

Enfield Council

Co-Production 'Working Together' Framework



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About this Framework

This document sets out Enfield Council's Health and Adult Social Care Departments approach to 'Working Together' with our partners – including co-production. This is Enfield Council's first co-production 'Working Together' Framework which will be reviewed annually.

Health and adult social care support people to achieve the outcomes that matter to them in their life, like washing, dressing, cooking, cleaning, or meeting friends. Sometimes, people may need some extra support to do these things due to their age, medical condition, or disability. This support could include advice, equipment, or changes to their home (adaptations) to make it easier and safer for them to live there. If you want to know more, you can click on this link: [MyLife \(enfield.gov.uk\)](https://enfield.gov.uk/mylife)

This Framework is for:

- Health and Adult Social Care Staff
- People who use Health and Adult Social Care Services
- Family Carers
- Voluntary and Community Sector Partners ([Lead Partners MP \(enfield.gov.uk\)](https://enfield.gov.uk/lead-partners))
- Providers of Adult Social Care Services
- Health Services

Representatives of these groups are involved in developing this Framework. The Working Together Group would like to give special thanks to Ruben Carol, independent consultant, and Doug Wilson, Health and Adult Social Care Director for their support in developing this Framework.

Mission statement

'Enfield Council will work together with partners and communities, to enable people to live well and independently, ensuring everyone has a voice in shaping services.'

The principles of 'Working Together' builds on the Strengths-Based Approach and the [Supporting independence: A local Prevention Strategy 2023-2027](#).

The Working Together Group shares the council's commitment to equalities and valuing diversity. You can find out more about how we do this in Fact Sheet 1.

What do we mean by 'Working Together'?

There are many ways we work together.

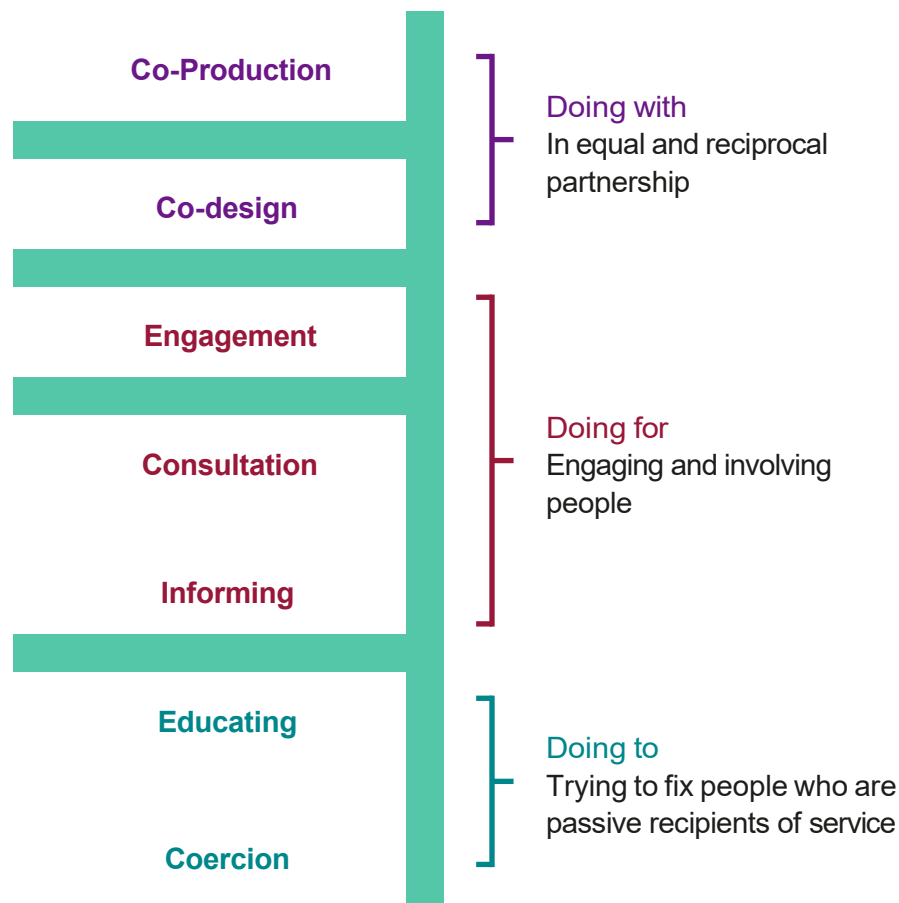
People using services may have heard the term 'Co-Production'. Care and Support Plans are 'Co-Produced' between the council and a person receiving a funded adult social care service.

Co-Production can be used in other ways as well, such as commissioning or designing services.

