

## **THIS ITEM IS FOR INFORMATION ONLY**

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**Title of meeting:** Health, Wellbeing & Social Care Portfolio Meeting

**Subject:** Independence and Wellbeing, Community Services and Co-production

**Date of meeting:** 13<sup>th</sup> January 2022

**Report by:** Mark Stables, Head of Service (Market Development & Community Engagement)

**Wards affected:** All

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### **1. Requested by**

Councillor Jason Fazackarley, Cabinet Member for Health, Wellbeing & Social Care

### **2. Purpose**

To update the portfolio holder of the programme of work to achieve co-production of services and initiatives with people who access services, carers and providers.

### **3. Information Requested**

The approach adult social care takes to enable co-production.

### **4. Context**

The adult social care, (ASC) Strategy sets out a collaborative approach underpinned by core values:

"we will aim to seek a partnership approach in all we do - with **individuals, communities, providers** and **services** both within and outside of the Council".

This goes beyond being accessible or consulting to 'working with'. The success or failure of a sustainable, effective Adult Social Care offer depends upon thinking in practical terms in order to make the shift required. Making the service financially sustainable means maximising individual independence and access to alternative sources of support.

### **5. Working with individuals**

With **individuals** it will affect how we carry out assessment, listening in order to understand the impact of care and support needs on people's lives and determining with the person:

- What can you do?
- What can your Circle of Support or Community do?
- What does ASC need to do?

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This approach represents an empowering, strengths-based approach that enables us to target resource where it is needed. This partnership approach includes:

- Auditing assessments to support a strengths-based approach
- Using Community Connectors to build confidence and maximise independence
- Locating a Community Connector at our 'front door' as part of the initial assessment process
- Working with young people and their families to pilot innovative, collaborative ways of planning together
- Moving away from 'doing for' to supporting people to be independent and, if they require help in a specific area 'doing with'

### **6. Working within the community**

Working in partnership with the **community** Our Independence & Wellbeing Team, (IWT) is central to our approach. The purpose of the team is to support the people of Portsmouth to;

- retain their independence and quality of life
- keep well
- avoid social isolation and loneliness
- have a sense of purpose
- promote community cohesion and integration

The overall aim of the work of the team is to reduce dependence, and demand, on health and social care statutory services through opportunities for early intervention.

The team works closely with Voluntary and Community Services on 6 key priorities:

- Coordination of community related activity within PCC and across organisations.
- Signposting and connecting people to what is in their community and building community capacity.
- Breaking down 'Community' to local street-level engagement for example with a collaborative of Housing Associations, individuals and initiatives in a specific locality.
- Creating a cultural shift so that 'Community thinking' is embedded across Social Care with an appreciation that it is everybody's business and not exclusive to IWT or the VCS
- Looking at the part Community can play when commissioning services. For example, care and support needs in extra care schemes were previously met by provision of care hours; this can be expensive and inappropriate. A Community Connector based in Extra Care can link residents, facilitate activities using residents and/or volunteers and connect with external Community resources to support the resident in the Scheme or in an outside activity, at lower cost. Another current example is engagement with community groups to replace a traditional Meals on Wheels service and deliver outcomes around keeping people safe, providing social contact and providing a balanced diet produced with reference to ethical standards

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with minimised impact on the environment. These approaches take thought and a commitment to looking at local solutions

- Maintaining a commitment to investment to enable the shift required to take place

### **7. Working with Providers**

Partnership with care **providers** requires a shift in approach and practice which Adult Social Care are committed to. There are a number of critical elements to this we are actively working on

- Development of a 'Market Position Statement' that's sets out commissioning intentions and engages with the market in order to deliver them
- Re design of the provider market to support a relational approach, having enough providers to encourage healthy competition and resilience but not so many that it is difficult to engage.
- Development of provider fora where we can listen, inform and support collaboration
- Clarity of commissioning intentions which creates confidence in the Market and allows providers to develop creatively as part of a continuum of Service provision

### **8. Co-Production**

Coproduction is a form of partnership specifically with people who access support or those who care for someone who does. ASC is committed to developing co-production in every area of the service have subscribed to a 'Statement of Intent' (Appendix 1) that commits to the principle of 'Nothing about me without me'. By involving people, services achieve better outcomes and needs are better met. We have established a working group of people from PCC (Housing, Architects, Human Resources) and partner institutions (Police, Isle of Wight Council, NHS).

The remit of the group is to share good practice and develop principles, policy, tools and guidelines for action. Each group shares success in participative activity as part of learning and building the approach.

