

## **CO-PRODUCTION CHARTER FOR HEALTH AND SOCIAL CARE**

### **HACKNEY AND CITY**

#### **PURPOSE:**

Co-production is defined as designing, reshaping or delivering services in equal partnership with the people who use them in order to create better services and outcomes. This charter sets out the rights people<sup>1</sup> can expect for the co-production of health and social care services in Hackney and the City of London. It also sets out the responsibilities of people taking part in co-producing services. Integrated commissioning partners in Hackney and City will be asked to sign-up to the charter.

This charter aims to capture the principles of co-production rather than be a set of rules. These principles are intended to guide actions to achieve the vision of people as equal partners in health and care. The principles of co-production in no way replace any organisation's democratic processes or statutory duties, including consultation on service change.

The charter signals the direction of travel for integrated commissioning in City and Hackney.

This charter has been developed in partnership with local people. It is a living document and will be subject to annual review and change.

#### **PEOPLE HAVE A RIGHT TO:**

- Be included from the start in the design or redesign of health and social care services that affect them.
- Be treated and taken seriously as an equally valued voice, asset and partner.
- Transparency. Involves organisations setting out all the information on what is being co-produced (including any limitations) from the start and feeding back the result of co-production.
- Honesty. Involves acknowledging differences in power and resources between those taking part.
- Access to all the relevant information to understand and take part in decision-making.
- Receive something back for their contribution. This could include training, acknowledgement, new skills, time credit vouchers, or payment.
- Accessibility so everyone has an equal opportunity to participate. This includes accessibility of venues, location, translation into different languages, British sign language (BSL) interpreters, understandable language (in line with the Accessible Information Standards) , variety of times and formats (including easy read).
- Stable and consistent structures and people (as much as possible).
- Freely give feedback and make their voice heard.

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<sup>1</sup> Inclusive of all Hackney and City residents, citizens, service users, patients, carers, experts by experience, workers using local health and social care services, children and young people, and other self-nominated identifiers.

**PEOPLE ENGAGED IN CO-PRODUCTION HAVE A RESPONSIBILITY TO:**

- Encourage a partnership based on mutual trust and respect. For example by listening to each other and answering questions respectfully.
- Build connections and be answerable to wider communities and groups. This recognises that no one individual can represent everyone.
- Share information with wider communities and groups and feedback their concerns.
- Commit to ongoing involvement to keep momentum going.
- Commit to working together towards shared goals.
- Appreciate the constraints (financial and operational) the local health and care system operates in.

**AS HEALTH AND SOCIAL CARE ORGANISATIONS, WE COMMIT TO MAKING CO-PRODUCTION A REALITY BY:**

- Signing up to this Co-production Charter, reporting against it annually and making steps to improve how we implement its principles.
- Service user involvement throughout including on senior strategic and partnership boards.
- Co-production championed all through our organisations, from strategic board level down to managers and frontline staff.
- Training and capacity building for all health and care staff on co-production.
- Training and capacity building for people and groups to encourage diverse involvement.
- Explore new and different ways of working to remove barriers to diverse people taking part equally.
- Dedicating resources and funding for co-production to ensure it continues.
- Committing to continuous learning and improvement including by building in feedback and review to see if co-production is having an impact.
- Committing to individual and organisational cultural change.
- Building on existing processes for involvement and engagement.