Think Local Act Personal say there are six principles of co-production:

1. Recognising people as 'assets'.
2. Building on people's capabilities.
3. Developing a two-way relationship.
4. Encouraging peer support.
5. Blurring boundaries between delivering and receiving services.
6. 'Facilitating' rather than delivering.

The 'ladder of participation' (see below) describes a series of steps towards co-production.



This framework is designed to help Enfield Council 'move up the ladder' and co-produce wherever we can. However, it won't be possible to co-produce in every instance.

This framework will help us be clear about the level of participation in everything we do.

Co-Production is not new to Enfield Council. There are many examples over many years where the council had co-designed and co-produced with partners.

We talk more about this in Fact Sheet 2.

Why Work Together?

Research done by Social Care Institute for Excellence (SCIE) shows benefits of Co-Production.

For people who use service:

- Increased self-confidence, self-esteem and sense of empowerment
- Better health and wellbeing
- Increased engagement and trust
- Higher levels of satisfaction with, and awareness of, services.

For people working in services:

- Improved job satisfaction, motivation and practice
- Higher levels of trust and engagement, including involvement in future projects and dialogue with people who draw on care and support and carers
- Better understanding of priorities.

Overall, we hope the Working Together programme will help deliver:

- Improved services
- Improved outcomes
- Improved well-being

There is also a requirement for councils to Co-Produce. The Care Act (2014) brought the principle of 'Personalisation' into law. This includes a duty for Adult Social Care Departments to 'Co-Produce'. It says:

“Local authorities should, where possible, actively promote participation in providing interventions that are co-produced with individuals, families, friends, carers and the community.

“Co-Production’ is when an individual influences the support and services received, or when groups of people get together to influence the way that services are designed, commissioned and delivered.”

You can find out more at [Care and support statutory guidance – GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/publications/care-and-support-statutory-guidance)

The White Paper “People at the Heart of Care: adult social care reform” from December 2021 refocuses on the principles of the Care Act. It goes on to say:

“Embedding innovation takes dedicated leadership and good relationships, it requires consultation, engagement and co-production with people who need support and a workforce that are supported to champion and embrace new ways of working.”

Achievements

- Co-designed the 'Working Together' Framework with staff and community partners
- The 'Working Together Framework' consultation was completed with 32 community groups, partners and HASC staff
- During the three months consultation period the draft co-production 'Working Together' Framework was publicised on social media; Facebook and X (formerly Twitter)
- In 2023 thirteen co-production training sessions were delivered to 113 staff, community partners and voluntary organisation partners
- HASC senior management team attended co-production training
- Ruben Carol (Independent Consultant and Trainer) and Angela Osei-Owusu (Principal Occupational Therapist) presented Enfield's Approach to Co-Production at The Occupational Therapy show 2023, N.E.C, Birmingham which is a national annual event
- All Enfield counsellors were invited to attend co-production training on 8 February 2024
- Co-production web page co-designed and in development
- Video of community partner expressing their experience of co-production with Enfield council has been created Co production Marian Community Partner 2024
- Voluntary community sector contract has been co-designed 2024
- Day service quality assurance questionnaire co-designed 2024
- Co-production in Enfield map created -factsheet 6

Feedback from people who attended training sessions

'Excellent introduction, I will recommend to my teams'

'Should be made mandatory for all'

'A great refresher on strengths-based language'

'Valuable training session, I have learnt a lot'

'Better understanding of the social model of disability and principles of co-production'

Consultation feedback on the Working Together Framework

'The framework makes the idea of Co-Production and what Enfield is trying to achieve easy to understand.'

'I think anyone could pick it up, have a read of it and clearly understand it.'

'When we were first asked about 'Co-Production, I didn't have any understanding of what it meant. I have a much clearer idea now.'

'The document is well laid out and sets out co-production and equality in easy-to-understand terms and will be a great asset going forward.'

'It's nice that the document is clear and not too long.'

Next Steps

- Continuously review the Co-production action plan. This will include: – –
 - Monitoring how well the Framework is working
 - Reviewing the Framework
 - Ongoing support for the Working Together community partners – Public events or co-production festivals
 - Developing opportunities linked with service development
- Anything else that the group agrees



Working Together community partners and Enfield staff



Co-Production training delivered by Ruben Carol (Independent consultant and trainer) with Angela Osei-Owusu (Principal Occupational Therapist), attended by community partner and staff

How to get involved

Contact email



WorkingTogether@enfield.gov.uk

Angela Osei-Owusu
Principal Occupational Therapist

Vanessa Phillips
Volunteer Co-ordinator



vanessa.phillips@enfield.gov.uk



020 8132 0249



[MyLife: Co-Production – Working Together \(www.enfield.gov.uk\)](http://www.enfield.gov.uk)

Address:

Health and Adult Social Care
Enfield Council
Civic Centre
Silver Street
Enfield
EN1 3XA

Resource tool directory

Experts by Experience will be reimbursed any costs for attending Working Together groups. For example, travel or additional care costs.

