



Report to Policy Committee

Author/Lead Officer of Report: Catherine Buntin, Assistant Director Adult Commissioning and Kate Damiral, Involvement and Engagement Lead.

Tel: 0114 305 1418

Report of: Director Adult Health and Social Care
Report to: Adult Health and Social Care Policy Committee
Date of Decision: 19th December 2022
Subject: Coproduction and Involvement Update

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|---|-----|-------------------------------------|----|-------------------------------------|
| Has an Equality Impact Assessment (EIA) been undertaken? | Yes | <input checked="" type="checkbox"/> | No | <input type="checkbox"/> |
| If YES, what EIA reference number has it been given? 1345 | | | | |
| Has appropriate consultation taken place? | Yes | <input checked="" type="checkbox"/> | No | <input type="checkbox"/> |
| Has a Climate Impact Assessment (CIA) been undertaken? | Yes | <input checked="" type="checkbox"/> | No | <input type="checkbox"/> |
| Does the report contain confidential or exempt information? | Yes | <input type="checkbox"/> | No | <input checked="" type="checkbox"/> |
| If YES, give details as to whether the exemption applies to the full report / part of the report and/or appendices and complete below:- | | | | |
| <p><i>"The (report/appendix) is not for publication because it contains exempt information under Paragraph (insert relevant paragraph number) of Schedule 12A of the Local Government Act 1972 (as amended)."</i></p> | | | | |

Purpose of Report:

The report seeks of an endorsement of our ambition to further develop our involvement offer for local people. We propose to create new ways to empower citizens to inform, have influence, and to hold Adult Social Care to account across its services; and to lead our approach to co-production and other forms of involvement.

It also seeks endorsement of sign up to making it real as a key approach in embedding personalisation and coproduction based on what matters to you.

Recommendations:

It is recommended that the Adult Health and Social Care Policy Committee:

1. Endorse the approach to involvement and engagement set out in the delivery plan at Appendix 1.
2. Agree that Adult Health and Social Care sign up to Making it Real as demonstration of our commitment to coproduction and personalisation.
3. Request that the Director of Adult Health and Social Care bring back six-monthly updates on progress in relation to delivery upon the plan.

Background Papers:

Adult Health and Social Care Strategy

Adult Health and Social Care Strategy Delivery Plan

[TLAP-Making-it-Real-report.pdf \(thinklocalactpersonal.org.uk\)](#)

[Ladder-of-coproduction.pdf \(thinklocalactpersonal.org.uk\)](#)

Appendixes

Appendix 1 – Involvement and Engagement Delivery Plan

Appendix 2 – Equalities Impact Assessment

| Lead Officer to complete: - | | |
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| 1 | I have consulted the relevant departments in respect of any relevant implications indicated on the Statutory and Council Policy Checklist, and comments have been incorporated / additional forms completed / EIA completed, where required. | Finance: <i>Ann Hardy</i> |
| | | Legal: Patrick Chisholm, Service Manager |
| | | Equalities & Consultation: <i>Ed Sexton</i> |
| | | Climate: |
| <i>Legal, financial/commercial and equalities implications must be included within the report and the name of the officer consulted must be included above.</i> | | |
| 2 | SLB member who approved submission: | <i>Alexis Chappell, Director of Adult Social Care</i> |
| 3 | Committee Chair consulted: | <i>Councillors George Lindars-Hammond and Angela Argenzio</i> |
| 4 | I confirm that all necessary approval has been obtained in respect of the implications indicated on the Statutory and Council Policy Checklist and that the report has been approved for submission to the Committee by the SLB member indicated at 2. In addition, any additional forms have been completed and signed off as required at 1. | |
| | Lead Officer Name: <i>Kate Damiral</i> | Job Title: <i>Involvement and Engagement Lead Officer</i> |
| | Date: 5 th December 2022 | |

