

Adult Social Care & Prevention

Working Together Plan (on a page) 2024

Our directorate approach to participation

What matters when we work with people who access our services?



What are the different types of participation?

- **Co-production** is an equal relationship between people accessing support and the people delivering services. They work together, from design to delivery. Decision-making about policies, and decisions about the best way to deliver services is fully shared.
- **Co-design** is when people who access services are involved in designing those services. They have genuine influence but are not involved in 'seeing it through'.
- **Engagement** is when we work together with groups of people to tackle issues affecting services they access or areas they live in. As part of this, we build relationships between the Council and our local communities to support community action.
- **Consultation** is giving people a say in decisions that affect them before we change how we deliver services.
- **Informing** is when people who deliver services tell people who access them about the services and explain how they work.

What steps are we taking?

1. Being creative with how we use resources
2. Involving seldom heard voices.
3. Improving our connectivity
4. Improving participation training & recruitment
5. Making sure we are working accessibly
6. Making sure we are being accountable
7. Working to share power and control
8. Recognising & celebrating lived experience
9. Communicating clearly

How can you get involved?

For online information, guidance and events going on in Newcastle, you can visit informationnow.org.uk. We use our website to letstalknewcastle.co.uk to highlight consultations.

There are many organisations that work with the Council to express the voices of people living in the city. These include Skills for People, Healthwatch Newcastle, The Elders' Council and Newcastle Carers. As we start to do more participation work, we will share opportunities to get involved directly with people who access our services.