

**Adullam Homes Housing Association Ltd**

# **Co-Production Impact Report**

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Adullam's 3 year co-production strategy was implemented in 2015 and shifts the focus of involving our resident to one of co-producing the work that we do. This report outlines the impact of the delivery of that strategy over the last 12 months



## Introduction

The co-production strategy was implemented in 2015 and set out a new vision for developing our work with our residents and service users.

Co-production is a concept that involves people who use services being consulted, included and working together from the start to the end of any project that affects them. It is important to recognise that co-production is something more than the traditional approaches that have been used to involve and empower our residents and service users in the past and by taking this approach we aim to create more of an equal partnership with our residents and service users.

The Social Care Institute for Excellence identifies four key principles of co-production and we are keen that these principles underpin the implementation of our strategy. These principles are:

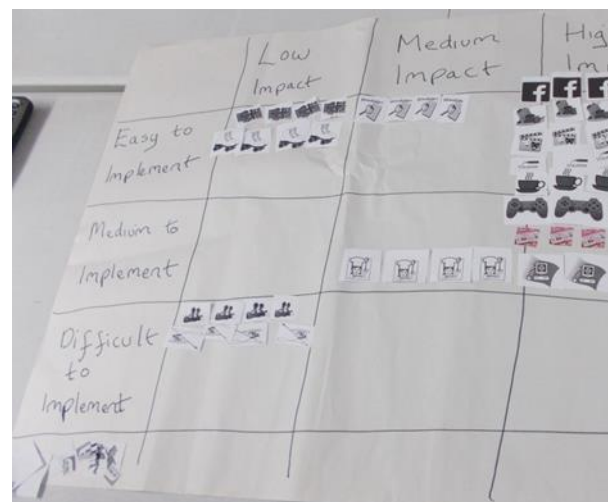
**Equality:** No one group or individual is more important than anyone else; everyone has assets to bring to the process. This principle does not just apply to people using our services but applies to the assets that staff, managers, volunteers and other professionals bring to the process.

**Diversity:** the range of people involved in any co-production activity should be diverse and we will be proactive about including a wide range of residents and service users in any co-production activities.

**Accessibility:** we will ensure that everyone has an equal opportunity to participate fully in the way that suits them best. We recognise that not everyone wants to get involved in all co-production activities and sometimes just taking a lead in developing the content of their own support plan is enough for some of our residents and service users.

**Reciprocity:** we value to involvement of our residents and service users and will ensure that people receive something back for putting something in. This might be providing training, helping someone to develop new skills or providing lunch.

One of the key drivers of the co-production strategy was to provide us with some information that would allow us to measure the impact of the co-production work that we do both for Adullam and for the individuals taking part. This report will highlight some key achievements from our services over the past year of implementing the strategy and working within the co-production principles that it outlines.



## The partnership committee

The group meets bi monthly and is made up of staff co-production champions and residents and service users (both current and former) from across the association. The group have a strategic overview of coproduction across the association and consider issues from different services in relation to quality and consistency.



The feedback from these meetings is provided through policy hub to all staff to pass on to residents and service users however anecdotal evidence suggests that this information is not being passed on as it should and that firm structures for feedback are not always supported by the regional teams

Despite this some regions have vastly improved on their delivery of coproduction opportunities and we now have 3 contracted services where mentors and volunteers are a contractual requirement of the service specification.

The partnership committee has spent a lot of time developing and reviewing policy and procedure and have in particular created a policy on appealing against a notice which includes a process that is fair and equitable and has resulted in positive outcomes for a number of service users who would otherwise have had an unsuccessful departure recorded.

Residents and service users are also now involved in wider strategy decisions within other areas of the organisations business for example we now have a resident representative on the Information Governance Group.

## Co-design and delivery of services

We have some excellent examples of services that have been coproduced and Mill Lane in Cheshire will be included in a forthcoming Sitra report as an example of good practice in this area. At a number of services peer support is a key part of the service offer and essential in achieving the positive outcomes.



We have used the implementation of our new service in Sheffield to develop a model of good practice in relation to implementation. Co-production has played a large part in this process with peer mentors being involved in open days, staff interviews and the promotion of the service. Applications from staff had an impressive focus on co-production with one applicant informing one of the service users who was on the panel that he had applied for the role because of the impact and impression he had given of the organisation when meeting him at a recruitment open day.

Including peer mentors in the recruitment process has ensured we have a service users perspective included in the decisions on the team being recruited and has been highlighted as a model of good practice by commissioners



## **Community involvement**

This year has been a difficult time in relation to budget cuts in all the local authorities we work in and residents and service users have been encouraged to get involved with consultations in relation to local authority spending reviews and service mapping.

## **Recording co-production opportunities and activities**

This has proved inconsistent as it seems there is still a lack of understanding in some regions in relation to the difference between co-production and a day out with the residents. We have however now introduced standard record and reporting forms which will be held centrally and will assist in recording details of opportunities provided across the association and the impact of these. An example of this form is included as an appendix to this report.

## **Conclusion**

One year into the delivery of the strategy, we have made some progress towards shifting the balance from involvement to true co-production and as expected, some residents and staff have embraced this change more positively than others.

The need to report on the implementation and impact will provide a focus the Regional Managers to ensure they have ownership of the processes being delivered in their regions and will serve to drive the strategy forward over the coming months.