

CO-PRODUCTION CHARTER FOR HEALTH AND SOCIAL CARE

HACKNEY AND CITY

PURPOSE:

This charter sets out the rights people¹ can expect from health and social care organisations in Hackney and the City of London for the co-production² of health and social care services. It also sets out the responsibilities of people engaged in co-production and expected ways of working when co-producing services.

This charter aims to enshrine the principles of co-production rather than be a set of rules. These principles are intended to guide actions to put our vision of people as equal partners into action. This document in no way supersedes any organisation's statutory duty to consult the public on service change.

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

PEOPLE HAVE A RIGHT TO:

- Be included from the start in the design or redesign of health and social care that affects them.
- Be valued and taken seriously as an equal voice, asset and partner.
- Transparency. Includes setting out all the information on what is being co-produced (such as parameters) from the start and feeding back the outcomes.
- Honesty including acknowledgment of differences in power and resources.
- All the information to understand and take part in decision-making.
- Receive something back for their contribution.
- Accessibility so everyone has an equal opportunity to participate. This includes venues, location, translation into different languages, BSL interpreters, understandable language, variety of times and formats.
- Stability and consistency of structures and people (as much as possible).
- Freely give feedback and make their voice heard.

¹ Inclusive of all Hackney and City residents, citizens, service users, patients, carers, experts by experience, and other self-nominated identifiers.

² Coproduction 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.

PEOPLE ENGAGED IN CO-PRODUCTION HAVE A RESPONSIBILITY TO:

- Encourage a collaborative process based on mutual trust and respect. For example by listening to each other and answering questions respectfully.
- Build connections and be accountable to wider communities and groups. This acknowledges 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.

AS HEALTH AND SOCIAL CARE ORGANISATIONS, WE COMMIT TO MAKING COPRODUCTION A REALITY BY:

- Signing up to this Co-production Charter, reporting against it annually and making concerted steps to improve how we implement its principles.
- Governance structures with service user involvement at all levels including the highest decision-making level.
- Committing to co-production all through our organisations, from board level down to managers and frontline staff.
- Training and capacity building for all health and care professionals on co-production.
- Training, capacity building and support for people and groups to encourage diverse involvement.
- Proactively exploring new and different ways of working to remove barriers to participation and equally include as many diverse people as possible.
- Dedicating resourcing and funding for co-production to ensure sustainability.
- Committing to continuous learning and improvement including by building in feedback, measurement and review to see if co-production is having an impact.
- Committing to individual and organisational cultural shift.
- Building on existing processes for involvement and engagement.