

APPENDIX D – STANDARDS OF BEST PRACTICE FOR TRAUMA RESPONSIVE CO-PRODUCTION

Members of the partnership, their teams and organisations will always seek to identify opportunities for collaboration in co-production with individuals who have lived experience of social work and social care. In practice this will mean that from the very moment an idea is formed, people with lived experience, as main stakeholders, will be working in collaboration and co-production with members of the partnership. All work should include collaborative co-produced practice, and this should be advocated for throughout the commissioning and procurement process.

Appropriate timescales must always be implemented to ensure that there is a diverse and inclusive recruitment and selection process. Where this is not feasible due to project deadlines, an appropriate timescale should be agreed in co-production with individuals with lived experience.

Collaborating and co-producing with people who have lived experience of services should not be an afterthought but an integral element of all service design, delivery, and review.

MEETING THE STANDARDS

STANDARD 1: COLLABORATIVE

The knowledge and skills of people with lived experience, including that which arises from contact with services, should be validated and utilised.

- The partnership will prioritise co-produced collaborative practice with people who have lived experience of social work and social care.
- People with lived experience have the right to hold to account the individuals and organisations responsible for protecting people's rights. Providing feedback and commentary on experiences without reprisal; having access to justice when their rights are affected.
- People with lived experience and their carers will fulfil what is required to the best of their ability and expect this in return from all practitioners and members of the partnership.
- All parties will be treated with dignity and respect, always.
- People with lived experience will be free from discrimination.
- The different ways in which people think and experience issues will be valued.
- A recognition that involving people with lived experience can only improve services.
- Co-production takes time, and this will be recognised when setting deadlines and developing timescales.
- People with lived experience will have the same access to personal learning and development opportunities as other members of the partnership.



The types of activity to which the above refers include:

- Commissioning and procurement of services
- Planning and strategy work/meetings
- Recruitment of staff
- Proposed closure of services
- Where appropriate, changes of procedures / processes / service models
- Social Work Teaching Partnership and other joint planning groups
- Development & service quality/improvements
- Consultation processes – before, during and after such events
- Other initiatives within organisations and services across the partnership

The following information is required by those involved:

- A clear and concise recruitment and selection process.
- A comprehensive induction process that shares all relevant information in terms of HR, policies, and procedures for people with lived experience.
- A connection with those who are responsible for doing the groundwork with connection and relationship building for people with lived experience.
- Details of locations (venues must be fully accessible).
- Information regarding who will be meeting the person and where, until they are familiar with the environment and people.
- What transport costs will be met (e.g., public transport/taxi or mileage).
- The process for claiming travel and other expenses is, and how these will be reimbursed.

Timescales

- Any scheduling and cancellation is done in a timely manner and considers people's individual needs, circumstances, and commitments.
- The duration of each meeting / session / event.
- How often meetings / sessions / events will be held.
- The purpose of the meeting/work.
- The projected completion time of the project/piece of work.
- Objectives and aims of meetings/other work.
- Expected outcomes.

Involvement in meetings

- Information regarding which practitioners will be involved in the meeting.
- Information about which other representatives will be involved.
- Information about how people will be communicated with.
- Information on how and when relevant paperwork will be circulated.
- Collaboration in chairing the meeting and how this is decided
- Collaboration in minuting the meeting and how this is decided



- The provision of minutes to all relevant members.

STANDARD 2: SUPPORTIVE

Members of the partnership will identify and overcome any barriers to co-production in collaboration with people who have lived experience of social work and social care practice.

- Support will be provided where appropriate, before, during and after meetings/discussions. Pre-brief, check in, de-brief
- Pre-meetings for all work, where agreed, take place to go through the session/ lecture/ piece of work beforehand. Ensuring individuals understand expectations, aims and objectives, the discussions that will take place. It supports individuals with planning, to understand what is expected of them during each piece of work and can help to make them feel more relaxed, confident, competent and at ease.
- Individuals with lived experience are supported to say no, and express when they do not wish to collaborate or be involved in co-producing pieces of work, and reassured that this is okay and will not impact upon future engagement, connection, work, or opportunities.
- Individuals with lived experience are supported to understand codes of conduct, that any concerns are raised at the earliest opportunity, and difficult conversations are held in line with all other values, principles, and standards.
- Individuals with lived experience are supported to share their ideas, perspectives, opinions and contributions and they are valued and received equally.

