



Adult Social Care Engagement



North Tyneside Council

Public engagement can be seen as an umbrella term to describe the involvement of local people in decision making and how we deliver services.

Engagement:

- Gives you an opportunity to contribute to Adult Social Care decision-making and service delivery.
- Is a two-way process between you and the Adult Social Care Team.
- Can be done in order to **inform, consult, involve** and **co produce** services.

Engagement Standards

These are the standards you can expect when engaging with us.

Please note there are separate standards for the way your care and support needs are assessed and delivered.

- **Engage Early** – We will ensure that engagement takes place at the earliest possible stage.
- **Clear Purpose** – We will ensure that there is a clear purpose for the involvement of social care users, family members, carers and what we need to engage upon.
- **Full Information** - We will provide information that is relevant, known and legally permissible to be shared, in order to support positive and effective engagement.
- **A Range of Opportunities** – We will offer a range of ways, in order for you to engage with Adult Social Care in the best way. This will ensure that we are able to capture as many views as possible and you are able to express your views.
- **Time and Support** – We will provide sufficient notice on the items we wish to engage upon and will offer support, where needed, to help you engage meaningfully.
- **Feedback** – Feedback will be proportionate to the type of engagement activity. We will let you know at the time of engagement, what feedback you can expect.

In summary, we believe that engagement with Adult Social Care customers should be timely, inclusive and transparent.

Inform



What this Means	Standards You Can Expect	Examples
<p>To provide you with good quality information to assist you in understanding key issues in relation to Adult Social Care services and what alternatives, opportunities and/or solutions are being considered.</p>	<ul style="list-style-type: none">• To gain information which is balanced and objective.• To receive information in a format that you can access and understand.• To receive the information in a timely manner.	<ul style="list-style-type: none">• Factsheets• Newsletters• Websites• Bulletins• Information sharing meetings or briefings

Consult



What this Means	Standards You Can Expect	Examples
<p>To inform you about what we would like to do to improve Adult Social Care services and to receive your feedback.</p> <p>This offers local people the opportunity to have their say about Adult Social Care services. Your views will be taken into consideration, alongside those of other people.</p>	<ul style="list-style-type: none">• To be given sufficient notice and opportunity of how to get involved.• To be given all information that is known and legally permissible to be shared, to aid in your understanding of the issue.• To be told, in advance, what decisions have already been made and why those decisions have been made and what parts of the issues or decision you can still influence.• Group consultation sessions will:<ul style="list-style-type: none">- Have person(s) to capture your views and ensure everyone is able to express their views.- Ensure that the views of the group are summarised and checked with you before leaving the session.- Produce a written summary of key points and actions and forward this to those who attended within 10 working days via e-mail. For attendees who do not have access to email, this will be posted on request.- Notes from consultation sessions will not be automatically published but could be used to produce summary documents which may be published online. You will be told if a summary document is likely to be produced.	<ul style="list-style-type: none">• User and Carer Forums• Surveys• Feedback Forms• Group consultation sessions

Involve



What this Means	Standards You Can Expect	Examples
<p>To work directly with you to ensure your views are used to design or redesign an Adult Social Care services or processes.</p> <p>This offers the opportunity for you to be involved in each aspect of the decision including the development of alternatives and the identification of the preferred solution.</p>	<ul style="list-style-type: none"> • To be given sufficient notice and opportunity of how to get involved. • To be given all information that is known and legally permissible to be shared, to aid in your understanding of the issue. • To be told, in advance, what decisions have already been made and why those decisions have been made and what parts of the issues or decision you can still influence. • To be given a clear description of what you are being invited to and what is being asked of you. • To have it demonstrated that your involvement is meaningful and not tokenistic. • Group involvement sessions will: <ul style="list-style-type: none"> - Have person(s) to capture your views and ensure everyone is able to express their views. - Ensure that the views of the group are summarised and checked with you before leaving the session. - Produce a written summary of key points and actions and forward this to those who attended within 10 working days via e-mail. For attendees who do not have access to email, this will be posted on request. - Notes from these sessions will not be automatically published but could be used to produce summary documents which may be published online. You will be told if a summary document is likely to be produced. 	<ul style="list-style-type: none"> • Workshops • Focus Groups • Partnership Boards • Inspections • Monitoring / Evaluating Services

Co Production



What this Means	Standards You Can Expect	Examples
<p>When you are involved as an equal partner in designing or developing services.</p> <p>Co-production recognises that people who use social care services (and their families) have knowledge and experience that can be used to help make services better, not only for themselves but for other people who need social care</p>	<ul style="list-style-type: none">• To be provided with an opportunity to debate, discuss, and disagree key issues.• To work with peers and personal support networks alongside professional networks.• To take an active role in the co-design and delivery of meetings and development style workshops.• To be involved in setting the agreed area for development.• Group co-production sessions will:<ul style="list-style-type: none">- Have person(s) to capture your views and ensure everyone is able to express their views.- Ensure that the views of the group are summarised and checked with- Produce a written summary of key points and actions and forward this to those who attended within 10 working days via e-mail. For attendees who do not have access to email, this will be posted on request.- Notes from these sessions will not be automatically published but could be used to produce summary documents which may be published online. You will be told if a summary document is likely to be produced.	<ul style="list-style-type: none">• Mystery Shopping.• Social Enterprises.• When individuals influence the support and services they receive, or when groups of people get together to influence the way that services are designed, commissioned and delivered.

We are able to provide our documents in alternative formats including Braille, audiotape, large print and alternative languages. For further information please call (0191) 643 2777.

Adult Social Care

Quadrant West – 3rd Floor
The Silverlink North
Cobalt Business Park
North Tyneside
NE27 0BY