1. PROPOSAL

- 1.1 The [Adult Health and Social Care Strategy](#) and accompanying [Delivery Plan](#) set out our vision for 2022 to 2030. Called 'Living the life you want to live', it's about how we work together to help the people of Sheffield to live long, healthy and fulfilled lives.
- 1.2 In delivering upon the Strategy, it is our ambition to further develop our involvement offer for local people. We propose to create new ways to empower citizens to inform, have influence, and to hold Adult Social Care to account across its services; and to lead our approach to co-production and other forms of involvement.
- 1.3 We aim to increase and broaden the range of people we reach, to better reflect the diversity of the city and tackle inequalities in social care provision. The goal is to create a sustainable model that embeds community involvement throughout adult social care.
- 1.4 Our commitment to involving people is featured in several places throughout the strategy:
- Commitment 1 - We will provide a partnership of care and support, **designed, and delivered with communities**
 - Commitment 4 - We will make sure **everyone can be involved as an equal partner in designing the support and services they receive** across the whole system.
 - Commitment 6 - We will embed **open and transparent decision-making alongside our plans and priorities for adult social care, created with the people of Sheffield.**
- 1.5 It is also a key enabler and underpins our future design of adult social care within our [Adult Social Care Target Operating Model](#) which was approved at Committee on 16th November 2022. The future design sets out that we will involve people:
- In creating and reviewing their individual care plans
 - In shaping and improving services
 - By supporting our providers to offer participation opportunities to individuals they support.
 - Expecting our providers to listen to the feedback of those they support
 - Through working with other local bodies, both in our formal partnerships and through advocacy and support networks.
- 1.6 In addition, it is at the foundation of our new approach to Care Governance and Practice Development endorsed by Committee in June and November 2022. We focused on how experts by experience are enabled and empowered to hold Adult Social Care to account and individual's views and experiences informing our ongoing continuous improvement.

1.7 What Do We Currently Do

1.7.1 Adult Social Care currently have a range of involvement mechanisms which includes:

- Three service user forums:
 - o Safeguarding Adults Customer Forum
 - o Carers Voice Group
 - o Service Improvement Forum
- Five boards/delivery groups with community representatives:
 - o Autism Partnership Board
 - o Learning Disabilities Partnership Board
 - o Direct Payments Improvement Programme
 - o Carers Strategy Implementation Group
 - o Changing Futures Board
- Project-based involvement offers from services or teams for example: the statutory ASCOF survey, development of our new homecare model, changing future programme, and carer strategies, input on the development of the home care pilot and the projects featured in the strategy commitments above.

1.7.2 Through our discussions with individuals and partners we made a commitment to looking at how we better coordinate and further develop our approach to involvement using best practice and starting from the perspective of individuals and carers.

1.7.3 By involvement, we mean opportunities to help shape and improve our services, open to:

- People who use or have recently used an adult social care service
- People who may need support either now or in the near future
- Unpaid carers and family members of people who use services.

1.7.4 These opportunities span a spectrum of participation levels (also known as the ladder of participation/involvement) with different degrees of involvement, ranging from consultation to collaboration (also known as coproduction) and user-led initiatives. There are various interpretations of the participation model, such as the [Think Local Act Personal Ladder of Coproduction](#).

1.8 Embedding Involvement

1.8.1 To establish sustainability towards embedding involvement across social care, investment has been made in an involvement lead and providing funding towards developing a citizens involvement project to coproduce our new ways of working with individuals.

1.8.2 A delivery plan has been produced as attached at Appendix 1 to enable focus and prioritisation of our activities to embed involvement across Adult Social Care. The plan is dynamic, and it's anticipated that as we launch the citizen's involvement project in 2023 that the plan will be further updated based on feedback and views gained.

1.8.3 To embed a culture of involvement, it's planned to implement a 'citizens involvement project' to co-produce a new model and way of working with local people, voluntary sector, communities, and colleagues across Adult Social Care, supported by expert external facilitation in the first half of 2023. Its ultimate name, function and approach will be decided by the co-production project participants.

