



ADULT SOCIAL CARE AND PUBLIC HEALTH COMMITTEE

5 March 2024

REPORT TITLE:	CO-PRODUCTION STRATEGY
REPORT OF:	DIRECTOR OF CARE AND HEALTH

REPORT SUMMARY

This report provides an update on the research, development and co-production of a Co-production Strategy for use within Adult Care and Health services and with wider stakeholders. The requirement for a strategy has been highlighted as part of the Care Quality Inspection preparation for Adult Care and Health and represents best practice when working with people who use services, either as individuals or as stakeholder groups.

The report supports the Council Plan: Wirral Working Together 2023-27, specifically the 'Promoting Independence and Healthier Lives' theme.

This is a key decision which affects all wards.

RECOMMENDATION/S

Adult Social Care and Public Health Committee is recommended to approve the Co-production Strategy and Co-production Charter, which have been co-produced with local stakeholders, carers and people who use services for implementation within Adult Care and Health.

SUPPORTING INFORMATION

1.0 REASON/S FOR RECOMMENDATION/S

- 1.1 The Adult Care and Health department did not previously have a Co-production strategy, and the development and implementation of this will ensure that we co-produce services in Wirral, working jointly with key people and stakeholders.
- 1.2 The Council is preparing for Care quality inspection and as part of the self-assessment, it has been identified that Co-production, where appropriate is a best practice methodology of developing services with local people.

2.0 OTHER OPTIONS CONSIDERED

- 2.1 To not have a Co-production Strategy would mean that Adult Care and Health are not clear about the way it will co-produce services with local people and stakeholders.
- 2.2 To continue with current mechanisms for engaging citizens and not seek to improve current ways of working.

3.0 BACKGROUND INFORMATION

- 3.1 Co-production is a key concept in the development of public services, and it has the potential to make an important contribution to all the big challenges that face social care provision.
- 3.2 In recent years, the term co-production has been used to describe the way professionals within adult social care work alongside the community - considering the experiences, knowledge and strengths of the people to design, build and improve services at both an individual and strategic level.
- 3.3 Definitions of exactly what co-production means vary, but the term is used to describe partnership working between people who draw on care and support, carers, and citizens to improve public services.
- 3.4 There is an interest in co-production across the full range of public services, not just social care and health. Public, voluntary and private sector organisations have also shown an interest in co-production. This interest reflects the widespread acknowledgement that the citizen has a vital role in achieving positive outcomes from public services.
- 3.5 The Think Local Act Personal (TLAP) National Co-production Advisory Group states that:
'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'.

3.6 There is no single formula for co-production, but there are some key features that are present in successful co-production initiatives. They:

- define those who access care and support as people with skills
- break down the barriers between people who draw on care and support and professionals
- build on people's existing capabilities
- include reciprocity (where people get something back for putting something in) and mutuality (people working together to achieve shared objectives)
- work with peer and personal support networks alongside professional networks
- facilitate services by helping organisations to become agents for change rather than just being service providers.

3.7 An example of how co-production has supported the work of Wirral Council is the invaluable work undertaken by “Experts by Experience” in the development of the new Carers Strategy in 2023.

3.8 It is anticipated that a monitoring approach will be put in place to keep under review the implementation of the strategy, either through existing networks such as the All Age Disability Partnership Board or other Forum.

3.9 Officers in Adult Care and Health will ensure that Officers across the Council are informed by this approach to enable and support coproduction across the wider Council.

4.0 FINANCIAL IMPLICATIONS

4.1 Services will still need to be designed and co-produced within available resources and one of the benefits of co-producing services is that all people are aware of the financial envelopes available, either for people’s personal budgets or larger pieces of commissioning work.

4.2 ‘Reciprocity’ is a key concept in co-production. It has been defined as ensuring that people receive something back for putting something in and building on people’s desire to feel needed and valued. The idea has been linked to ‘mutuality’ and all parties involved having responsibilities and expectations. The Council can support reciprocity in several ways, this may include rewarding people financially for their time, or offering alternatives like vouchers. It could also be as simple as feeding back to people, offering thanks and ensuring their assessed needs are met, with a service offer which has been designed with them and not for them.

5.0 LEGAL IMPLICATIONS

5.1 The Care Act 2014 specifically includes the concept of co-production in its statutory guidance. The guidance defines co-production and suggests that it should be a key part of implementing the Care Act. In particular, co-production should be used to develop preventative, strength-based services, support assessment, shape the local care market, and plan information and advice services.

