

Social Care, Health and Housing Co-production Framework

What is Co-production?

‘Co-production is when an individual influences the support and services received, or when groups of people get together to influence the way that services are designed, commissioned, and delivered.’



Why co-production is important:

- ☆ Provides opportunities for people to influence the decisions and shape the direction of Social Care, Health and Housing
- ☆ Gives people control over their own lives and creates a sense of place and belonging
- ☆ Breaks down the barriers between people who use services and professionals
- ☆ Leads to the identification of new resources that are better suited for the people they're designed for
- ☆ Helps make the best use of resources, delivers better outcomes for people who use services and carers, builds stronger communities, and develops citizenship



What we want to achieve:

- ☆ Incorporate coproduction within Adult social Care & Housing practices which enables equal and reciprocal relationship between people with lived experience and CBC officers
- ☆ Support cultural change by using co-production principles
- ☆ Embed standards of co-production without being prescriptive or restrictive
- ☆ Acknowledge that everyone has skills and abilities to contribute and that no one group, or person is more important than anyone else
- ☆ Ensure that co-production is as inclusive and diverse as possible, and that seldom-heard groups are included
- ☆ Ensure that people can see the impact of their contributions and the difference this makes
- ☆ Develop trusting and productive working relationships where people are clear about their role



How to deliver co-production:

- ☆ Include stakeholders with lived experiences
- ☆ Make activities accessible to ensure that people involved have an equal opportunity to participate fully in the way that suits them best
- ☆ Effective facilitation.
- ☆ Outcomes from the co-production activity are understood and agreed by those involved.

Communications and language:

- ★ Keep it simple, keep it real
- ★ Actively listen, acknowledge, and value all viewpoints
- ★ Share information in a range of formats to ensure inclusivity
- ★ Communicate and engage consistently to encourage cultural change
- ★ Communicate information and decisions openly whilst maintaining the balance between openness and respecting confidentiality



What success looks like:

★ 'I' statements:

How people feel when co-production is working well.

1. 'I am valued for the contribution I make to my community'
2. 'I am supported by people who see me as a unique person with strengths, abilities and aspirations'.
3. 'I am treated with respect and dignity'
4. 'I have opportunities to help shape the services the Council provide'

★ 'We' statements:

What organisations and their people need to do to make sure actual experience lives up to the 'I' Statements.

1. 'We work with people as equal partners and combine our respective knowledge and experience to support joint decision-making'
2. 'We work in partnership with others'
3. 'We look for ways to involve people in their communities, so they feel included and valued for their contribution'
4. 'We have a 'can do' approach which focusses on what matters to people'