

# ROTHERHAM ADULT SOCIAL CARE INVOLVEMENT FRAMEWORK

Creating a culture of co-production



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# FOREWORD

As Cabinet Member for Adult Social Care and Health, I am delighted to support the Adult Social Care Involvement Framework. The voice of the customer has a pivotal role to play in shaping Adult Social Care Services in Rotherham.

Services need to be provided that reflect the needs and desires of the residents who use them. We offer a variety of opportunities for their voice to be heard, and acted upon, loud and clear.

The co-production of services is an approach I fully support and want to see much more of.



**Councillor Joanna Baker-Rogers**  
Cabinet Member for Adult Social Care and Health



# INTRODUCTION

People are experts in their own lives and their voices must be at the heart of Adult Social Care.

Only by listening to and working with people and communities can we design and deliver effective high-quality services in Rotherham.

The purpose of this framework is to support Adult Social Care to embed good involvement practice and to set out what people and communities can expect from us.

The framework focuses on how we involve people and communities in what we do, and the way that we do it

This framework is aligned to our Adult Social Care Practice Framework, which sets out our approach to working 'with' and not 'doing to' people.

The framework will drive our involvement practice ensuring collaborative involvement practices are embedded within service design and delivery.



# WHAT DO WE MEAN BY INVOLVEMENT?



## CO-PRODUCTION

Working together in equal partnership from the start with people who access Adult Social Care services, their carers, and the wider community.



## CO-DESIGN

People with lived experience and professionals designing things together.



## ENGAGEMENT

Listening to people to understand their thoughts and feelings on a variety of topics, such as service delivery.



## CONSULTATION

Asking for people's views on one or more ideas or options. Sometimes consultation also describes a formal process with specific legal requirements.



## INFORMING

Providing information on proposed changes to people who access Adult Social Care.

## WE WANT TO CREATE A CULTURE WHERE CO-PRODUCTION IS OUR DEFAULT

Sometimes there are limits we must work within, which mean that different levels of involvement will be appropriate for different pieces of work. Where limits exist, we will be honest and open about them.

We equally recognise that people want to be involved to differing extents and we will offer a range of ways in which people can get involved.

# WHY INVOLVEMENT MATTERS

Good involvement benefits everyone – the Council, colleagues, communities and people. By sharing their experiences, ideas, skills and knowledge, people can help us to:

- Get it right first time.
- Avoid costly mistakes.
- Innovate and do things differently.
- Prioritise and find out what really matters.
- Improve outcomes for people and place.

Importantly, people tell us that good involvement has a positive impact on their own lives, including creating opportunities to share and develop skills and knowledge which can be used elsewhere. This contributes to better outcomes for individuals and supports communities to become stronger.

The importance of involvement is reflected in the guidance, regulations and laws that Adult Social Care follow. The Care Act 2014, the Care act 2014, Human Rights Act and Care Quality Commission assurance framework include requirements about engagement and co-production.



# INVOLVEMENT AND FEEDBACK

## When we will involve you

As a minimum, we will involve people when we carry out the following types of service development and delivery.

- Service design and improvement
- Strategy development
- Policy change
- Designing new ways of working

## We want your feedback

Feedback is essential as it helps to shape our work, and we actively encourage people to share their views. It helps us to understand what is working well and what might need improvement. We provide a range of ways for people to feedback including:

- Our Friends and Family text messaging service to let us know how we did.
- Attendance at RASCAL Co Production Board.
- Through the compliments and complaints procedure.
- Attendance at the Learning Disability and Autism Partnership Boards.
- Participation in consultation events.

## Who we will involve

We will work with a wide range of people and groups who have an interest in Adult Social Care.

This includes:

- People who access or need support from Adult Social Care including people who self-fund their support.
- Unpaid carers, both as stakeholders with lived experience of carers' support needs, and as people with knowledge of the needs and experiences of the people they support.
- Family and friends of people with lived experience.
- Colleagues from across the Council including Public Health, Housing, Commissioning and Neighbourhoods.
- Councillors.
- Other organisations who work within the health and care system, including NHS organisations, VCSE organisations, providers, emergency services and educational establishments.

It is important that we hear from a diverse range of people that reflects our communities. We will make an effort to include people we are not already reaching and who are more likely to experience health and care inequalities.

We will create opportunities for people to participate on an equal basis removing the barriers that prevent them from engaging.

# PRACTICE TOOLS AND APPROACHES

## Involving people and communities

When we involve people and communities, we will follow four key principles:

### 1. Involve early

Planning in advance is essential to ensure people's involvement has a genuine impact.

Involvement needs to be considered as early as possible to:

- Involve people from the outset.
- Influence decisions.
- Allow time to build relationships and trust.
- Value people's time and other commitments and give them enough notice to prepare and take part.

### 2. Involve clearly

Involvement starts with a clear understanding of what we wish to engage on and why. As part of this we need to understand what people and communities have already told us. This will help us clarify if we need to carry out new involvement and, if so, on what we should focus. We can then define clear objectives which will inform the design of each part of the involvement activity.

