



Adults and Safeguarding Committee 14 November 2022

Title	Engagement and Co-Production Strategy and Charter for adult social care
Report of	Cllr Paul Edwards, Chair, Adults and Safeguarding Committee
Wards	All
Status	Public
Urgent	No
Key	No
Enclosures	Appendix: Engagement and Co-Production Strategy and Charter for adult social care
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Summary

This report presents the Engagement and Co-production Strategy and Charter for adult social care for the Committee's approval.

The strategy and charter have been co-designed, working with a wide range of people with lived experience and expertise.

The strategy sets out how we will step up our ambitions and aspirations to engage and co-produce adult social care services more extensively, with a wider range of voices and views. It sets out how we will build on our existing involvement, engagement and co-production work to achieve this.

The charter sets out some key commitments about how the council works with people to make sure that engagement and co-production is high quality, meaningful and inclusive.

If approved, the next steps will be to share widely, develop a more detailed action plan and begin implementation.

Officers Recommendations

1. The **Adults and Safeguarding Committee** is asked to approve the draft Engagement and Co-Production Strategy and Charter for adult social care

<p>2. The Adults and Safeguarding Committee is asked to note that an annual report on engagement and co-production will be presented to Committee each year</p>
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1. Why this report is needed

- 1.1 This report follows an update report to Adults and Safeguarding Committee in June 2022 outlining the proposals to meeting the Administration's commitments, and a progress report in September 2022.
- 1.2 Key to the delivery of the Administration's commitments was to develop engagement and co-production with people who draw on care & support, including through the codesign with residents and the voluntary and community sector of a new strategy and charter.
- 1.3 This strategy and charter also align with the Administration's approach to working more closely with residents and the community, and is closely linked to the new Community Participation strategy.
- 1.4 The strategy and charter build on the council's foundation of involving people in quality assuring, shaping and improving adult social care services. The strategy and charter will enable us to step up our ambition and further embed this way of working.

In this paper we are presenting the Engagement and Co-Production Strategy and Charter for approval by the Adults and Safeguarding Committee.

Co-designing the strategy and charter

- 1.5 The strategy and charter were co-designed, working with a wide variety of people with lived experience and expertise. More information is in the strategy; in summary, we did this by:
 - Setting up a **steering group** which included residents with lived experience, voluntary and community organisations, and professionals from across the council, health and social care. The steering group worked on the strategy at every stage, from deciding the scope and structure to detailed reviews of the documents.
 - Speaking to **experts** and organisations, in Barnet and nationally, about engagement and co-production, including Inclusion Barnet, Think Local Act Personal, local authorities across London and others.
 - Working with those already involved in adult social care as part of **People's Voice** and **Involvement Board**, including a survey and standalone event for People's Voice members, and updates and a dedicated session for the Involvement Board.
 - **Engaging directly** with a diverse range of people who have experience of using adult social care, through attending groups and events in the community. We spoke to communities including people with learning disabilities, older people from a range of cultural backgrounds, autistic people, people with experience of mental health challenges and people with physical impairments. The process has been a powerful way to build new connections and a starting point for future engagement

and co-production

- Awarding **small grants** to voluntary and community sector groups to undertake engagement, valuing their expertise and relationships with residents and ability to reach communities the Council may not otherwise reach, including the Deaf community.

Key elements of the strategy

1.6 The strategy explores what engagement and co-production is already happening, its impact, and people's views and experiences on how this is going. We talk about how:

- *We work with individuals and families on their care and support*
- *We work with people to understand and improve adult social care services*
- *We involve people in shaping new services and making changes to adult social care*

1.7 The strategy summarises where we want to get to, using the feedback and input from residents about how they would like to get involved, as well as from staff and professionals about where they would like to see more impact:

- *We will hear from more people about their experiences, and use this information to make positive change*
- *We will build our People's Voice community and provide more opportunities to be part of adult social care*
- *We will move beyond feedback to participation in adult social care and ensure that people have a voice across a wider range of services*

1.8 The strategy sets out ways of working, and how we will make engagement and co-production a success. This section is strongly shaped by people's views and input, especially in identifying the barriers to getting involved and how we can tackle these.

- **Impact** – *being clearer from the start of any engagement or co-production about what changes will be made, and letting people know when it's happened*
- **Representation and diversity** – *hearing from a wider range of voices and how we will make this happen*
- **Reciprocity** – *everyone taking part in engagement and co-production should feel that they are getting something out of it as well as putting something in.*
- **Accessibility**: *everyone is different – how we make sure that there are a wide range of ways for people to have their say, and that our meetings, events, and conversations are inclusive*
- **Sharing power and empowering** – *how we will make sure people have the right information, skills and support to have their say and make tangible change*

- 1.9 The rest of the strategy gives some more information about how we will work together with other organisations, and our measures of success
- 1.10 The charter sets out the commitments from the council to residents in how we will work together

2. Reasons for recommendations

- 2.1 The report provides the background and summary of the new engagement and co-production strategy and charter for adult social care.
- 2.2 The new strategy and charter aim to build on the work we do with residents and move towards greater co-production in understanding, shaping and improving how we work in adult social care.

3. Alternative options considered and not recommended

- 3.1 None

4. Post decision implementation

- 4.1 If approved, we will produce a final version of the strategy and charter as well as a simpler, more accessible version.
- 4.2 We will develop the strategy into a detailed action plan with timescales.
- 4.3 We will present an annual report to Adults and Safeguarding Committee.
- 4.4 This will be living document open to continued engagement, as the Council will continuously seek to improve co-production and engagement with people who draw on care and support.

