

Wandsworth Council Adult Social Care Co-Production Charter

Our Culture

Our commitment to accessibility

- Our information and the language around co-production opportunities should be easy to understand, jargon should be avoided at all times
- We will take time to plan and budget for participation and start involving people as early as possible
- We will promote our co-production opportunities and outline our priorities to residents including relevant service users and carers
- We will use Equality Impact Assessments to ensure that co-production opportunities meet the access needs of specific groups, being flexible and responsive as possible to individual requests.

Our commitment to recognise power imbalances

- We will take active steps to minimise the impact of power imbalances between us and people who use services and carers, and work to create as equal a partnership as possible
- We will make particular efforts to ensure that people from seldom heard and underrepresented groups can participate in our work
- We will make clear what can and cannot be achieved within co-production opportunities
- When there are limits because of factors such as finance/funding, staffing, timing and/or other resources, we will be clear about how this will impact on co-production

Our commitment to recognise everyone's skills

- We will recognise that people who use services and their families and carers have both invaluable knowledge and experience that can be used to make services better for themselves and other people who need them.
- We recognise the importance of the diversity and difference of opinions as well as the way the different ways people can get involved in conversations or projects

Our Practice

Our commitment to training

- We will work towards providing staff with the training, support and resources required to co-produce effectively
- We will work towards providing people who use services and carers the support and training they need to take part effectively in co-production activities. We will ensure that these training opportunities

are available in various formats and cater to people's accessibility needs

- We will give people who use services and carers participating in work clear roles that define what is expected of them and what will be involved in fulfilling that role
- We will keep people who get involved safe and will work in trauma informed ways to support them

Our commitment to work with the community

- We will work towards building a network with existing community assets, such as activities and venues which already bring people together such as faith communities, schools, community centres, local businesses and community-centred services, including those that involve link workers, community champions and peer support volunteers.
- We will aim to support people with travel arrangements if someone has a need that means they need supported travel

Our Review

Our commitment to monitor and record co-production engagement

- We will record and celebrate people's contributions and give feedback on the results of involvement, including changes, decisions made and what has not changed and why
- We will provide feedback to the people who take part in co-produced activities about the results of their input
- We will produce an annual Adult Social Care Engagement Report so we can evidence the difference that involving people has made
- We will review this Co-Production Charter annually to determine what is working well and if any amendments are needed