

BOROUGH PARTNERSHIP CO-DESIGN CHARTER

INTRODUCTION

The purpose of the Charter is to clarify what we mean by “co-design” and set out a number of core principles, values and processes that Borough Plan Partners will adopt when designing new services, service pathways, facilities, or policies relating to accessing these services.

Co-design is when an individual and/or groups of people get together as equal partners with professionals to *influence* the way that services are designed, commissioned and delivered and policies relating to access and eligibility drafted and agreed.

The term “experts by experience” is used to include both current and past service users and Carers and those who might use the services in future.

BENEFITS

The benefits of adopting a co-design process are both tangible and intangible and there is a growing body of evidence to support this. There are benefits for all those involved:

Benefits for the project:

- Better idea generation
- More original and valuable ideas
- More advanced knowledge about customer or user needs
- Improved quality of service definition
- More successful innovations
- Improved decision-making

Benefits for customers or users:

- Better fit between service and customers or users
- Higher quality of service
- More differentiated service
- Higher satisfaction of customers or users
- Higher loyalty of customers or users
- More educated customers or users

Benefits for the organisations involved:

- Improved creativity
- Improved focus on customers or users
- Better cooperation between stakeholders

SCOPE

The scope includes services delivered or commissioned by Haringey Borough Partners and, in so far as they impact on Haringey residents, by the North Central London CCG.

Service Development

1. The development of existing services and design of new services and pathways should involve experts by experience from the beginning of the process.
2. The desired outcomes and benefits to the user of service developments / redesign should be clear from the outset and monitored on a regular basis to check that the outcomes / benefits have been realised.

Recruitment

1. Involvement in defining job roles / skill sets and selection of candidates for key roles by sitting on shortlisting and recruitment panels.

Commissioning

1. Working with commissioners to consider at an early stage the key outcomes to be delivered and to contribute to the development of strategy and policy
2. Working with commissioners to design new service specifications
3. Being part of the panel to select new providers for the service
4. Reviewing the new service on any monitoring group set up for this purpose.

Buildings

1. To be involved, along with professional colleagues in the client team, in developing the functional specification, of a specialist or generic building which has a health and social care or community function.
2. To be involved in any discussions relating to value engineering to reduce costs to bring it in line with the cost plan.
3. Where appropriate to be on the selection panel for design consultants
4. To monitor the progress of the building works after the start on site.

CAPACITY AND SUPPORT

In order to meaningfully participate in the co-design process experts by experience may need some assistance and support to make the time available and also some briefing or training on the context and technical jargon. When experts by experience

volunteer to be part of a co-design process there should be an initial discussion with them to identify any briefing/training requirements to engage meaningfully in the process.

It would be appropriate to pay expenses to include carer sitting, child care, transport and a food allowance if meetings last more than a couple of hours and/or are at lunchtime. This principle should be adopted for all those on co-design working groups and a small budget should be available to fund it.

Experts by experience may often need other support around IT infrastructure, access to printers and copiers and possibly office and meeting space. These are important considerations which will facilitate involvement from a wider group of people than may otherwise feel able to be involved. Borough Partners should facilitate this access wherever possible.

PRINCIPLES

We are committed to the co-design process; we will listen to and work with experts by experience to understand their priorities and help them meet them by:

Ensuring that service clients and carers (experts by experience) are involved at the beginning of a process, working with professionals on an equal footing with the same value being given to everyone's contribution.

Promoting and developing a culture that involves a very different way of working, defining and valuing knowledge. Professionals understanding that they are not the sole experts on the subject and they need to be skilled in active listening and working as equals in mixed groups of other professionals and experts by experience.

Giving experts by experience confidence that they will be listened too and that their contribution can make a difference and by asking all those involved in the process, lay members and professionals, if they thought that their contribution made a positive difference to the outcome.

Providing opportunities for Service users and Carers to chair or co-chair groups, as appropriate to the service being designed / re-designed and reflecting relevant experiences as a service user or carer; giving attention to the balance of power on panels and teams and lines of accountability.

Our project plans will include specific time and funding for the co-design process and should be a mandatory requirement in both outline and detailed business cases.

Producing a forward planning to identify all those future activities where co-design will be appropriate in order to give time to recruit suitable experts by experience from diverse backgrounds

Targeting recruitment of experts by experience who reflect the demographic makeup of the borough to ensure all voices are heard and services meet the needs of Haringey's diverse population.

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