helped to understand the service design and delivery so that they gain relevant knowledge about it. That is all that is done at this stage.

Coercion

This is the bottom rung of the ladder. People who use services attend an event about services as passive recipients. Their views are not considered important and are not taken into account.

There are six main important parts of co-production:

Recognising people as assets: people are seen as equal partners in designing and delivering services, rather than as passive beneficiaries or burdens on the system.

Building on people's capabilities: everyone recognises that each person has abilities and people are supported to develop these. People are supported to use what they are able to do to benefit their community themselves and other people.

Developing two-way reciprocal relationships: all co-production involves some mutuality, both between individuals, carers and public service professionals and between the individuals who are involved.

Encouraging peer support networks: peer and personal networks are often not valued enough and not supported. Co-production builds these networks alongside support from professionals.

Blurring boundaries between delivering and receiving services: the usual line between those people who design and deliver services and those who use them is blurred with more people involved in getting things done.

Facilitating not delivering to: public sector organisations (like the government, local councils and health authorities) enable things to happen, rather than provide services themselves. An example of this is when a council supports people who use services to develop a peer support network.

Co-production in Telford

We view co-production as a set of core principles which ensure the voice of experts by their experience, local communities, carers and families' influence how adult social care priorities and duties are delivered.

Our values start with ensuring inclusion for all the individual's, carers, families and communities we serve. This is done through our agreed principles of Equality, Accessibility, Diversity and Mutual Benefit which supports all co-production activities.

Equality

Co-production starts from the idea that no one group or person is more important than anyone else and everyone has skills, abilities and time to contribute.

Making everything accessible is the way to ensure that everybody has an equal chance to take part fully in an activity in the way that suits them best.

Accessibility

Diversity

Co-production should include everyone and be accessible to all - be as inclusive and diverse as possible.

Ensuring people receive something back for putting something in; supporting involvement and feeling valued.

Mutual Benefit

Principles of co-production



Our principles inform our co-production values which run through the heart of adult social care, from: developing policies, to informing what we commission, to how we support individuals, families, carers, through to influencing our front line practice. Our relationship with individuals is based on these values and encompasses our strength based approach.

Our Adult Social Care Charter

Both our principles and values of co-production have informed our Adult Social Care Charter.

The Adult Social Care Charter co-produced with the Making it Real Board continues to reflect the principles that all staff in adult social care follow each of their respective roles.

Watch members of the Making It Real Board talk about what the Adult Social Care Charter is and what it means to them

<https://youtu.be/qbTQG0hx46Y>



Adult Social Care – a journey of change, coproducing a better future

Strengths based approach

With the Making it Real Board we have co-produced a set of ideals that strengthen the relationship between the individual and their worker. Below is a visual representation of those ideals recognising what is important to the individual and their expectations of the worker.

Person

As an individual
I need to be:

S - seen
T - tactful
R - respected
E - enabled
N - navigated
G - guided
T - trusted
H - heard
S - supported



Worker

Who my worker
needs to be:

S - skilled
T - tenacious
R - reliable
E - empowering
N - negotiator
G - galvanise/gifted
T - timely
H - honest
S - supportive

What we do to Make it Real?



The Making it Real board with other specialist partnership boards work together to ensure we deliver our statutory duties in the most impactful way.

Our Making It Real board is made up of people who use adult services or who are interested in the development of adult social care (ASC) in Telford and Wrekin. The board works in co-production with council leaders, making recommendations on how different service areas can improve and develop, with the aim of seeing services progress towards more person-centred, community-based support.

As 'experts by experience' the board members are uniquely placed to ensure that council leaders are kept in touch with the day to day realities for people who use services and their carers and that local people are placed at the heart of decisions around the future of adult social care in the borough.

You can view more information about Making It Real on the Think Local Act Personal website – www.thinklocalactpersonal.org.uk/makingitreal

Making it Real Board – priorities for 2023-2024

Priority one

Quality Monitoring of Care – work with Quality Monitoring Officers to influence quality monitoring activity of the provider care market.

Priority two

Care Quality Commission (CQC) Local Authority and Integrated Care Service (ICS) Inspections - briefing on the new CQC assessment framework including the self-assessment and receive regular updates regarding the Adult Social Care CQC action plan.

Priority three

Health & Social Care System Wide Co-Production – invite system wide involvement with an aim of integrating the co-production agenda across health and social care.

Priority four

Access to Adult Social Care – co-producing documents relating to access to Adult Social Care and its commissioned information, advice and guidance services.

Priority five

Co-production Newsletter – development of a twice yearly update to residents of Telford to include work completed, in progress and what's coming up.

Priority six

Adult Social Care Local Account – co-producing the Adult Social Care Local Account on an annual basis.

Priority seven

Adult Social Care Co-Production Framework - reviewing and relaunch the co-produced, Co-Production Framework.



SCAN ME

to find out
more about Making
it Real in Telford

Our specialist boards include:

- the Learning Disability Partnership board;
- the Autism Partnership board;
- the Mental Health Partnership board;
- Safeguarding Adults board;
- Ageing Well Partnership Board; and
- Carers Network.

