



Easy
Read



Co-Production Policy

How to work together to make Adult Social Care services better



Carers Support Centre Bristol and South Gloucestershire

**Bristol
DPO
Network**

DPO: DISABLED PEOPLE ORGANISATIONS

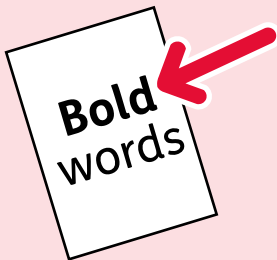
Easy Read



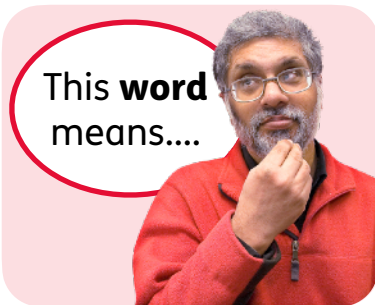
This is an Easy Read version of some information. It may not include all of the information but it will tell you about the important parts.



This Easy Read booklet uses easier words and pictures. Some people may still want help to read it.



Some words are in **bold** - this means the writing is thicker and darker. These are important words in the booklet.



Sometimes if a bold word is hard to understand, we will explain what it means.



Blue and underlined words show links to websites and email addresses. You can click on these links on a computer.

What is in this booklet

About this booklet	4
From the group who created the policy	5
What is Co-Production?	8
How to do Co-Production	10
Doing Co-Production.....	33
Find out more	35

About this booklet



Bristol City Council want to make sure that users of **Adult Social Care** are getting the services they need.

Adult Social Care is support for adults who need help with daily life.



To do this, we want to work together with service users. This is called **Co-Production**.



The council asked a group of service users to look at the best way to do co-production, called a **Co-Production Policy**.

A **policy** is the way an organisation does its work.

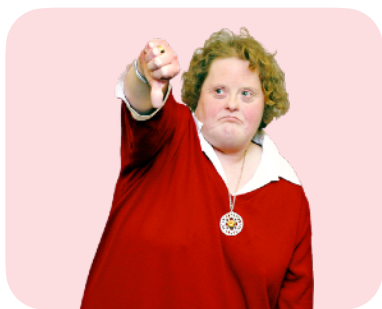


This booklet will tell you about the Co-Production Policy the group wrote.

From the group who created the policy



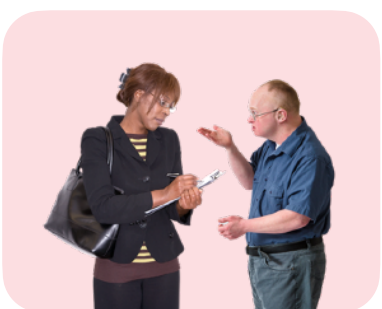
The people in the group have used Adult Social Care services and know a lot about them.



The support we had was not always what we needed.



This made us feel lonely and not supported.



We want Bristol City Council to listen to service users so that they understand what we really need.



We had all heard about Co-Production before and wanted to find out more about it.



We also wanted to:

- Find out more about how Bristol City Council works.



- Tell the council more about how service users feel.



- Work together to support each other and get everyone's voices heard.



We have learnt a lot from being part of the group.



We all believe that Co-Production is the right way to work in the future.



We have written a **Co-Production Policy Resource Pack**, which is information to help people plan projects.



You can get the pack from our website:

<https://www.bristol.gov.uk/files/documents/8476-co-production-policy-resource-pack-pdf/file>

What is Co-Production?



Co-Production is when people who use services and the people who are in charge of services work together.



They work together on a project to:

- Make choices about what services to give and how to give them.



- Make services better.



In Co-Production, everyone has an equal say in all the decisions about services.



Co-Production is important because it helps make sure that services are fair and meet people's needs.



In the past, there were problems because there are different ways of doing Co-Production.



The policy is about how Bristol City Council Adult Social Services should do Co-Production.



The policy will also help to make sure that the people who use services are happy with them.



This policy is a **living document**. This means that we might change it if we learn new things or have new experiences.

How to do Co-Production



We think of Co-Production like making a cake - to make it work you have to use the right parts in the right order and the right way.



The next pages will tell you more about the different parts needed for Co-Production.

Values



Values are what is important to you and other people in how you live and work.



Our values help us to work together, and know when we need to make changes.

The group chose 6 important values that everyone should agree to:



1. **Fairness** - This means giving everyone the same chance.



2. **Recognition of contribution** - This means everyone being thanked for what they have done.



3. **Equity** - This means understanding that people have different experiences and working together in a way that is fair to everyone.



4. **Inclusion** - This means making sure that everyone has the same chances to join in.



5. **Respect** - This means respecting the feelings, wishes, and **rights** of others.

Rights are things that every person should have by law. Like the right to be safe, the right to education, and the right to be respected.



