

Our Commitment to Co-production Implementation Plan

Adult Social Care

One Council Approach

June 2023

V3.4

Introduction

This plan is a 'live' document and will be refreshed, if required, following a quarterly review. The high-level actions are written to address each of the aims listed below and taken from Adult Social Care plan - Our Commitment to Co-production and correspond to our key themes.

- Education: Actions to promote knowledge, understanding, confidence in practice
- Infrastructure: Actions to improve networks and systems to embed co-production, engagement and codesign
- Digital: Actions that link into IT systems, web pages and technology

Our aims include:

1. To improve the knowledge and confidence of staff and people with lived experience, on co-production and what it 'looks like' using the Ladder of Participation
2. To enable the co-productive way of working at micro and macro level and embed it into our culture
3. To ensure that staff aim to 'work, or create with people and not 'to do or decide for' people
4. To enable staff to aim for the 'higher rungs' of the Ladder of Participation
5. To provide clarity so people understand the ways to get involved with Council and partner projects
6. To provide a range of methods that allow people to get involved such as surveys, focus groups or steering groups
7. To enable people to be involved at every level, from co-produced support plans and reviews, to commissioning intentions for support services, recognising the value people with lived experience bring.
8. To avoid duplication when working with people
9. To remove silo working and improve 'how' we work with people –service users, residents, families, organisations and carers
10. To enable a common and consistent approach to co-production for all residents across partners and place
11. To support professionals to work 'smarter' by sharing best practice and information
12. To promote co-production so it is at the heart of creating service and delivery models/solutions
13. To enable a culture of transparency and communication when true co-production is not possible

	Aim from plan & Action ID	Action to meet Aim	Lead and delivery partner/s	Target date	Completed
Education ASC Approach Place Approach	1,10,12,13 Action 1	Deliver co-production in practice sessions to all Council staff, reps, people from place-based agencies to share common understanding of co-production, Ladder of participation and top tips.	Adult Social Care commissioning team Changing our Lives	June 2023-March 24	
	1a	Coaching to Director of Adult Social Care by person with lived experience via WM ADASS coaching scheme	RB Director	Dec 2023	
Place Approach	2, 3,5,8,9, 10,11,12, 13 Action 2	Develop a co-produced principles and top tips Charter with Sandwell residents and 'place' representatives, through forums that include residents and professionals. The Charter will be shared across Sandwell to improve co-production acting as a resource to all. A steering group will be formed to enable this (Action 6)	Adult Social Care commissioning team Changing our Lives Council Directorates Health, ASC, PH, Housing, Children's, and Vol sector reps and Sandwell residents	Draft Jan 2024 Approval March 2024	
ASC operational	1,2,3,4,13 Action 3	Promote co-production in care management when assessing and reviewing peoples care and support needs through attending co-production sessions, and feeding into the strength-based practice review via principal social worker	ASC Principle Social Worker	Sep 2023 -April 2024 with ongoing work	
ASC operational	2 Action 4	ASC will review paperwork with SCIE to ensure persons choice can be evidenced via strength-based approach workstream	ASC Imosphere work stream and Principle Social Worker	Sep 2023- Feb 2024	
ASC operational	1, 2,3,7	To sign up to the WM Training Practice Charter for co-production in social work	ASC-Principle Social Worker	By January 2024	
ASC commissioning & ADASS	11 Action 5	Continued attendance at the WM ADASS Co-production network and the Councils Consultation and Engagement network to ensure best practice and innovation	ASC Commissioning	Ongoing - in place	
Infrastructure	2, 3,4,9,10, 11,12,13	A steering group from Sandwell Place agencies will be formed, with professionals initially to co-produce the charter (Action 2) and support implementation, share information and best practice. This should result in co-ordination avoiding duplication and saturating providers and Sandwell residents. Governance & reporting will be defined to ensure continuation after year 1.	ASC commissioning team Changing our Lives, Healthwatch Council Consultation & Engagement Staff Group Council Directorates	July 2023-April 2024 Arrangements will be	

	Action 6		Health, ASC, PH, Housing, Children's and Vol sector reps and Sandwell residents	continued for work thereafter	
	3, 4,6,7 Action 7	ASC will review the ways in which Sandwell residents can feedback about their care and support and present ways to promote and improve mechanisms including Citizenspace, provider forums and provider data – including linkages to Public Health, Housing and other community groups.	ASC Commissioning and Comms team	Sep 2023 – Sep 2024	
	11 Action 8	An oversight group will be formed to proactively review feedback from compliments, complaints, and concerns by monitoring trends from various sources including Member enquiries. It will promote positive elements and address areas of development.	ASC Direct Services	By January 2024 with ongoing work	
	4,7,8, 9,10 11,12 Action 9	To identify staff and budget resource to enable co-production/co-design/engagement in the commissioning cycle and across ASC.	ASC Commissioning	By April 2024	
	Maintaining structures	To identify a lead organisation to continue the place based steering group and ensure residents are members after initial set up by ASC	ASC Commissioning	By April 2024	
Digital	5,6,7,8,9,11, 12 Action 10	Develop a single web page that hosts live consultations and engagement opportunities across Sandwell and promote to residents	ASC Comms Team Place based steering group	By May 2024	
Digital Every Contact Counts	7,8 Action 11	Explore Sandwell Enquiry processes to enable the creation of a database to be built that stores details of people who consent to feeding back in the future.	ASC Commissioning Team Sandwell Business Improvement Team	Nov 2023 -Nov 2024	
Digital Every Contact Counts	6 Action 12	Explore how Sandwell residents' pages can be adapted to allow people to provide instant feedback, and opt in to provide feedback to the Council	Sandwell Business Improvement Team	Nov 2023 -Nov 2024	

Key strategic projects that when re-commissioned will be aligned to co-production principles:

- Direct Payment Support Services

Carer Support

Healthwatch