We have begun to develop greater involvement of stakeholders. For example:

- Carers are working with Architects to remodel the main area of the Carers Centre.
- Our participation lead is working with autistic people to co-design an activity hub procured with a regular stakeholder forum, this will then become a user-led service.
- Involvement of families and residents in evaluating tenders for Care in the Extra Care Service
- Involvement of people with learning disabilities in recruitment of staff and induction of successful candidates

These are basic examples but the work of the group is contributing significantly in determining how we go beyond the lack of clarity and tokenism that often attaches to an aspiration to be more participative

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**9. Summary**

Translating the ASC Strategy into practice depends upon redefining the relationship with individuals and the Community they are part of. This programme of work has many parts to it and will be a significant journey for the service. The outcome sought is an adult social care service that plans, commissions and delivers support in partnership with people who access services.

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Signed by (Director)

**Appendices:****Background list of documents: Section 100D of the Local Government Act 1972**

The following documents disclose facts or matters, which have been relied upon to a material extent by the author in preparing this report:

<b>Title of document</b>	<b>Location</b>
Appendix 1 - Participation Statement of Intent	This document

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### **Appendix 1**

#### **Participation Policy - Statement of Intent**

As Adult Social Care we are committed to a set of values which express our commitment to

- Put the service user at the centre of everything we do.
- Develop positive relationships with people
- Work to understand the wider impact of decisions and actions on people's lives
- Be inclusive in how we work with people, respecting diversity and individuality
- Encourage constructive challenge from others to help us improve how we lead
- Empower others and do things **with** and not **for** people
- Recognise the importance of feedback and value feedback from others
- Be open and honest

We believe that we will better support our Community by involving the people who are affected by our services in every aspect of what we do. We also believe it is the right way to act - that there should be 'Nothing About Me, Without Me'. We recognise that in the past we have not given this the attention that it should have as a defining aspect of our approach and values. We need to have a clear policy and a thought through approach to putting our principles into action.

A range of different terms are used to describe a range of different ways in which the way we may engage with stakeholders and it's helpful to be clear about the terminology. It helps us understand what we are currently doing and be clear about where we want to get to.

Think Local Act Personal have developed a '**Ladder of Participation**' which we will use for reference

- **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 service 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.
- **Information** The people responsible for a service inform people about the service and explain how they work. This may include telling people what decisions have been made and why.

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- **Education** 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** The people who use services are helped to understand the service design and delivery so that they gain relevant knowledge about it. People who use services attend an event about services as passive recipients. Their views are not considered important and are not taken into account.

A simplistic view would be that Co-Production is essential in all situations and this is not the case. What is true is that we need to aim to operate as far up the ladder as possible in any activity. If full co-production is not realistic or helpful in any given situation we need to be clear why not and only go down one rung of the ladder if possible. We will be honest and open about the form of participation that is being engaged in and why.

### **Scope of Activity**

In considering how we support participation we will review among other things:

- Setting, monitoring and refreshing of the ASC Strategy
- Development of Commissioning Intentions - identifying what is needed and designing asset based, outcome focussed solutions that reduce the need for traditional service provision
- Evaluation of the effectiveness of what is currently commissioned/provided
- Design of new and existing Services
- Involvement of providers in development of service specifications
- Procurement - tender evaluation
- Staff Recruitment
- How we support people to articulate what is important to them
- How we develop pathways whereby individuals' views can be aggregated and heard by those who can respond to them
- How we find more creative ways to engage
- How we use information from complaints
- How consistent and effective are existing fora providers, carers, partnership boards
- Where there is provision in the development stage involving stakeholders in design
- How we invest in development and maintenance of relationships with stakeholders and whether we need to invest in roles with that focus
- How we involve people in evaluation of the quality of the services/support they receive,
- Development of service standards to support broad evaluation
- Individual Assessment, Support Planning and Review
- Person Centred Planning and whether plans translate into action
- How we use Contracting to drive participatory practice with our independent sector partners

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- How we identify and support stakeholder groups who face particular challenges in engagement and consider how to address this
- How we do all this with our key partners
- Whether we are outward facing or inward looking
- The extent to which we as an organisation evidence a participatory approach in our leadership and management styles

We look to undertake this Review and consequent action with key partners including the CCG and Solent NHS Trust avoiding in some cases duplication of effort and achieving as high a degree of consistency as possible. Together, with stakeholders we will develop a set of guidelines and tools which can support systemic commitment and practice across organisations. We will look to support and empower those who work in our organisations to have all they need to embed values into practice. We will support creative initiatives that will make Vision real.