6. **Equality** - This means noticing and respecting differences to make sure everyone has what they need to work on the project.

Access needs



Access needs are the changes that people need to be able to take part.



In Co-Production we think about what everyone needs, not just Disabled people.

People might need:



- Time for different parts of their life, like looking after their family.



- Transport to get to meetings.



- Information in different ways, like Braille or Easy Read.



At the start of a project, we need to understand everyone's access needs.

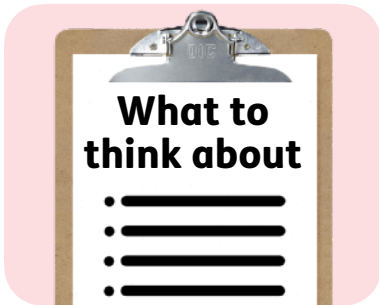


But we also need to keep checking during a project, in case someone's needs change.



People might also only realise they need something after seeing others ask for it.

The Co-Production Policy Resource Pack has:



- Lists of what to think about when you ask people to take part in a project.



- A form to ask people about their access needs.



You can get the pack from our website:

<https://www.bristol.gov.uk/files/documents/8476-co-production-policy-resource-pack-pdf/file>

Culture



Culture is about how groups of people think, behave and work together.



Co-Production lets people work together to design, deliver and check projects and services.



It is important to have a group of people with different experiences working together.



This will make sure that services are done in the right way in the future.



We need to let people talk about their different experiences, especially bad experiences.



We have to make sure that people feel safe to say how they feel and to disagree.



Co-Production meetings should be run by a **facilitator** - This is someone who helps a group of people to work well together.

Time



Time is very important when working together and planning.



You need to plan how long you will spend on each part of the project and how much money you will need.



You should share this plan with people at the start of the project.



Before the project starts, you need time to think about how to make the project work well.



You need to plan how long the project will take, and what will happen each time you meet.



Meetings about the project should not be so long that people get tired.



But they should be long enough for everyone to ask questions and take part.



It is important to have time at the end of the meeting to talk about any problems with the meeting.

Money



Money is very important when planning a project.

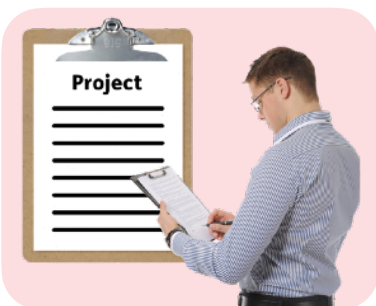
Money can make a difference to:



- How long a project takes.



- Who can work on the project.



- How people work on the project.



You must think carefully about money when planning a Co-Production project.



You need to make sure there is enough money to do the whole project.

That includes making sure there is enough money to pay for:



- Somewhere to have the meetings.



- Food and drinks at the meetings.



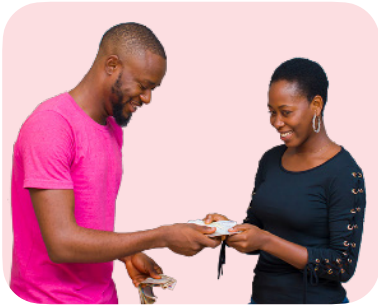
- Childcare or other costs so people can go to the meetings.



- Equipment and printing costs.



If there is not enough money to do all the parts of a Co-Production project, then it is not a real Co-Production project.



You should also make sure that you pay people who go to the meetings.



Everyone's time and experience is valuable.



We think everyone should be paid the **Real Living Wage**.

The **Real Living Wage** is how much you need to earn to afford to live.

In 2024, the Real Living Wage is £12 an hour.

Environment



When we talk about **environment**, we mean what is going on around you that affects you.



The environment should be good for everyone to work in.

You should think about:



1. The political environment

This is about what government is saying about the work Councils do.



It is important to understand the political environment when you are working on a project so you know what you can and cannot do.



2. The physical environment

This is about the space where you have meetings.



It is important to make sure that the space is good for everyone.



3. The environment during meetings

This is about how people feel in the meeting.

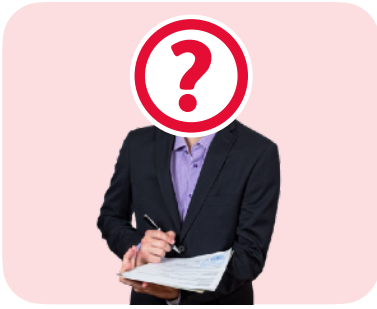
This includes:



- How the room is set out.



- How long the meeting is and how many breaks you have.



The environment during meetings also includes who does what in the meeting, like who runs the meeting or takes notes.

Knowledge



In Co-Production, all types of **knowledge** are important.

Knowledge is understanding and information that you learn or know from your experiences.



Some people have **Lived Expertise Knowledge**, which means they know about Adult Social Care because they use it.



People know different things based on where and when they grew up, this is called **Individual Knowledge**.