In addition to the formal partnership boards, we recognise the importance of continual conversation and involvement of experts by their experience, carers and families. We have created a number of forums that provide opportunity for engagement with and influencing adult social care. These include:

- Adults with Learning Disabilities Parent Carers Working Together group;
- Telford Voices;
- Safeguarding Citizens Group; and
- Assistive Technology Experts with Lived Experience.

We know that being a part of the co-production conversation means different things to different people. As part of the ongoing co-production journey we know that people value the friendships they make, the fun and the laughs they have together.



Supporting co-production

We want to support and develop our expert by experiences who voluntarily choose to work with us and be a part of adult social care's transformational co-production journey. We offer learning and development opportunities to grow our experts by experience knowledge and skills. A sample of the learning on offer is detailed below:

- Adult safeguarding
- Accessible information standard
- Autism basic awareness
- Cultural awareness
- Dignity and respect
- Dementia awareness
- Equalities awareness
- Epilepsy awareness
- Faith and belief
- LGBTQ+ inclusion in practice
- Mental health awareness
- Neuro diversity inclusion in practice
- Personal resilience
- Protecting personal information
- Unconscious bias
- Volunteering for the council

Getting involved

We know that people will want to get involved with adult social care in different ways. We understand that not everybody will want to be involved in these meetings all of the time but may wish to feedback on subject matters from their own experiences of Adult Social Care, health services, care provider market, community and voluntary services, and national projects around the country with the intention to improve services locally.

For more information on how to get involved with any of our boards/groups or if you would like to become a member please contact makingitreal@telford.gov.uk

For a brief introduction to our boards, take a look at the diagram on the next page.



Making it Real Board

Our board is made up of people who use adult social care services or who are interested in the development of Adult Social Care (ASC) in Telford and Wrekin. The board members work in co-production with council leaders, making recommendations on how different service areas can improve and develop, with the aim of seeing services progress towards more person-centred, community-based support.

Ageing Well Partnership Board

Leading and coordinating a partnership approach to delivery of a Framework for living well in later life in Telford and Wrekin.

Mental Health Partnership Board

A forum to progress local planning and accountability. The mental health action plan enables oversight of challenges, pressure points and share information.

Learning Disability Partnership Board

Ensuring that adults with a learning disability who live in Telford and Wrekin have the same chances in life as everybody else.

Autism Partnership Board

Ensuring that adults with autism who live in Telford and Wrekin have the same chances in life as everybody else.

Carers Network

Will work alongside providers of services and unpaid family carers to ensure carers have a voice and co-produce carer lead services.

Safeguarding Adults Board

A multi-agency local adult safeguarding system that seeks to prevent abuse and neglect and stop it quickly when it happens.

Telford Voices

People with learning disabilities who get together to help improve local services, community events and facilities to suit the needs of our community.

Adults with Learning Disability – Family Carers Working Together

Parent carers of people with learning disabilities who get together to share information.

Parent Carers Opening Doors (PODS)

Working with families who have a child or young person with a disability or additional need from age 0 to 25.

Safeguarding Citizens Group

People who have experienced the safeguarding process working to improve the process, training and policies.

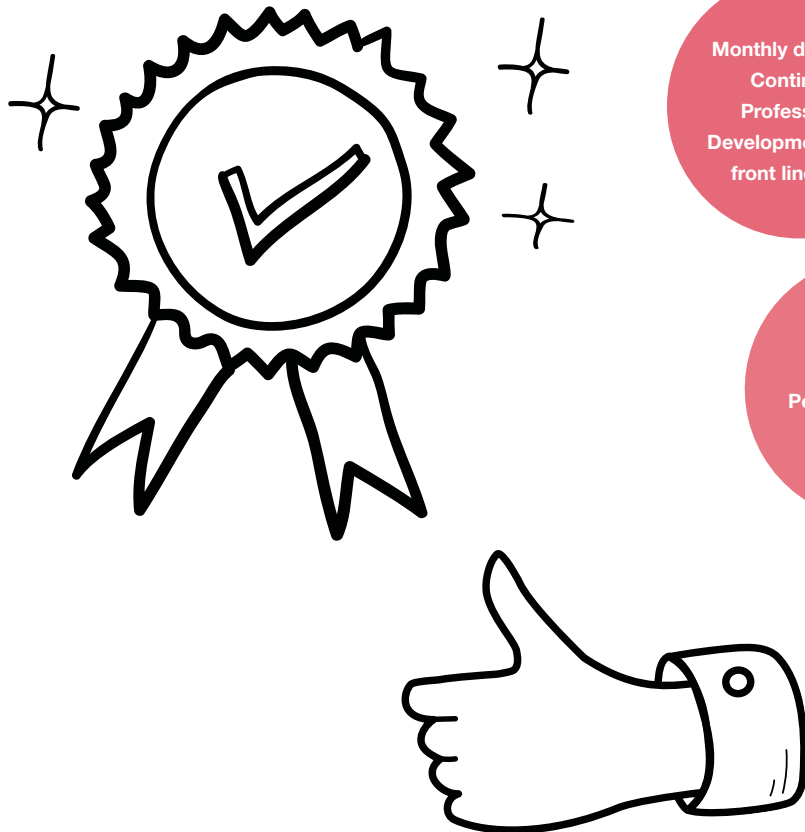
Assistive Technology Experts with Lived Experience

Volunteers who work with the Sensory and Assistive Technology team to run drop ins to raise awareness.