6.0 RESOURCE IMPLICATIONS: STAFFING, ICT AND ASSETS

- 6.1 All staff will need to be updated on the co-production strategy and approach, and this will require input from the organisation to support the approach

7.0 RELEVANT RISKS

- 7.1 There is a risk that local people, service users and stakeholders are not included in the co-production of services and strategies for Care and Health. This risk is being mitigated by having the co-production strategy and charter in place, and by training staff on the approach, linked to our other embedded approaches for social work, like 3 conversations.
- 7.2 There is a risk that if the strategy is not approved, then co-production will not progress in Wirral and not be in place to support the Care Quality Commission inspection. The strategy will underpin the work within Adult Social Care, where the co-production approach is developing.
- 7.3 There is a risk that the strategy is not supported by a training programme for staff, this will be mitigated by working with Organisational Development to deliver a training programme for staff.
- 7.4 There is a risk that if the report is not approved, local stakeholders will raise concern that Adult Social Care are not adopting this best practice approach.
- 7.5 Any risks relating to implementation of the strategy will be monitored and managed via the Directorate Management Team.

8.0 ENGAGEMENT/CONSULTATION

8.1 The table below outlines the engagement events that have taken place with people and organisations to co-produce the strategy.

Date	Type	Location
24 August 2023	Workshop 1	The Lauries
7 September 2023	Workshop 2	The Lauries
21 September 2023	Workshop 3	The Lauries
2 October 2023	Micro Meeting	MS Teams (third sector providers)
3 October 2023	Micro Meeting	Trepassey Residential Home (Residential and Nursing Providers)
9 October 2023	Micro Meeting	Wirral Evolutions
11 October 2023	Micro Meeting	Kare Plus Office (Care and Support at Home Providers)
16 October 2023	Micro Meeting	Ashville Lodge (Sensory Providers)
17 October 2023	Micro Meeting	Together All Are Able
23 October 2023	Micro Meeting	Wirral Mencap
27 October 2023	Micro Meeting	Wirral Older Peoples' Parliament
31 October 2023	Micro Meeting	Oak House (Supported Living Providers)
1-31 October 2023	Micro Meeting	Internal Council Departments – Peter Loosemore
1 November 2023	Micro Meeting	Speak Up Be Heard Individual Group (Wirral Evolutions)
7 November 2023	Micro Meeting	Wirral Change
20 November 2023	Workshop 4	The Lauries
18 December 2023	Workshop 5 (Final)	The Lauries

8.2 The Council will consider the format for publication of the strategy with stakeholders, working closely with our communications officers and people who use services.

8.3 While co-producing the strategy, a designated commissioning and contract officer has been on hand and accessible to discuss any concerns or queries which may be made by the stakeholder group, in relation to either the content of the developing documentation or the concept of co-production.

9.0 EQUALITY IMPLICATIONS

9.1 An Equality Impact Assessment has been produced and can be accessed by the following link: <https://www.wirral.gov.uk/communities-and-neighbourhoods/equality-impact-assessments>

10.0 ENVIRONMENT AND CLIMATE IMPLICATIONS

10.1 Officers will consider minimising environmental impact when co-producing services with people, this will include minimising travel and the format of public facing literature.

11.0 COMMUNITY WEALTH IMPLICATIONS

11.1 Local organisations are key contributors for the Council on the development of services, and local organisations have contributed to the strategy. The Council will keep under review for each co-produced piece of work, how it provides a reciprocal arrangement for organisations and individuals who contribute to co-production projects.

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APPENDICES

Appendix 1 Co-production Charter

Appendix 2 Co-production Strategy

BACKGROUND PAPERS

Experiences and understandings of co-production in adult social care: Findings from SCIE's Co-production Survey 2023

<https://www.scie.org.uk/co-production/supporting/breaking-down-barriers>

Think Local Act Personal

<https://www.thinklocalactpersonal.org.uk/co-production-in-commissioning-tool/co-production/in-more-detail/what-is-co-production/>

Think Local Act Personal National Advisory Group

<https://www.thinklocalactpersonal.org.uk/Browse/Co-production/>

TERMS OF REFERENCE

This report is being considered by the Adult Social Care and Public Health Committee in accordance with Section 2.2 a and b of its Terms of Reference, "adult social care matters (e.g., people aged 18 or over with eligible social care needs and their carers)" and "promoting choice and independence in the provision of all adult social care".

SUBJECT HISTORY (last 3 years)

Council Meeting	Date
N/A	