People have **Professional Knowledge** from learning and doing a job.



Research Knowledge is from studying information.



Knowledge of Law and Policy is knowing rules and laws.



You should plan how to give everyone the chance to share their knowledge.

It is important to make sure that people have the right information before a project starts, like by:



- Telling people about training.



- Deciding what information to share.



- Making sure people can speak up if they need to.

Representation



Representation means making sure people with different beliefs and experiences of life are part of making decisions.



It can help make better decisions and solve problems.



Co-Production works best when people with different knowledge and experience take part.



It is important to reach out to groups of people who are not often listened to.

Training



Training is when we teach people new skills or ways of behaving.



In Co-Production, people work together to make decisions and solve problems.

Training is very important for Co-Production work because it:



- Helps everyone in the project to take part equally and fairly.



- Can help people understand new ideas, learn new things, and change how they think.



We think that everyone should have some training before starting a project.



This training could be about keeping people safe, being fair, or valuing the experiences of others.



Everyone should be able to have the training before the project starts, if they want it.



Some people may need other training as well, depending on the project.



Extra training can help many different people to do different jobs in the project.



People may also need training on how to work well with each other.

This could be for:

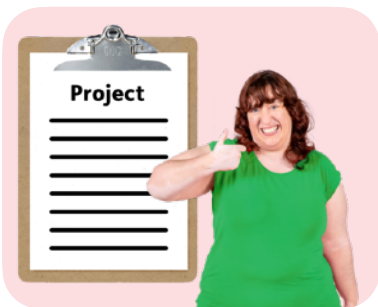


- People with lived expertise to learn how to have difficult conversations.



- Council staff to learn how to work in a different way.

The project needs to check regularly to see if people:



- Feel they can take part in the project equally.



- Need more training.

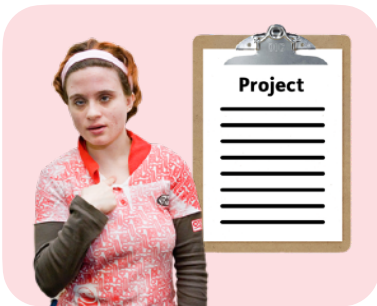
Power sharing and relationships



This is about who has power in groups or over other people because of their jobs or experiences.



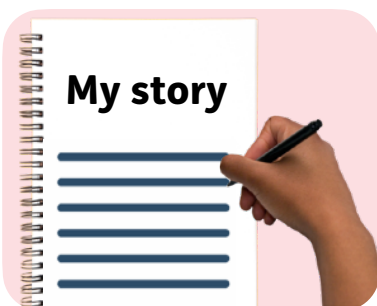
In Co-Production projects, we need to make sure that power is shared properly.



Everyone should feel like they own the project.



So everyone needs to learn about each other and their different experiences.



We can do this by creating a **biography** for each group member.

A **biography** is a story about a person's life.



Everyone needs to be honest and focus on working together.

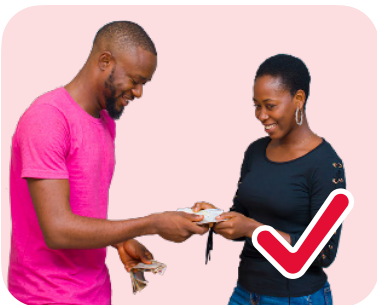


People with power in the project, like council workers, need to:

- Understand their power.



- Share their power with others in the group.



One way to share power is to make sure everyone is paid to be part of the project.

It is also important that everyone:



- Understands why decisions have been made.



- Feels part of making the decisions.

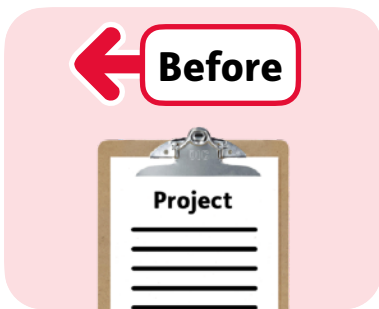
Doing Co-Production



To make sure the different parts of Co-Production are used in the right way, we have written 3 **checklists**.

Checklists are lists of what should be done during a project to make it work well.

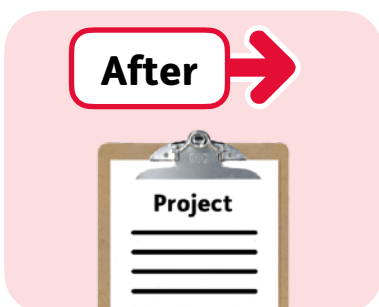
There are checklists for:



- Before starting a project.



- During a project.



- After a project has finished.



You can find the checklists in the Co-Production Policy here:

<https://www.bristol.gov.uk/files/documents/8475-co-production-policy/file>

Find out more



You can look at our website here:
www.bristol.gov.uk/residents/social-care-and-health/adults-and-older-people

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