Emotional Support

The pre-meeting will be an opportunity to identify any support that may be required. People have experiences which may make them sensitive to some issues and emotional support should be available when needed. The pre-meeting will ensure that anyone supporting an individual, or speaking on their behalf, understands what that individual wants to say. They are aware of strategies to keep themselves safe and understand they do not have to share information. This may change depending on how comfortable they feel with the subject matter, audience, and learning.

The linked person working with people with lived experience should explore how they can be assisted with emotional support in pre-meetings. Pre-meetings do not need to be held on the same day as the meeting. There is a pastoral aspect to both pre and post meetings which keeps the connection and subsequent learning opportunities alive. However, members must also be mindful of keeping in contact with people with lived experience, not only when they are needed for a piece of work, but in a social/pastoral sense so that individuals know that they are valued, respected, and missed when they are not around; that someone thought enough of you to check that you were okay.



Overcoming other barriers:

- The venue must be fully accessible.
- Plain English must be used.
- Jargon should be explained.
- Everyone is regarded equally at the meeting.
- Everyone will have the opportunity to fully express themselves.
- Introductions will be made at the start of every meeting/gathering.
- People with lived experience, and their carers, are assured that their input is valid.
- Everyone will have the chance to listen, respond and take note of everything said.
- The needs of carers who have responsibilities and those who have employment commitments will be considered.
- Timings of meetings, where possible, will be adjusted to accommodate carer involvement.
- A comfort break will be scheduled during long meetings.

Communications

- It should not be assumed that everyone is confident using, or has access to, modern technology or the internet. Information should be communicated in the most appropriate way for everyone, using the following methods: e-mail, post, telephone.
- Minutes/notes from all meetings should be produced and made available to all attending.
- Outcomes from all meetings must be fed back in an appropriate format for the individual. It is important that each person knows the effect / impact of their contribution.

Representatives should be given the following information:

- Name of administration person and contact details
- Name of the project lead.
- Details of who to speak with and what the procedures are for if you feel the standards aren't being met.
- Information regarding alternative payment options for anyone who wished not to disclose their financial situation, or for those unable to take payment due to benefits.
- Who people with lived experience can contact for further support if required, the types of support on offer, and what to do and where to go if you feel you are not getting the right support.

STANDARD 3: RESPONSIVE

Working Together and planning.

There is a clear purpose for the engagement of people with lived experience, which is based on a shared understanding of the needs and ambitions of the partnership.



- The budget and resources for carrying out public involvement and ensuring co-production should be identified and fully costed at the initial project planning stage.
- The budget for both co-production and the project or commission itself should be clearly identified at the start of the process to public representatives.
- Co-production should begin before starting new projects and commissioning (co-design).
- Co-production is a collaborative, two-way process and should take place before any pre-conceived ideas have been developed.
- Engagement exercises and consultations should be relevant to the project/work, fit for purpose and avoid tokenism.
- Engagement exercises should be as wide-ranging as possible, using all methods of communication and engaging with people with their unique diversity.
- The People with Lived Experience Advisory Group have developed a pledge [within the Charter], which they would like everyone across the partnership to sign up to.
- Consideration should be given to identifying how best to include people who may be taken ill during the collaboration and co-production processes, contingency planning.
- There should be regular involvement during the entire process with updates about any changes.
- Creative and blended methods should be used for consultation and involvement, including social media, online surveys, phone calls, focus groups, and all-day events for larger groups.
- All policy and relevant documents should be written in plain English.
- If decisions cannot be implemented, reasons should be given as to why, and discussions held as to what may be done instead.
- All members agree and use clear procedures that enable people with lived experience and practitioners to work with one another effectively and efficiently.
- There will be a recognition that people with lived experience and their carers are not necessarily used to working in the same way as staff.
- People with lived experience and their carers will fulfil what is required of them to the best of their ability and expect this to be reciprocated.
- At least 24 hours' notice will be given of cancellation of meetings. If this is not possible, the lead person or a representative should attend the venue to meet and advise individuals of the situation unless all individuals concerned have been verbally notified.
- All costs associated with the cancelled meeting (venue hire, transport, etc) will be reimbursed.
- If an individual cannot attend a meeting, apologies will be given and a replacement found, where appropriate.
- If an individual becomes unwell during the process, their place will be kept open, and another person will be identified to deputise in the meantime. A way will be sought to gain their views where possible.

