

# Co-production charter

**Actions speak louder than words**



## WHAT IS ENGAGEMENT AND CO-PRODUCTION?

Co-Production involves people who use services being consulted, included and working together from the start to the end of certain project areas that may affect them and making sure that people with lived experience of Adult Social Care are part of changes and improvements to services.

We use the terms engagement and co-production in this Charter to mean that any time we hear from and include people with lived experience in understanding, shaping, and improving Adult Social Care.

## AMBITION:

We would like more people with lived experience who use our services, their carers and families to feel they have a voice in the way that Adult Social Care develops and delivers services.

We want equality, diversity, and accessibility across a co-production network to be in place. We want to ensure that co-production outcomes show that we have listened, and that people are informing changes we may make in the future.

## PRINCIPLES AND VALUES:

We commit to achieving our ambition by using the following principles below which will be used as a guide to different elements of our future planning arrangements. These principles will ensure that people providing their lived experiences will reach collective outcomes when engaging with us:

**Trust**

**Shared  
Understanding**

**Equal  
Partnership**

**Creative  
Thinking  
and Solution  
Focussed**

**Communication  
is Key**



This Charter is about the way we will all work better together to create a culture where we will:



## How we will achieve the outcomes of this Charter



## Our commitment

### We will:

- Provide appropriate support and accessible information for those of you sharing experiences.
- Give you sufficient time to plan and prepare for any meetings or engagement.
- Recognise the value of your time through the development of a Reward and Recognition process.
- Make sure that there are inclusive and accessible ways to get involved and adapt these to your needs in places and ways that work for you.
- Develop further how we provide you with timely information and training to enable you to get involved.
- Work towards a more equal and accountable relationship between professionals and people with lived experience.
- Wherever possible engage with our partners, community and voluntary groups who are actively engaging and / or working with people who have seldom heard and under-represented voices.
- Aim to be clear in our language and what we are asking you to co-produce.
- Be open and transparent in our approach – we want to let you know what can be changed or influenced within the statutory requirements or what can't.
- Provide outcomes and the impact of engagement and co-production through a variety of feedback mechanisms.
- Involve you regularly, and as early as possible when looking at changes.
- Use the feedback, information and data we already have in place to inform co-production work.
- Make sure that your information and feedback stays confidential across any engagement and co-production, providing assurance of a safe space for discussions to take place.

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