



**North Tyneside Council**

# **Adult Social Care Engagement Standards**



Informing



Consulting



Involving



Co Production

**Easy Read Version**

## The Standards



North Tyneside Council believe that it is really important that people have a say about the services and supports the council provides that people use. Some examples of services are things like day care, homecare, Direct Payments and placements.



The standards show how the council will explain, listen and work with people when improving and changing services.

## These are the standards

### 1: Early engagement



Early engagement means involving people as soon as possible before any changes to services are made. People will have the time to make a real difference.

### 2: Clear purpose



A clear purpose means making sure everybody understands what is being talked about and how services might change.

### 3: Full information



This means sharing as much information as possible about changes to services in a way that people understand.

### 4: Working Together



This means making sure that there are lots of different ways to work together so that everyone has a voice. Different people like to work in different ways.

### 5: Time and support

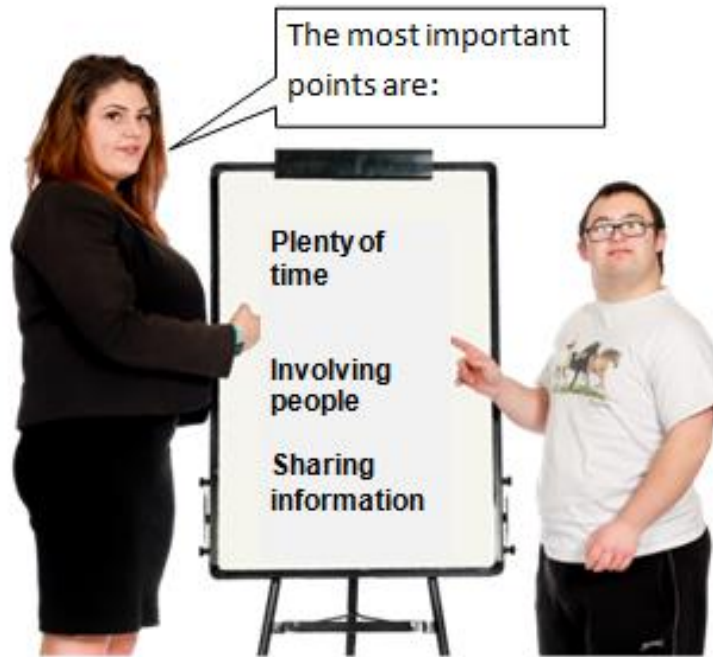


This means making sure people have enough time and enough support so that they can have their voice heard.

### 6: Feedback



This means we will let you know what has happened because of the things that people have told us.



## How we will make sure the standards work

### Informing people



We will make sure people have information in a way that they can understand.



Information will be given in plenty of time so that people can share their ideas and make a real difference to services.



Information will be shared in lots of different ways such as by face to face meetings, newsletters, flyers, websites.

## Consulting people



Consulting people is about finding out what people think about an issue. This can be done in lots of different ways. This makes sure everybody is supported to speak up in a way that they are comfortable with.

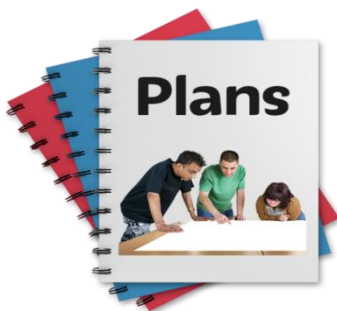


We will do this by things like having big and small meetings for people to talk about an issue as well as surveys.



We will involve people who use services and their families.

## Involving people



Involving people is about working regularly with the community. This helps us to understand people's concerns and what they want for the future.



We will do this by having service users and carers join the most important managers meetings. These are regular meetings that help to plan lots of different things. Families and service users also visit services to check out how well they are doing.



## Co-production



Co-production is when the council, families and service users work together as equal partners to improve services. It is about an equal team of service users, carers and professionals doing everything together from start to finish.

Some different ways that Co-production works are:



Working together in meetings to develop new services. This includes agreeing what services the council decides to buy for local people and how these services work.



Working together to run small business that helps support vulnerable people get jobs. Any money that made is used to make lives better for people who need support. This is called a Social Enterprise.



Working together to secretly try out services and reporting about how well they are working. This is called Mystery Shopping.

For further information please call (0191) 643 2777.

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