- Where there are multiple stakeholders initiating a piece of work, all parties will agree the process and principles of co-production to be used.
- There is no one voice for people with lived experience. There are many different views and priorities. Representatives of the People with Lived Experience Advisory Group will do their best to capture all the different views. This experience will be improved by a commitment to extending the diversity of the network.
- All group members will consider different ways of gathering views.
- The easiest or cheapest solutions should not be agreed without further discussion or investigation.
- There is an expectation that all members will commit to a reciprocal feedback loop and that people with lived experience are provided with timely feedback in respect of sessions they have delivered. This will be detailed, reflective and guides their personal development.

Communication

All members of the partnership will communicate clearly and regularly with the people, organisations and communities affected by their engagement. There will be an identified link person responsible for work with people with lived experience, and further support will be identified in instances where they may be absent or unavailable.

All expectations will be clearly discussed and agreed upon prior to any session/work commencing. Consideration will be given to ensuring a consistent approach, as often they can vary from person to person, service to service, and organisation to organisation.

As people with lived experience, it is our expectation that we are not presented with tokenistic gestures or as an afterthought and are not used as a tick box exercise.

We are human and should be treated as such.

- All group members will be equally involved.
- If e-mail communication is not appropriate, steps will be taken to ensure information is disseminated in a timely and appropriate way.
- Transparency from all group members is essential.
- It will be made clear which matters are confidential and which can be shared.
- There will be a very clear process for having difficult conversations with people who have lived experience, wherein support will be available if requested or required.

Impact

We will assess the impact of the engagement and use the learning to improve our future community engagement.

- There will be a consistent approach for feeding back the outcomes and decisions of any work carried out. This may need to be flexible, depending on the nature of the work.
- The partnership will be reviewed at regular times.



- This will include the rationale behind the decisions and outcomes.
- Different ways of disseminating the outcomes will be used to ensure that the needs of individuals are met.
- During all projects, people with lived experience and their carers will be engaged fully in all monitoring and evaluation processes relating to the work they have been involved in.
- Debriefing meetings will be held at the end of projects and engagement processes, to discuss what went well and where improvements could be made. Appropriate action will be agreed and taken to improve the process for all those involved.
- The budget and plan for co-production will be regularly reviewed by the project leads and people with lived experience.
- Evaluation will take place using this Charter and the standards for co-production outlined within, using a matrix/self-assessment tool.
- Consideration will be given as to how well the project/piece of work has met its outcomes and targets.

STANDARD 4: REFLECTIVE

Methods

We use methods of engagement that are fit for purpose.

- Meetings will not be the only method of engagement. It should be recognised that many people are uncomfortable in this setting.
- All engagement exercises will be as wide-ranging as possible, using a variety of methods of communication, including surveys, focus groups, etc.
- Where appropriate, use will be made of groups that people with lived experience and carers already attend, including groups run by statutory services.
- All members of the partnership will explore new methods of engagement and recognise the importance of this development work.
- Practitioners across services and professional disciplines may have to adapt meetings and processes to ensure co-production approaches are embedded.

The People with Lived Experience Advisory Group hope that the information outlined within this charter document will support members of the partnership in developing and embedding co-production approaches to their practice, through a trauma informed, ethical lens, rooted in values that promote social justice and strive for equity and human rights.