Lunch will be provided for participants in Working Together groups.

Fact Sheet 1

Equality Diversity and Inclusion

We are committed to equality in everything we do. This involves having due regard to the needs of diverse groups when designing, evaluating and delivering services. This is to:

- eliminate discrimination
- advance equality of opportunity and access
- foster good relations between different groups in the community

All of this is with due consideration to the full range of 'protected characteristics', which are:

- race
- disability
- sex
- age
- religion or belief
- sexual orientation
- gender reassignment
- pregnancy and maternity
- marriage and civil partnership (eliminating discrimination only)

These obligations are listed under the Equalities Act 2010. The Act also requires us to publish our equalities objectives.

The Fairer Enfield Policy 2021-2025 sets out how we will tackle inequality, support an inclusive workplace and communities and create new opportunities for everyone in Enfield. The policy outlines the behaviours and values that Council staff must demonstrate and the actions they must take to make this a reality.

The Fairer Enfield Policy 2021-2025 is available at www.enfield.gov.uk.

The Framework also recognises the Social Model of Disability, which holds that 'people with impairments are 'disabled' by the barriers operating in society that exclude and discriminate against them.'

You can find out more at www.inclusionlondon.org.uk

The Council brings in a human rights way of working to the way it plans its policy and services. The Council should use the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD) as the base for change.

Fact Sheet 2

Accessibility



We aim to use plain language. Where we use jargon, we will explain it as clearly as possible



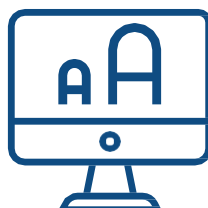
We will publish the final framework on the internet



We will make sure page works well with screen readers



We will use video and audio as well as text, including British Sign Language video



The website also has accessibility features, including custom font sizes and background colour



The website will also auto-translate



We will also make paper versions available for those who are not online



Translated versions (including Braille) will be available on request



Easy read version available



The Working Together Group will look at any other ways we can make information easy to understand



The Working Together Group will always look at any reasonable adjustments to make sure anyone who wants to attend an event can

Fact Sheet 3

Levels of Participation

Thinking about the Ladder of Participation, lets look at some examples.

Co-Production	Co-Production is an equal relationship between people who use services and the people responsible for services. They work together, from design to delivery, sharing strategic decision-making about policies as well as decisions about the best way to deliver services.
Co-Design	People who use services are involved in designing services, based on their experiences and ideas. They have genuine influence but have not been involved in 'seeing it through'.
Engagement	Engagement is like Consultation. However, engagement is an ongoing process. Partnership Boards and Focus Groups are examples of Engagement.
Consultation	People who use services may be asked to fill in surveys or attend meetings; however, this step may be considered tokenistic if they do not have the power to influence or affect change. Consultations are for specific issues, like the revision of a policy. It is different from Informing, and people's opinions should have genuine influence on the final decision. However, the final decision remains with the council. There are some situations where the council is legally required to consult. (See Local Government Association link below).
Informing	The people responsible for services inform people about the services and explain how they work. This may include telling people what decisions have been made and why. The council has a duty to provide people with the information they need. In Enfield this includes the MyLife website and newsletters.
Education	The people who use services are helped to understand the service design and delivery so that they gain relevant knowledge about it. That is all that is done at this stage. The council will support education campaigns, like the Public Health campaign about the importance of vaccination.
Coercion	This is the bottom rung of the ladder. People who use services attend an event about services as passive recipients. Their views are not considered important and are not taken into account. There may be rare occasions where the council has a duty to keep people say, like under the Mental Health Act 2005, that may be seen as coercive.

The difference between Co-Production and Co-Design can be difficult to understand. It might help to think of it like this:

- In Co-Design people using service actively influence services delivered by professionals
- In Co-Production people using services share responsibility with professionals to design and deliver services
- Co-Production is less 'you said, we did' and more 'We said, we did'.
- Co-Production is closely linked to Person Centred Practices and Strengths Based Approaches.