1.8.4 The project aims to provide a platform for reaching the remainder of the milestones set out below:

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| Launch Engagement HQ Adult Health and Social Care Hub | Jan 2023 |
| Deliver citizens involvement project to identify and design new involvement mechanisms for people with lived experience of support (or need for it) | June 2023 |
| Complete Making It Real Sign Up | June 2023 |
| Identify and set up performance metrics for involvement activities | Sept 2023 |
| Implement/embed new involvement roles, structures and support mechanisms | Dec 2023 |
| Review forums and boards and implement any new ways of working | Dec 2023 |
| Internal communications campaign to support new culture of involvement | Dec 2023 |
| Carry out outreach/engagement activities through VCOs and partner agencies | ongoing |
| Review new involvement mechanisms at performance clinic | June 2024 |
| Develop involvement toolbox for AHSC teams | Dec 2024 |
| Participation audit | Mar 2025 |

1.8.5 It's intended that the new approaches developed will enhance Adult Health and Social Care's existing special interest boards and forums by coordinating intelligence from this network and other sources of lived experience and providing a link to the Adult Health and Social Care Policy Committee.

1.8.6 In addition, its aimed that the new model will deliver:

- An invaluable platform for listening to the people of Sheffield, drawing from real-time evidence, and enjoying increased confidence in its decision-making.
- Lived experience into the heart of Adult Social Care Governance structure, enabling local people to scrutinise service provision, challenge poor performance and support staff to make improvements.
- Opportunities for local people to be involved in service design, quality assurance/evaluation and improvement drives. Opportunities will span the participation spectrum, but we will aspire to co-production whenever appropriate.
- Training, support, and access mechanisms for members will be designed into the new structure and a reward and recognition scheme will also be considered.
- A mechanism to prioritise which subjects need deeper involvement so that people's valuable time has maximum impact.

- An opportunity to review the AHSC Coproduction Charter originally developed with the Service Improvement Forum and to refresh it to better reflect the full spectrum of involvement offers.
- A set of standards will be developed from the charter to monitor, quality assure and assess progress in this area.

1.8.7 A programme of engagement activities will run in tandem with the project, with members of the community Adult Social Care has had little or no contact with to date, for example the Yemeni community, the Deaf community, and older people such as those living with dementia or in extra care housing.

1.8.8 These outreach activities will develop mutual understanding, interest, and trust, to build confidence in the involvement opportunities emerging from the design project.

1.8.9 A review of existing AHSC involvement forums and boards will also be completed over the next 12 months, and improved community representation and communication lines developed with other local groups. Exploratory work is already underway with individuals and partners based on what people have told us.

1.9 Making It Real Sign Up

1.9.1 At Committee today is our approach to involvement and engagement, a strategy for personalisation and direct payments, an unpaid carers delivery plan and improving our information and advice offer. We have also set out an approach towards using I statements as a way of describing how we have achieved what matters to people as part of strategic approach across social care and in partnership with health.

1.9.2 All underpin and provide an evidence base for our commitment towards how we approach and enable personalisation and involvement in action.

1.9.3 [Making it Real](#) is a framework for how to do personalised care and support. It's for people working in health, adult social care, housing, and for people who access services. Councils around the country have committed to it, including many of our neighbouring authorities.

1.9.4 The Association of Directors Adult Social Services actively supports the framework. Making it Real is a framework for how to do personalised care and support. It's for people working in health, adult social care, housing, and for people who access services.

1.9.5 It is an easy to use, jargon-free set of personalised principles that focus on what matters to people. [Making it Real is built around six themes](#) to reflect the most important elements of personalised care and support These describe what good looks like from an individual's perspective and what organisations should be doing to live up to those expectations.

1.9.6 Each theme has a number of I statements that describe what good looks like from an individual perspective. These are followed by We statements that

express what organisations should be doing to make sure people's actual experience of care and support lives up to the / statements.

- 1.9.7 Any work in support of Making it Real is expected to be co-produced by people with lived experience.
- 1.9.8 As part of developing and furthering our approach to personalisation and involvement across Adult Social Care it is proposed that the Adult Social Care Policy Committee endorse that the service and council signs up to Making it Real.
- 1.9.9 If this is endorsed, the application and sign up will be completed through January to April 2023 by our Adult Commissioning and Partnerships Team with a view that sign up is completed by June 2023.

