

# Co-Production Statement of Intent

## March 2024

### Our commitment

Adult Social Care (ASC) has the following commitment to co-production.

“We are committed to empowering people and families to work with us as partners in making sure that people with care and support needs get the best care and support possible.”

**(ECC’s Executive Director of Adult Social Care, Nick Presmeg)**

Co-production is a fundamentally important part of our Adult Social Care values. We will embed co-production as business as usual, underpinned by best practise principles, structures, and shared learning. We will work together to actively plan, design, commission, inform decisions, deliver support, and improve services.

By continuing to work with people with lived experience and stakeholders, creating opportunities for improvement and drawing on day-to-day interactions, we will improve outcomes for the people of Essex.

We’re at the start of our strategic journey which will begin with the creation of a shared understanding of what co-production means with Essex residents and will result in future statements such as this being co-produced.

## What is 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”.

**(Think Local Act Personal)**

## Involving People at the right time in the right way

Co-production is an umbrella term for how we work with people with lived experience to gain their views and knowledge to design and deliver our services. We recognise that it's not always appropriate for everything to be co-produced and so the following page sets out the different ways that we are committed to working with people.

### Doing With;

#### CO-PRODUCING

**EXPLANATION:**

There is an equal relationship between people who use services and the people responsible for them from design to delivery. Decision making is shared.

**EXAMPLE:**

People with lived experience are employed by a Council to support the design and delivery of a new service.

#### CO-DESIGNING

**EXPLANATION:**

People who use services are involved in designing services based on their experiences and ideas. They have influence but have not been involved in strategic decision making.

**EXAMPLE:**

The Council work with people with lived experience to produce an information booklet for a particular service to support those using the service.

### Doing for;

#### ENGAGING

**EXPLANATION:**

People who use services are given more opportunities to express their views and may be able to influence some decisions on how services are designed and delivered.

**EXAMPLE:**

Regular events are hosted with individuals to gain their views and experiences to help shape a service within the parameters already set.

## CONSULTING

### EXPLANATION:

People who use services are invited to complete surveys or attend meetings to say which proposal they prefer or what they think about a particular issue.

### EXAMPLE:

A Council produce different options for a new service and ask the public to vote on their preferred choice.

## INFORMING

### EXPLANATION:

Individuals are informed about services and how they work. This may include telling people what decisions have been made and why.

### EXAMPLE:

A service sends out monthly newsletters to keep people informed of how the service is running and any upcoming changes.

## Doing to;

## EDUCATING

### EXPLANATION:

Individuals are supported to understand a service's design and delivery so that they gain relevant knowledge on that service.

### EXAMPLE:

People who need support are given leaflets explaining which services are available and how to access them.

## COERCING

### EXPLANATION:

People who access a service are made to attend an event about services as passive recipients. Their views are not considered.

### EXAMPLE:

A Government Department requires individuals to attend an event or complete a survey to receive financial benefit.

## How we co-produce for better outcomes

We are committed to listening to and understanding people's experiences of Adult Social Care. We will work with people with lived experience, families, organisations, providers, Council workforce, and any other interested stakeholders to improve the lives of people in our communities.

Lived experience is about understanding people's interactions with services from their perspective and the meanings they derive from those experiences and interactions. We have great examples of how co-production has already improved the lives of the people of Essex.

#### Example from the Mental Health Commissioning Team:

*A Move-on pack was co-designed with people leaving supported accommodation. They used their experience to identify gaps in support and what key pieces of information they needed in order to make their move as successful as possible. This included practical tips and advice as well as where to go for local support to aid independence. The move on pack helps to support a smooth transition for people leaving supported accommodation into independent living. The pack makes the process more person-centred and helps to build the confidence and independence of the person moving.*

## Principles

- 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. Everyone has an important contribution to make, and their input is valued equally.
- 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 can 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.

#### Example

*The re-procurement of the Advocacy service involved people with lived experience throughout the process. Early engagement sessions took place with a group of adults and care leavers to understand their experiences of Advocacy and to hear their views on how to shape the future service.*

*From the engagement sessions, I/We statements were written in consultation with the engagement groups. These statements were then included in the new Service Specification. During the tender process, bidders were asked to address the I/We statements as part of their response. These were evaluated and scored by two groups; adults with lived experience and care leavers.*

*People with lived experience will continue to be part of an oversight group during mobilisation of the new service and beyond to support contract monitoring.*

## What good looks like

As part of our journey, we will work towards the following:



- Outcomes are co-produced and influenced by the design of 'I/We' statements.
- We can demonstrate the use of the co-production ladder throughout decision making.



- Language is clear, relatable, and understandable.
- We have an evidence library which is maintained and updated regularly.



- We consider the expertise of people with lived experience in everything we do.
- We demonstrate active inclusion of hard-to-reach groups, those with protected characteristics and extend conversations beyond familiar voices.



- Project teams include people with lived experience.
- Interview panels will have representatives with lived experience.



- We actively pursue feedback and evidence how we use this to improve and make a difference.
- We share our learning internally and with partners.



- All ASC staff understand lived experience and its importance in their role.
- We demonstrate continuous improvement.

## Our intentions

Making this real is a responsibility for all working across Adult Social Care. To deliver our intent, within 2024 we will:

- Develop and deliver a new digital tool to gather feedback and people's lived experience of social care interactions.
- Coproduce our approach to co-production and lived experience. This will include:
  - Facilitating more peer support groups.
  - Piloting an electronic database that people can join so they can be invited to take part in surveys, engagement, and co-production activity.
  - Creating a new strategic forum where representatives of the community can meet with senior leaders in health and social care.

- Develop the new practise model 'Essex Lives' which has co-production and being person-centred at the heart of it.
- Provide a suite of training and development for ASC staff relating to valuing and delivering co-production and lived experience.
- Undertaking more co-production in the design of services. These include:
  - Growing older in Essex – Focussing on equipment, care technologies and the values that older people want to see delivered through care and support services.
  - Live at Home framework – the recommissioning of home care in Essex.
  - Mental Health employment service.
  - Review of the all-age carer's strategy.

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