### 3. Involve proportionately

We do not want to overload people and communities or ask them to tell their story twice. This might mean prioritising or combining projects with other local partners where appropriate.

## 4. Involve Inclusively

We will be innovative and continue to challenge ourselves to develop a wider range of methods, including creative and digital approaches. We will ensure our involvement is accessible and inclusive, removing barriers that prevent people from being involved and adapting our methods for different groups and people. We will be flexible in our approach and aim to fit around our communities, rather than asking them to fit around us. This could include going to where people are, rather than asking them to come to us, or offering options that allow people to be involved at their convenience.

## How we will involve you

There are several ways you may wish to get involved.

- Attendance at the Adult Social Care Co-Production board RASCAL (Rotherham Adult Social Care Always Listening)
- Through consultation events
- Through feedback mechanisms such as our friends and family text messaging review service or the Adult Social Care feedback cards
- Through ongoing conversations within forums such as the Rotherham Parent Carers Forum or the Learning Disability and Autism Partnership Boards
- Through involvement with our external partners such as Speak up and Healthwatch including participation in customer experience surveys i.e., the Safeguarding satisfaction measure

We will be open to people's ideas and look for opportunities for us to work together. We will engage with local networks and groups to support communities to talk to us, and act upon the things that matter to them.

# CO-PRODUCTION IN ROTHERHAM

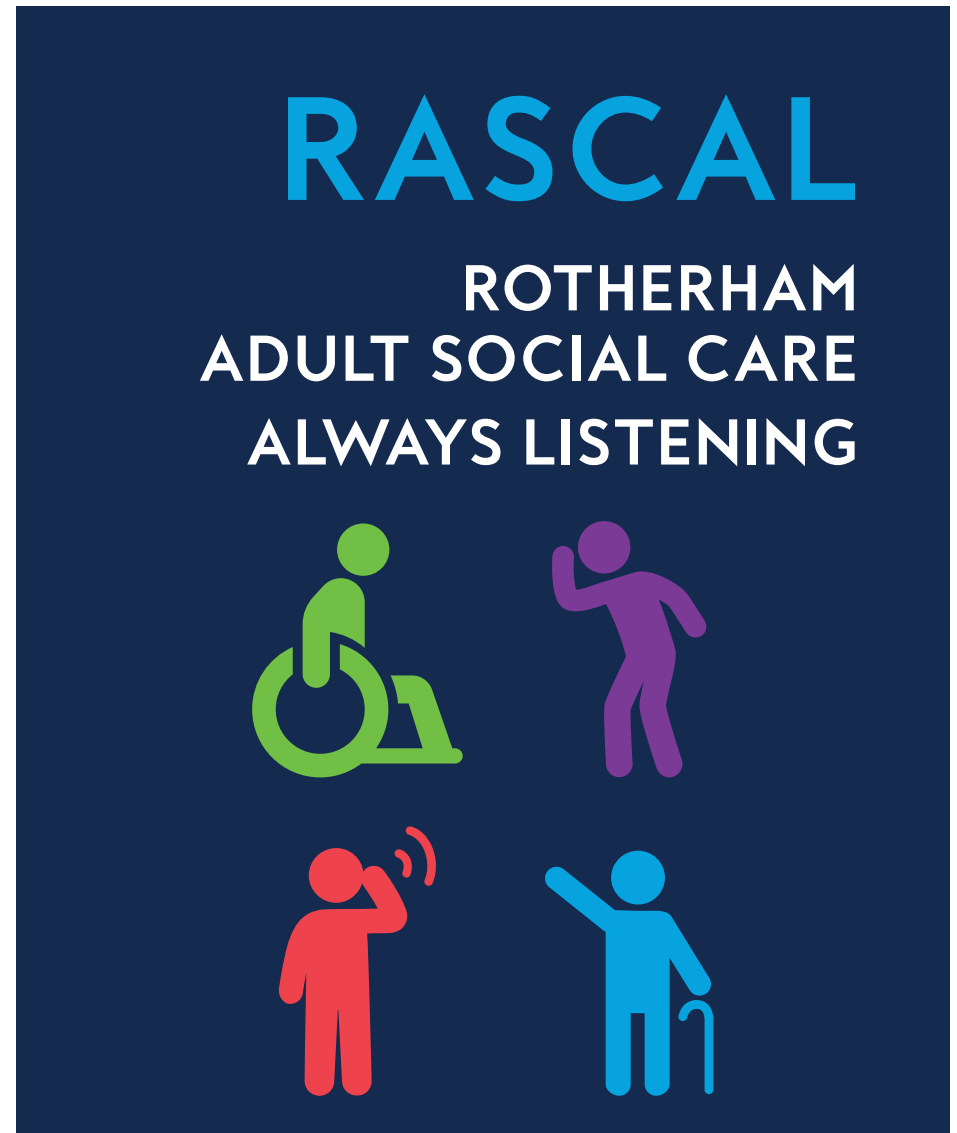
## RASCAL

Rotherham Adult Social Care Always Listening (RASCAL) is a voluntary board that meets at least once a month to help shape and co design Adult Social Care services in Rotherham.

The board is diverse with representation from:

- People with lived experience.
- Parents and carers.
- Professionals.
- Community members.