2. HOW DOES THIS DECISION CONTRIBUTE?

- 2.1 This proposal also supports a broad range of strategic objectives for the Council and City, and is aligned with existing policies and commitments, including:
- Adult Social Care Strategy – Delivery upon vision, outcomes, and all commitments.
 - Councils Delivery Plan – Under the Strategic Goal Health and Wellbeing for all.
 - Our Sheffield: One Year Plan – under the priority for Education Health and Care, enabling adults to live the life that they want to live
 - Our new ASC Operating Model - this aligns to that new arrangement by establishing greater focus on outcomes and community connection.
- 2.2 The governance arrangements proposed will support a culture of accountability, learning and continuous improvement which will enable the Council to deliver upon its vision and strategy for Adult Social Care, deliver better outcomes and an improved experience for people and a more sustainable adults social care service for the future.
- 2.3 One of the commitments under the strategy is to “Make sure support is led by ‘what matters to you’, with helpful information and easier to understand steps.” The improved governance arrangements aim to promote and ensure quality of support and practice which matters to individuals.

3. HAS THERE BEEN ANY CONSULTATION?

- 3.1 The ‘citizens involvement project’ will co-produce a new model and way of working with local people, voluntary sector, communities, and colleagues across Adult Social Care, supported by expert external facilitation. Taking this approach will ensure that the development is led by local people and based on what matters to you.

4. RISK ANALYSIS AND IMPLICATIONS OF THE DECISION

4.1 Equality Implications

4.1.1 The Equality Act 2010 gives legal status to various protected characteristics which people have – these include Age and Disability, characteristics which are central to the core activity of Adult Health and Social Care. As a Public Authority, the Council has legal requirements under the Equality Act. These are specified in the Public Sector Equality Duty, which includes a requirement to consider if and how we can advance equality of opportunity between people who share a protected characteristic and those who do not.

4.1.2 The aims of the Delivery Plan are consistent with these equality duties – this report identifies ways in which it can contribute to these ends.

4.2 Financial and Commercial Implications

4.2.1 There are no short term financial and commercial implications relating to the proposal. Full consideration will be given to the affordability and viability of any proposal and recommendations which result as the project embeds throughout 2023 and will include financial modelling. Any commercial implications including the procurement of the services will be fully considered as part of the exercise.

4.3 Legal Implications

4.3.1 The main responsibilities of Adult Health and Social Care are set out in the following main pieces of legislation: the Care Act 2014, the Mental Capacity Act 2005, the Human Rights Act 1998, the Health and Care Act 2022, and Domestic Violence Act 2021.

This legislation directs Adult Health and Social Care to:

- promote wellbeing
- protect (safeguarding) adults at risk of abuse or neglect
- prevent the need for care and support
- promote integration of care and support with health services
- provide information and advice
- promote diversity and quality in providing services

4.3.2 The project will provide the foundations to enable each of these duties to be delivered in partnership with people.

4.4 Climate Implications

4.4.1 In future years will ensure that climate impacts are considered in decision making as this is a part of the Effective and Efficient Outcome in the Adult Health and Social care vision and strategy.

4.4.2 Through implementation of the involvement framework, officers will work with individuals to consider climate implications and opportunities for new ways of working.

4.5 Other Implications

4.5.1 There are no other implications.

5. ALTERNATIVE OPTIONS CONSIDERED

Alternative options have been considered and the options are:

5.1 Option 1 - Option 'to do nothing' and have no involvement framework. However, this would not enable citizens to be involved in shaping and continuous improvement of adult health and social care activity in an open and transparent way.

5.2 Option 2 – Delay request for approval and implementation of the framework to enable further learning, benchmarking, and engagement. It is planned that benchmarking, learning and engagement will take place on an ongoing and dynamic basis to ensure it delivers what matters to people of Sheffield and is responsive to changing circumstances.

6. REASONS FOR RECOMMENDATIONS

6.1 The report asks for an endorsement of our ambition to further develop our involvement offer for local people. We propose to create new ways to empower citizens to inform, have influence, and to hold Adult Social Care to account across its services; and to lead our approach to co-production and other forms of involvement.

6.2 It's aimed that this approach will promote continuous improvement, which can then provide assurance to Committee regards our impact on people in partnership with people.