Why quality is important

Our quality assurance underpins all that we do to ensure we provide a high-quality service for people with care and support needs in Telford and Wrekin, ensuring that their welfare is safeguarded and promoted.

We want to ensure that each individual, their families, and/or carers and the people important to them, are listened to and are provided with the right level of support to promote their independence.



Adult Social Care - what do we do?

Adult Social Care ‘Working Together’ to enable people to live well and independently in Telford and Wrekin. Working with partners, adult social care supports:

- people over the age of 18 to remain in their own home and as independent and safe as possible;
- carers to continue in their caring roles with advice, information and support;
- people with a range of needs including, physical disabilities, sight or hearing problems, learning disabilities or mental health illnesses; and
- young people transitioning from Children’s Services into adulthood.

The adult social care vision helps us to gain a true reflection of what we do and how we do it.

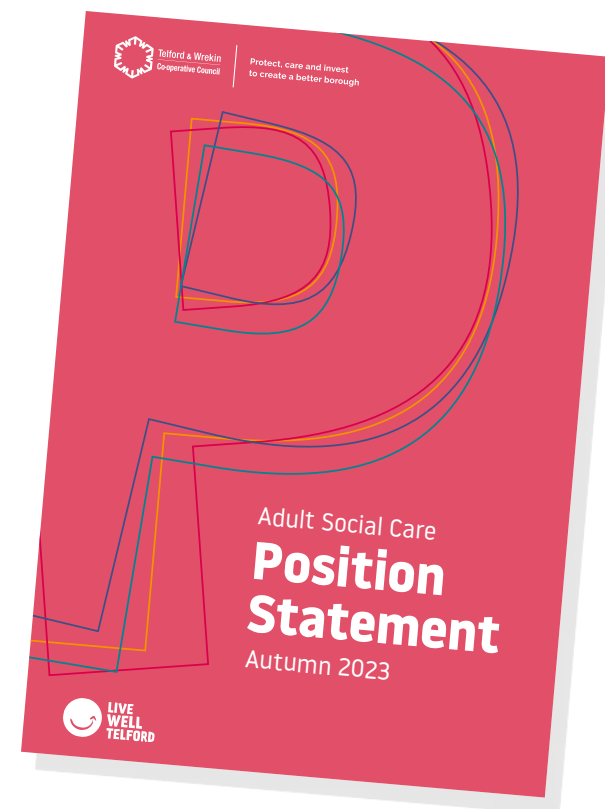
Our vision:

Working together with key partners and communities to enable people to live well and independently in Telford and Wrekin.

Our priorities 2023-2024:

- 1 Provide early information and advice to enable people to help themselves.**
- 2 Enable people to live independently in their own homes for longer.**
- 3 Support people with care and support needs to live a life free from abuse.**
- 4 Work in partnership with people, communities and partners.**
- 5 Work with care providers to develop a quality sustainable care market.**

For more information about Adult Social Care, please view the [Adult Social Care Position Statement for 2023](#).



What we've achieved working together

We have invested in the service to continue to deliver our commitments to co-production. We have a Co-production Lead supporting co-production across adult social care. Two Co-Production Officers, who are experts by their experience of adult social care, supporting the service as critical friends to adult social care. Through co-production we have developed and produced a range of strategies, guides, processes and tools to support the local people's journey and interactions with adult social care. These include:

Carers Wellbeing Guide

www.telford.gov.uk/carerswellbeing

Learning Disability strategy

www.telford.gov.uk/LD

Autism strategy

www.telford.gov.uk/autism

Virtual House and Independent Living Centre

www.telford.gov.uk/independentliving

Ageing Well strategy

www.telford.gov.uk/ageingwell

My assessment/review conversation –

a document to help you to understand what happens in an assessment and review giving you time to prepare for the conversation with a member of staff from Adult Social Care.

Direct payments flow chart –

a user's guide providing both professionals and residents interested in receiving a direct payment an overview of what is involved in the set up.

Formatting printed versions of Care Act Assessment/Review and Support Plan –

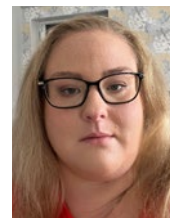
to ensure that the documents are set out in an easy to read format.

Working together document –

an agreement between you and your practitioner, informing you of their name, contact details and what they must do as part of working with you and what they would expect you to do working with them.



Signed by:



Sarah Roberts

Sarah Roberts

Co-Chair of the Making It Real Board



S. Froud

Simon Froud

Director: Adult Social Care
(Statutory Director of Adult Social Services)
Telford & Wrekin Council



P. Watling

Cllr Paul Watling

Cabinet Member for Adult Social Care
and Health Systems