5. Implications of decision

Corporate Priorities and Performance

- 5.1.1 The new corporate plan will set out the council's corporate priorities, this will include a new outcomes framework that will be developed to monitor performance and ensure we continue to keep residents and the work we do together at the centre of everything we do.
- 5.1.2 The new Community Participation Strategy is a key interdependency to this work, and we continue to work closely to ensure that it is aligned.

5.2 Resources (Finance & Value for Money, Procurement, Staffing, IT, Property, Sustainability)

- 5.2.1 This programme of work has been supported by dedicated staff time, as well as continuing our approach of covering expenses, Reward and Recognition payments and

costs for engagement. We have also offered grants to voluntary and community sector groups to reach lesser-heard communities.

5.3 Legal and Constitutional References

5.3.1 The Council's Constitution (Article 7, Article 7 – Committees, Forums, Working Groups and Partnerships) sets out the responsibilities of all council Committees. The responsibilities of the Adults and Safeguarding Committee can be found at <https://barnet.moderngov.co.uk/documents/s68757/08Article7CommitteesForumsWorkingGroupsandPartnerships.doc.pdf>

5.3.2 Responsibilities include:

- Responsibility for all matters relating to vulnerable adults, adult social care and leisure services.
- Work with partners on the Health and Well Being Board to ensure that social care interventions are effectively and seamlessly joined up with public health and healthcare and promote the Health and Wellbeing Strategy and its associated sub strategies.
- To submit to the Policy and Resources Committee proposals relating to the Committee's budget for the following year in accordance with the budget timetable.
- To make recommendations to Policy and Resources Committee on issues relating to the budget for the Committee, including virements or underspends and overspends on the budget. No decisions which result in amendments to the agreed budget may be made by the Committee unless and until the amendment has been agreed by Policy and Resources Committee.
- To receive reports on relevant performance information and risk on the services under the remit of the Committee.

5.4 Insight

5.4.1 This programme of work is led by people with lived experience, using feedback and insight from residents, alongside best practice and 'next practice' research to shape the Engagement and Co-Production Strategy.

5.5 Social Value

5.5.1 None applicable to this report, however the council must take into account the requirements of the Public Services (Social Value) Act 2012 to try to maximise the social and local economic value it derives from its procurement spend.

5.6 Risk Management

5.6.1 The programme of work will be managed in accordance with the council's risk management framework.

5.7 Equalities and Diversity

5.7.1 Equality and diversity issues are a mandatory consideration in the decision making of the council.

5.7.2 Decision makers should have due regard to the public sector equality duty in making their decisions. The Equality Act 2010 and the Public-Sector Equality Duty require elected Members to satisfy themselves that equality considerations are integrated into day-to-day business and that all proposals emerging from the business planning process have taken into consideration the impact, if any, on any protected group and what mitigating factors can be put in place. The equalities duties are continuing duties they are not duties to secure a particular outcome. The statutory grounds of the public sector equality duty are found at section 149 of the Equality Act 2010 and are as follows:

5.7.3 A public authority must, in the exercise of its functions, have due regard to the need to:

- Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act.
- Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it.
- Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.
- Having due regard to the need to advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it involves having due regard, in particular, to the need to:
 - Remove or minimise disadvantages suffered by persons who share a relevant protected characteristic that are connected to that characteristic.
 - Take steps to meet the needs of persons who share a relevant protected characteristic that are different from the needs of persons who do not share it.
 - Encourage persons who share a relevant protected characteristic to participate in public life or in any other activity in which participation by such persons is disproportionately low.
 - The steps involved in meeting the needs of disabled persons that are different from the needs of persons who are not disabled include, in particular, steps to take account of disabled persons' disabilities.

5.7.4 Having due regard to the need to foster good relations between persons who share a relevant protected characteristic and persons who do not share it involves having due regard, in particular, to the need to:

Tackle prejudice and

Promote understanding.

Compliance with the duties in this section may involve treating some persons more favourably than others; but that is not to be taken as permitting conduct that would otherwise be prohibited by or under this Act. The relevant protected characteristics are:

- Age
- Disability

- Gender reassignment
- Pregnancy and maternity
- Race
- Religion or belief
- Sex
- Sexual orientation
- Marriage and Civil partnership

5.7.5 This is set out in the council's Equalities Policy together with our strategic Equalities Objective - as set out in the Corporate Plan - that citizens will be treated equally with understanding and respect; have equal opportunities and receive quality services provided to best value principles.

5.7.6 Progress against the performance measures we use is published on our website at:

<https://www.barnet.gov.uk/your-council/policies-plans-and-performance/equality-anddiversity>

5.8 Corporate Parenting

5.8.1 In line with Children and Social Work Act 2017, the council has a duty to consider Corporate Parenting Principles in decision-making across the council. The engagement strategy and charter are relevant to care experienced adult who may be drawing on support from adult social care. Engagement with younger adults has taken place as part of the programme of work.

5.9 Consultation and Engagement

5.9.1 Co-production and engagement are central to the work on this new strategy and charter. We have involved people with lived experience from the start and are engaging widely with people who have experience of adult social care, carers, and people who may draw on services in the future.

5.10 Environmental Impact

5.10.1 None in the context of this report

6. Background papers

6.1 Adults and Safeguarding Committee – 6 June 2022 – Delivering the administration's manifesto priorities:
<https://barnet.moderngov.co.uk/documents/s72702/Delivering%20the%20Administrations%20manifesto%20priorities.pdf>

6.2 Adults and Safeguarding Committee – 13 October 2022 – Engagement and Co-production strategy and charter progress report:

<https://barnet.moderngov.co.uk/documents/s74548/Committee%20Report%20-%20engagement%20and%20co-production%20strategy%20and%20charter.pdf>