

Video transcript: Cambridgeshire and Peterborough presentation at Making it Real stocktake event

Carol Williams, Strategic Development Manager, Adults and Safeguarding Cambridgeshire County Council: There are number of local working groups in Cambridge and Peterborough [and] everybody understood that working together on an equal basis in a co-productive way would lead to better outcomes for people for local communities.

One of these groups was the Adult Social Care forum for Cambridge and Peterborough. That group is looking at all aspects of how to support co-production into Council activity in social care commissioning, but also health.

In doing that, there was a concern that that without a shared approach to doing this, co-production guidance, and training to understand what co-production is, and also tools to apply the principles of co-production into people's daily work, any co-production that might take place would probably be inconsistent. [Also] maybe quite piecemeal, and it lacking in endorsement from system partners.

One of the members of The Forum is the local organization called Sun Network who support those who access mental health services and drug and alcohol services had co-produced a local guidance booklet on co-production and we agreed that we would adopt that as the basis of our approach, to do some work to see how we could embed that in the everyday practice.

Within adult social care another group was set up which was to do with how we embedded that approach across the health and social care system in Cambridgeshire, which was particularly relevant, obviously, with the development of the Integrated Care System, but also in commissioning practice - both stuff that we did within the council but also the stuff we were doing jointly with partners such as health.

I'm going to focus today particularly on adult social care practice that, that first co-production piece of work. It was very much to see what processes, what things could be co-produced in day-to-day practice. This included some of the tools that might be needed to make that happen.

One of the suggestions was to use Think Local Act Personal's *Making it Real* approach to support this. What the group did was they developed 'I/we' statements using *Making it Real* as the basis for this, describing the outcomes that individuals would like to have if they were going to have good person-centered care related particularly to adult social care needs assessment processes, care and support planning, adult social care review processes, [and] information & advice.

They also agreed a range of areas of adult social care practice where we could actually do co-production and one of those was adult social care feedback forms, to look at how we could make the forms clearer and easier to use so that we could actually use the feedback better in our practice.

Representatives at that group were from the council operational teams, principal social workers, information & advice colleagues [and] experts by experience from across different client groups.

We had representation of people with learning disabilities or on the autistic spectrum, people who access mental health services, older people, people with sensory impairments etc.

The aim was to look at how we were actually collecting the data from that feedback, using it and then feeding back to people about 'you said, we did'.

When looked, [we found] there were a myriad of feedback forms going out. If you were involved with, say, our adult early help team, or you might have talked to one of our technology enabled care teams, or you talked to somebody about welfare benefits, you could be potentially getting three or four different feedback forms, which are all slightly different.

So it was it was really confusing. You were getting bombarded with requests for feedback and how we asked for that feedback wasn't consistent.

Out of this task and finish group work we developed as a group a new feedback form to incorporate the 'I/we' statements that were agreed and co-produced from the original piece of work earlier in the year.

We developed a generic - one form to rule them all - to incorporate those 'I/we' statements so that people aren't getting three or four different forms and not knowing who it's from.

The new-style feedback forms, have got to be finally signed off, and then we have a public information group which looks at all the public facing adult social care literature. And then it'll also go to the council's practice governance board. They will also be giving an update at the adult social care forum because this is where this piece of work came from.

Then we will be developing a piece of back-office reporting processes. Our social workers and our frontline workers will then roll out these processes and we will then be able to gather the data and actually report back what people have said in the feedback.

Alongside that [we will produce] alternative formats such as easy read.