RASCAL was formed in April 2024 with the support of Adult Social Care. People who had expressed an interest in helping shape Adult Social Care services during recent consultation events were invited to attend. The board chose their own name and elected their own Chair and Deputy Chair. The board have their own E bulletin and webpage to enable them to communicate and share their work with the wider community. The board works to support the Four Cornerstones approach to Co-Production.



# CO-PRODUCTION IN ROTHERHAM

## The Four Cornerstones approach to Co-Production

### WELCOME AND CARE

- You will feel safe with us
- You will know what to expect
- We will offer you a supportive community
- Your happiness and wellbeing will matter to us
- People will help you feel good about yourself
- People will be sensitive to your needs

### VALUE AND INCLUDE

- We will find out your needs as soon as we can
- People will show understanding and have the right skills to support you
- They will be creative, flexible and make adjustments so that you always feel included
- We will value and celebrate your strengths and achievements

### PARTNERSHIP

- People will seek out your voice and what you say will be heard and valued
- You will be involved in decision-making about things that matter to you
- When you are working together with others on things you are an equal partner

### COMMUNICATE

- We will give you the information you need
- You will get it in good time and in a form you understand
- We will use positive and helpful language
- People will make time to listen
- They will be calm and respectful
- Actions agreed will be followed-up and reviewed

# LEARNING FROM INVOLVEMENT

## We want our Involvement Framework to model best practice.

We will need to learn from your experiences to gain an understanding of the impact of our involvement activity. To do this, we will build reflection and evaluation into our involvement practice. We will share our learning with colleagues and partners so that we know what worked well and how we could improve in the future.

To ensure that we are making involvement a priority within Adult Social Care we will work with RASCAL, colleagues and peers to agree what success look like and how we measure it.

Our Involvement Framework places a focus on voice driving improvements across the service. We will use the information, intelligence and feedback we receive to inform our quality assurance activities to drive up performance and improve outcomes for residents.

We will check how we are performing and report on this to our leadership team, colleagues, and communities.

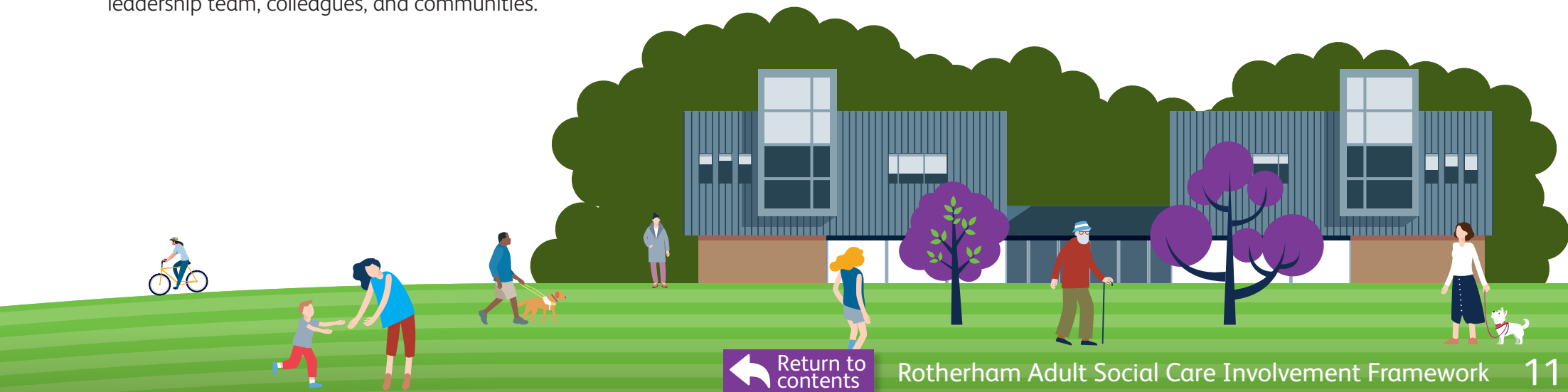
We will build engagement and co-production into service specifications and contracts and develop ways to monitor this through our Adult Social Care Strategic Commissioning team.

Where services are commissioned, we will gather feedback from the people who are accessing services. The feedback will be used to ensure that people receive the right level of care, and that where poor practice is identified we will put resources in place to address any concerns.

When we design a service, we work together with both professionals and advocates to ensure that people with lived experience can get involved. We work with our partners who are subject matter experts to host and facilitate specialist sessions so that we can capture as many people's opinions as possible.

We will work with our partners to develop accessible and robust engagement opportunities.

We will review this framework every two years.



# GET INVOLVED

We want people to get involved! If you would like to know more about how you can get involved then please contact us at:

## RASCAL

[ASC-CoProduction@rotherham.gov.uk](mailto:ASC-CoProduction@rotherham.gov.uk)

If you have a complaint, suggestion or compliment you can contact us in a number of ways:

## Compliments

[compliments@rotherham.gov.uk](mailto:compliments@rotherham.gov.uk)

## Complaints

[complaints@rotherham.gov.uk](mailto:complaints@rotherham.gov.uk)