[Ladder of Co-Production | TLAP | social care \(thinklocalactpersonal.org.uk\)](#)

[The Social Care Institute of Excellence \(www.scie.org.uk/co-production\)](http://www.scie.org.uk/co-production)

[Section 4: Consulting residents | Local Government Association \(www.local.gov.uk\)](http://www.local.gov.uk)

Fact Sheet 4

Ten Top Tips for Co-Production

- 1** Co-Production must start as an idea that blossoms with everybody involved having an equal voice.
- 2** Come to the table with a blank agenda and build it with people who use your service, their carers and families.
- 3** Involve people who use services, carers and their families in all aspects of a service – the planning, development and delivery.
- 4** In order to achieve meaningful, positive outcomes, everybody involved must have the same vision, from front line staff to management/board members.
- 5** Start small and build up to bigger projects, empowering people to get involved as equal partners.
- 6** Acknowledge that a range of skills are needed for co-production.
- 7** Recruit the right people that support co-production.
- 8** People who use services, carers and families should be clear about what their expectations are and be fully engaged in the process.
- 9** People who use services and their carers know what works for them, so you can't get it right without them.
- 10** Don't take responsibility for solving every problem—allow the group to find collective solutions.

Fact Sheet 5

Glossary (Jargon Buster)

Adult Social Care

Care and support for adults who need extra help to manage their lives and be independent.

Asset

A person being recognised as someone of value.

Carers

People who look after family, partners or friends in need of help because they are ill, frail or have a disability.

Co-Production

When you as an individual are involved as an equal partner in designing the support and services you receive.

Commissioning

This is the way that services are planned and bought in a local area by the council.

Consultation

This is when people who may be affected by a change or decision are asked for information about how it will affect them.

Decision makers

This means Councillors and people who make decisions about policy.

Discrimination

This is when people are not treated in a fair way. This could be because of their sex, their age, or because they are a Disabled person.

Exclusion

This means being left out or not being allowed to take part.

Framework

Here this means a document which sets out how the council will work.

Independent

Here, this means that it is not the Council itself that looks at how well it is doing, but another organisation that can make its own decision.

Monitoring and evaluation

This is how a person or organisation checks how well something is going. They look to see what needs to be changed or made better.

People who use services

Anyone who uses care services, whether you are in your own home, in residential care or in hospital.

Policy

This means decisions or a plan of action that is made by a decision maker.

Promote

Here, this means to push for more use of co-production, making sure that people know what it is and how to use it.

Provider

Any person or organisation that provides support.

Public Sector Equality Duty

This is a duty that public organisations have under the Equality Act. They must make sure that people are treated equally and have the same equality opportunity as everyone else.

Reciprocal

An equal 'two-way' relationship.

Recommendations

These are the things that we think should happen to make things better.

Residents

This means people living in an area.

Social model of disability

This is when Disabled people are seen as people with impairments who are 'disabled' by the barriers in society. These barriers discriminate against Disabled people and push us out of society. It is the way society is run and organised that is the problem, not the Disabled person.

Statutory duties

Something the law says has to be done.

Strengths-Based Approaches

A way of focusing on people's strengths and promoting wellbeing.

UN Convention on the Rights of Persons with Disabilities

This is an international agreement that the government signed up to bring about the full rights of Disabled people in the UK.

Voluntary and Community Sector

Organisations that are independent of the Government and local councils.

Fact Sheet 6

References and Acknowledgements

Acres the country

Co-Production | Oxfordshire County Council

www.oxfordshire.gov.uk/residents/community-and-living/our-work-communities/co-production

Co-Production – Doing things with residents not to residents | LBHF

www.lbhf.gov.uk/councillors-and-democracy/co-production-doing-things-residents-not-residents

Think Local act Personal

Think Local Act Personal

www.thinklocalactpersonal.org.uk

What is Co-Production | In more detail | TLAP

www.thinklocalactpersonal.org.uk

Co-Production – Projects – Think Local Act Personal

www.thinklocalactpersonal.org.uk/Browse/Co-production/

TLAP Making it Real report

www.thinklocalactpersonal.org.uk/assets/MakingItReal/TLAP-Making-it-Real-report.pdf

Making it Real I and We statements (Easy Read)

www.thinklocalactpersonal.org.uk/assets/Resources/MakingItReal/Reports/Making-it-Real-I-and-We-statements-Easy-Read.pdf

Social Care Institute of Excellence

Co-Production | SCIE

www.scie.org.uk/co-production

Co-Production: what it is and how to do it | SCIE (video)

www.scie.org.uk/co-production/what-how

Local Government Association

Co-Production and partnership working | Local Government Association

www.local.gov.uk/co-production-and-partnership-working

Voluntary and Community Sector

Co-Production – Mind

www.mind.org.uk/workplace/influence-and-participation-toolkit/how/methods/co-production/

Co-Production – NDTi

www.ndti.org.uk/change-and-development/coproduction

Working Together For Change – Helen Sanderson Associates

<http://helensandersonassociates.co.uk/person-centred-practice/working-together-change/>

A Meeting of Minds: How co-production benefits people professionals and organisations

www.tnlcommunityfund.org.uk

