

Slough Co-production Network Terms of Reference



Introduction

The Slough Coproduction Network (CPN) was set up in 2019 to help our communities feel more supported. We wanted to do this by building upon the strengths and skills of local people so they feel more in control of their health, care and support needs.

The aim of the CPN is to:

- Involve residents in shaping local health and adult social care services.
- Really listening and engaging with local people.
- Working and engaging with the wider community
- Champion co-production in Slough.

The network has continued to strengthen over time and now takes an increasingly important role in decisions, including a real say in adult social care policies and services.

Officers are now expected to involve the CPN in key decisions.

What do we mean by Co-production?

There are various definitions of Co-production. However, we have used a simple definition which is “*Professionals and people who use services working together in **equal partnership** to design, deliver and review services*”.

It means working together in an honest and open way to find shared solutions.

How we work together

The network meetings are held monthly and currently alternate between online and face to face.

We have a rotating co-chair which is usually a staff member and a community volunteer. A rota is agreed in advance and gives everyone that wants to co-chair the opportunity to do so. Co-chairs will try to meet in advance of the meeting to plan their approach.

The role of the co-chairs is to ensure that the meetings follow the agreed agenda by keeping to time and ensuring everyone that wants to have the opportunity to speak or take part in a way that they feel comfortable.

The Co-production and Engagement lead is responsible for coordinating the network meetings. Papers are circulated a week in advance of the meetings and we try to ensure that these are easy read and jargon free.

Presenters attending meetings are also asked to ensure their presentations are easy read too.

Community volunteers will meet outside of the meeting with the Council staff to help agree meeting agendas and have a space for informal peer support as well as plan for their involvement in particular projects.

We recognise that community volunteers have a range of different personal commitments and therefore not always be able to attend all meetings. We also try to match community volunteers with their areas of interest.

The network continues to review how it works to help improve and build upon our approach to co-production. This includes recognising the important role it has in championing co-production within Slough Borough Council and our partner organisations.

The CPN are involved in a range of activity which we have described in our co-produced engagement tool kit which has been developed by volunteers. We recognise that there are different ways of involving people which all have a place.

- **Inform** - sharing information about proposed changes
- **Consult** - asking for people's opinions on one or more ideas or options.
- **Engage** - listening to people to understand issues and discuss ideas for change.

- **Co-design** - designing with people and incorporating their ideas into the final change.
- **Co-production** - an equal partnership where people with lived and learnt experience work together from start to finish.

It is important that officers are clear and honest about the expectations, role and scope of the CPN before engaging with it and to ensure that it is meaningful and not tokenistic.

What we do

The CPN is involved in a range of activity which includes agreeing Adult Social Care policies and how services should look. Community volunteers have used their lived experience, skills and knowledge to support:

- Adult social care staff recruitment,
- Funding panels and decisions about how resources should be allocated to community and voluntary sector groups,
- sitting on tender panels to help select service providers
- supporting engagement activities
- developing accessible leaflets and information for residents
- delivering presentations and running workshops about the role of the CPN
- supporting local health and wellbeing campaigns.

Training

Members of the network are offered informal peer and one to one support to help their involvement in the network. They are also encouraged to attend training for volunteers arranged by Slough Council for Voluntary Services (SCVS).

Membership

The network comprises of:

- Community volunteers with lived experiences of health and social care
- Senior Managers within Adult Social Care
- Representation from NHS Frimley (Health)
- Representation from Berkshire Health Care NHS Foundation Trust
- Representation from Healthwatch Slough
- Slough Safeguarding partnership

Reviewing impact of the CPN

As a network we will undertake an annual review of how the CPN operates to ensure that it is making a real difference and having a positive impact in the involvement in projects and other activity. We will consider any lessons learned to help improve how we work to ensure people with lived experiences are involved in decision making.

Our charter

Members of the network have agreed together a way that it wants to work together which we have called a 'charter'. This includes our aims and our approach.

Co-Production Network Aims

- Involve residents in shaping local health and social care services.
- Really listen and engage with local people.
- Work with and engage the wider community,
- Champion co-production in Slough.

As a member of the network I will...

- Use my experience to help find solutions for the wider community
- Work as part of a team
- Learn from other team members
- Actively listen
- Make sure the language I use is inclusive (no jargon!)
- Respect different opinions and ideas
- Represent the views and experiences of people in my community
- Not talk about things outside the meeting that are confidential
- Ask if I need support
- Attend meetings as often as I can
- Champion co-production

As a team we will...

- work together
- respect and support each other
- focus on finding realistic solutions
- take it in turns to speak
- make sure everyone has an opportunity to speak
- understand certain subjects might be sensitive for some members

- try and make sure that everyone understands
- welcome questions.

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