



# **Adult Social Care Co-production Strategy 2025 - 2026**

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## Adult Social Care Co-production Strategy

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<b>Service:</b>	Adult Social Care		
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## Introduction

This strategy outlines our approach to embedding co-production at the heart of adult social care services in Central Bedfordshire. Our aim is to actively involve, and include, those using our adult social care services, caregivers, professionals and partners, in every stage of decision-making with an equal distribution of autonomy and power in the design, delivery, and evaluation of our services.

The focus is on empowerment, improvement, and collaboration. In doing so, we hope to build on our already holistic, and person-centred approach to delivering adult social care.

## Our Vision for Co-production

To create an inclusive adult social care system where people who use services, carers, and professionals collaborate meaningfully to design, implement, and improve services. We strive for a future where co-production is not only a standard but a fundamental value, driving quality, equity, and person-centred care.

Supporting the principles of the Adult Social Care Strategy which states that we will:

- Work with people who use services and their carers as they are best placed to help us design them.
- Embrace new ways of working.
- Making the most of opportunities for partnership and integrated working with other organisations for the overall benefit of the communities we support

## Principles of Co-production

Our co-production strategy is underpinned by the following principles:

1. **Equality:** All stakeholders have equal value in the decision-making process. Their contributions, whether they are people with lived experiences, carers, or professionals, are equally significant.
2. **Inclusion:** Ensuring that diverse voices, particularly those of marginalised or underrepresented groups, are actively included in shaping services.
3. **Transparency:** Being open and honest about how decisions are made, who is involved, and what impacts those decisions will have.
4. **Collaboration:** Fostering a spirit of working together, sharing power, and co-designing services that meet the real needs of individuals and communities.
5. **Accountability:** Establishing clear roles, responsibilities, and mechanisms to hold all parties accountable for their contributions to the co-production process.
6. **Sustainability:** Co-production should lead to long-term, sustainable improvements in service delivery, promoting self-sufficiency and resilience.

## Benefits of Co-production

In December 2021, the Department of Health & Social Care released 'People at the Heart of Care' Adult Social Care Reform paper. This paper supports the work we want to see throughout Adult Social Care using co-production. The emphasis of the paper is around how important it is for people to have autonomy, and lead on the care and support they receive. We can read about how the involvement of people in shaping, and designing adult social care, as well as their own care and support, leads to services that are tailored, better designed and more likely to meet the needs of those they serve.

The benefits of co-production include:

- Provide opportunities for people to influence the decisions made, and the shape of Adult Social Care services
- Gives people control over their own lives, and creates a sense of place and belonging
- Breaks down barriers between those who use services, and professionals
- Leads to the identification of new resources, processes, and services, that are better suited to the people whom they are designed for
- Makes the best use of the resources available, delivers better outcomes for people who use services and carers, and builds stronger communities

## Our Co-production Values



## Our Strategic Objectives

### 1. Embed Co-production in Service Design

#### Desired Outcome:

- That people who use services and carers are actively involved from the earliest stages of service design and decision-making processes.
- People Participation & Co-production to become part of day-to-day service delivery

#### Actions:

- Promotion and education for those working within our adult social care services in the benefits and methods of supporting engagement, co-production and social inclusion in adult social care.
- Promote people's stories of co-production to highlight its impact and value. Supporting our teams to not only understand the importance of the participation of people, but also 'how to' of involving people.
- Creation of a framework for recognising, acknowledging, and recording co-produced work and/or outcome(s)
- Ensure that our adult social care services continue to be person-centred, and meet the individual needs of and preferences of the people using them

### 2. Build Capacity for Co-production

#### Desired Outcome:

- Equip all stakeholders, including people who use services, carers, and professionals, with the skills, knowledge, and confidence to engage in co-production.

#### Actions:

- Deliver training sessions and workshops focused on the principles and practices of co-production for staff, people using services, and carers.
- Provide clear guidance on co-production roles and expectations to ensure that all parties understand how to contribute meaningfully.
- Develop resources and tools that support effective communication and collaboration in co-production activities.

### 3. Enhance Communication and Information Sharing

#### Desired Outcome:

- Strengthen communication channels to ensure that all stakeholders are well-informed and that information flows freely between parties
- Provision of a more easily accessible information and advice resource for the residents of Central Bedfordshire

#### Actions:

- Work to create further collaboration and involving our partners in relevant co-production projects/forums. Including local authorities, health care providers, charities or other third sector organisations

- Develop clear, accessible information about co-production opportunities, processes, and outcomes.
- Creation of the People Participation & Co-production page on our Adult Social Care area of Central Bedfordshire Council's Website

#### **4. Promote Inclusivity and Diversity in Co-production (Obtaining the voice of everyone in line with the Equality Act 2010)**

##### **Desired Outcome:**

- To have an inclusive approach that ensures that co-production reflects the diversity of the population and actively seeks to involve underrepresented groups.
- To capture the voice of all of those utilising ASC services across CBC

##### **Actions:**

- Working to engage with those whose communication and/or support needs are more complex.
- Use accessible communication methods (e.g., plain language, translation services, assistive technologies) to remove barriers to participation.
- Create safe spaces where individuals feel comfortable sharing their perspectives and experiences without fear of discrimination.

#### **5. Ensure Co-production is Ongoing and Impactful**

##### **Desired Outcome:**

- Move beyond one-off engagement by ensuring co-production is an ongoing process that leads to measurable improvements in services.

##### **Actions:**

- To create a forum (Talk Adult Social Care -TASC) across all of our adult social care services, made up of people who use our adult services and professionals
- Develop a set of co-production measures to determine the effectiveness of services and track improvements over time.
- Use feedback from co-production activities to inform service reviews, quality assurance processes, and commissioning decisions.

### **Governance & Accountability**

The Care Quality Commission (CQC) places a strong emphasis on co-production as a core principle in delivering high-quality health and social care services. Its key principles and expectations for services often reference the importance of involving people who use services, their families, and communities in the design, delivery, and evaluation of care.

To ensure that co-production is embedded into the structure of adult social care, an Annual Review Report will be published to assess progress against the strategy's objectives and to identify areas for improvement.

## Co-production Measures

The success of the co-production strategy will be assessed against the following measures:

### Partnership Working:

- **Percentage of services co-produced:** Proportion of new and existing services that have involved people who use services and carers in design and delivery.
- **Joint Decisions:** Evidence showing people involved in co-production feel treated as equal partners in decision making.

### Participation and Engagement

- **Person Engagement:** Evidence of participation of people in events, workshops and forums that involve shaping services
- **Diversity of participants:** Representation of diverse groups in co-production activities, including those seldom heard, ensuring inclusivity.
- **Staff engagement:** Level of staff participation in co-production training and their confidence in co-production practices.

### Quality Improvement

- **Service Change and Improvement:** Evidence of changes implemented based on people's contributions.
- **Impact on service quality:** Improvement in satisfaction, independence, and overall care quality as a result of co-produced services.

### Monitoring and Reporting

- Regular reports will be produced to monitor progress on measures and outcomes.
- Feedback loops will be established to ensure that participants are informed of how their contributions have shaped services.
- Qualitative and quantitative data will be gathered to evaluate the impact of co-production on service delivery and individual experiences.

## Conclusion

This co-production strategy forms the basis of Central Bedfordshire Council Adult Social Care Services ongoing commitment to adopting co-production into the daily delivery of services. By embedding co-production at the core of our approach, we aim to create a system that is more inclusive, effective, and responsive to the needs of all who use it.

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