

New Tools and Resources to Support Coproduction

Halton's Coproduction Charter and our next steps

Why coproduce?

Working with people with lived experience has always been a key priority for Halton's Adults Directorate

- Key drivers:
 - Better outcomes for residents - 'No decision about me, without me'
 - Ownership and buy-in
 - Right services - right time, right place and right cost!
 - Care Act compliant
- Impact of pandemic
- CQC Assurance

Coproduction – the importance of people's own voices



Reinvigorating Coproduction

- ICB funding – LD/Autism activity

Wanted to:

- Bring people with lived experience together
- Have some tangible outcomes that could be used further
- Involve a facilitator – engaged with TLAP as sector leaders in personalisation
- Make it a place-based approach

NHS

Cheshire and Merseyside



The project work and events

Three workshops - July September and October

Created an Easy Read invite

Put the word out far and wide – invited people with lived experience and partners

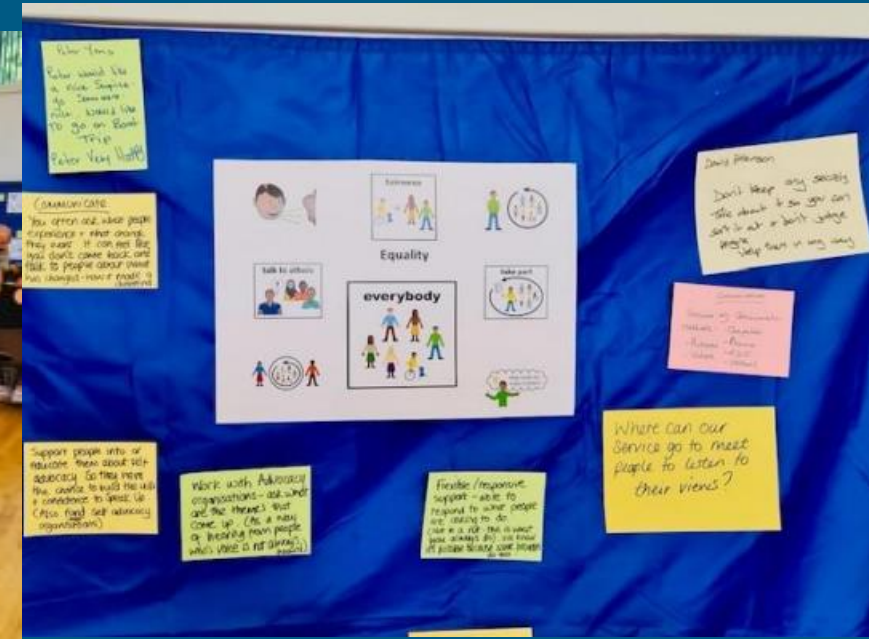
We didn't get it right first time - altered venues and times as went along and offered lunch after first session

Set boundaries/ ground rules

Interactive – based on discussion and questions – everyone got their say in some way

Used facilitators with lived experience

Kept it light – Zumba energizer



What was it like for our experts by experience?



What were the pitfalls?

- For this audience in particular, reliant on other to get them there
- It's a time-consuming process
- Need to be flexible – don't have a rigid idea of what you're going to cover
- Accommodating different needs
- Can't please all of the people all of the time
- One size doesn't fit all

However, the good practice and the learning curve involved in getting there was worth it



Final report and coproduction charter

Co-production Charter: How we'll work together in Halton



This Charter was co-produced with local people with lived experience who worked with health and social care staff over a series of workshops. The Charter lays out our discussions: what we mean by co-production or working together, what ingredients and behaviours are needed to make this work well and what meetings should look like to make sure everyone is heard, included and rewarded for their time.

We want to create a group of people with different voices that identifies gaps in services, thinks about what we need to do, makes decisions together, learns about co-production and creates better services across One Halton.

We like the term 'working together', this means creating time and space to express ourselves – negative or positive. It's important to work together to get better.

? Why have a Charter?

It acts as a reminder of what we are trying to achieve, what our roles are, what we said we would do and can help to check how things are going, this is sometimes called accountability.

What we mean by co-production

We prefer words like **working together** or **collaboration**. It means being listened to and everyone's opinion being valued equally. It involves making the opportunity to speak up happen in a way that works for the person: making adjustments like accessible venues, thinking about who's there and using plain English all make meetings open to everyone. We don't always need traditional meetings, creating new ways and opportunities to have a say and trying to have fun is important. Everyone should understand what their role is and what the purpose of meetings is. People want to be involved in deciding priorities and how money is spent

together. Being kept updated on agreed actions with feedback on progress supports good co-production.

✓ Making meetings accessible

We will have meetings in person, in places that are good for people as well as online. We will be clear about people's roles and ask what support they need to take part. We'll offer information in different ways recognising people have different preferences. We will use simple language and explain difficult ideas.

★ Values

We will be respectful, kind and work in an accessible way. We will be honest but gentle. We will be flexible in how we work and considerate, remembering people work at different paces.

We'll remember it's not facts and figures, it's about people.

7. What do we need to change for next time?

We want strategic conversations together – planning big decisions like how money is being spent and creating better services.

Suggested One Halton



We are living a community and so groups like Halton



No discussion of thin brings experience judge

One Halton

How we will have conversations and keeping in touch

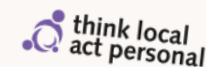
We'll keep notes and let people know what was said with actions and timelines. We'll give feedback about actions we have taken and where they have not been followed up, we will explain why. People can have a say in what gets discussed at meetings.



Developing Co-production Across One Halton

Project summary report, December 2023

[halton-charter](https://www.halton-borough-council.gov.uk/halton-charter)



What have we done since?

- The TLAP project group suggested the notion Coproduction Champions for each of the partner organisations across One Halton
 - Workshop held 1st July – tied in with Coproduction Week
 - Got them doing the work - asked a series of fundamental questions – the who, what, why, where, when and how of doing coproduction in own organisations and as a collective
 - Some rich responses, shared good practice and created some cross-pollination opportunities
 - Agreed to meet again in September
 - Initial outcome – going to use the group to share good practice, to troubleshoot challenges, propose new opportunities and to tap into collective resources

What are our next steps the Adults Directorate in the Council?

- Continue to work closely with Halton Speak Out
- Direct Payments Forum – to support with recruitment and retention of PAs
- Re-establishing a presence of experts by experience on our recruitment panels
- PBS – complex needs coproduction group – looking at different themes
- Look at what people want – a regular coproduction forum or project/themed activities

Any questions?

Thank you for listening!

“If you want to go fast, go alone; If you want to go far, go together”