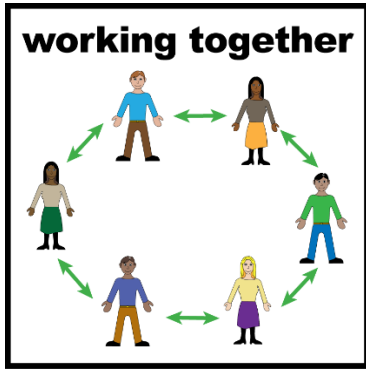


Easy Read Adult Social Care & Prevention Working Together Plan

MARCH 2024

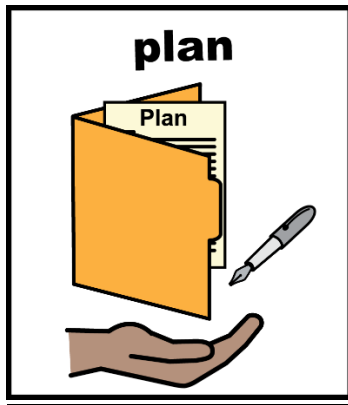
Newcastle
City Council 



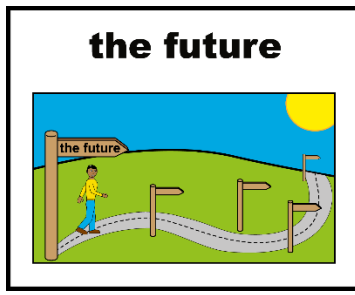


Welcome to the Adult Social Care and Prevention Working Together Plan.

It will show how the Council and local people will work together to make sure everyone lives their best lives in Newcastle.



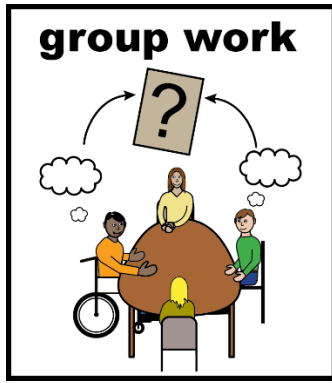
The plan says why we think working together is important. It will say what people have said matters when we work together and how we will work together.



It will show you the work the Council has already done and what we want to do together in the future.



We value the voice of people who access adult social care services. This plan will help us have those voices shape what we do.



We have made this plan with lots of people who came to workshops and filled out activity packs in January 2024.



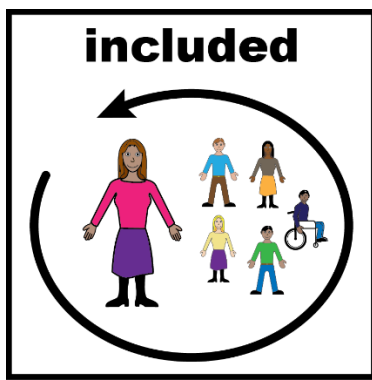
We want to say thank you to everyone who has given their time and energy to helping shape this plan and everyone who will help make it happen.

What is Adult Social Care and Prevention?

It is part of Newcastle City Council.

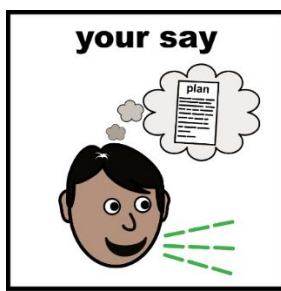


It supports adults living in the city who need care to live their best lives.



What is participation?

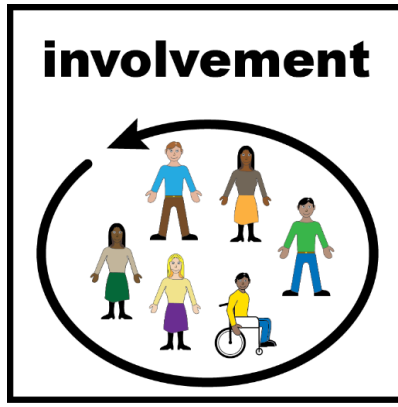
Participation means different things to different people. There are different ways to do participation. It is when we work together on projects.



Consultation is when we give people a say in decisions that affect them before we change how we deliver services.



For example, the Council asked people who lived in supported living what they think about it. One person said they felt stigma about the place they lived. This led to the contract being changed to make it better.



Engagement is when we work together with groups of people to make services they access or areas they live in better. As part of this, we build relationships between the Council and communities.



For example, the Council holds events in the city. People come and share what is going on where they live and work. This helps connect the council and organisations to help work together.



Co-design is when people who access services are involved in designing services. They have genuine influence but are not involved in 'seeing it through'.



For example, the Council runs a service for people who have left hospital and are waiting to go back home called Connie Lewcock. The people staying at there meet every week to talk about their stay and choose what activities they want to do over the next week.



Co-production is equality between people accessing and people delivering services. They work together to make decisions about how services are designed and delivered.



For example, Skills for People and the Council work together to support people with a learning disability and / or autism.

The Peer Community Connectors, Thomas and Michael, are people with lived experience. They help people to make the most of the support, activities, places, and people available in their community, to help them become as independent as possible.



Why do we need to do participation?

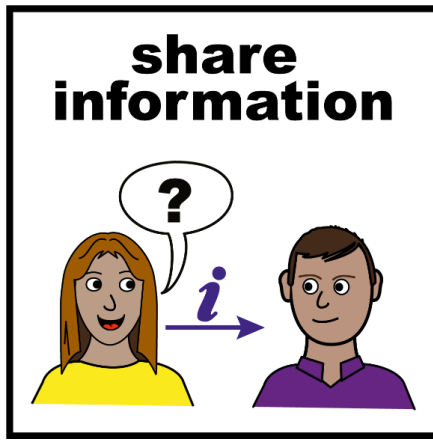
There is already good participation work happening in the Council. We have put some examples of this in this plan. We need to do more.



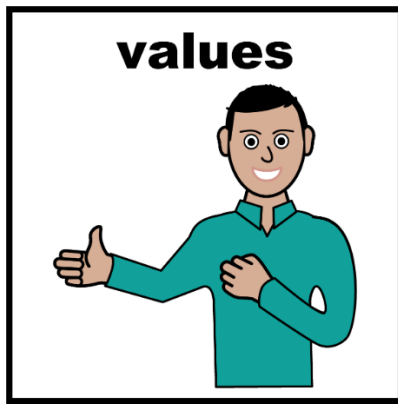
Some people said they think staff guess what people want instead of asking them. By doing more participation we can have services that work for every single person.



A plan to how we do participation will help staff feel happy to do participation. It will make it easier for people who access our services get involved in saying what the services should look like.



When we were making this plan, some people said that the Council have problems with communication. We must get better at telling people about our services. These are the first steps on the ladder of participation.



What matters to us when we work together?

We have six values that will shape how we work together with people who access services.



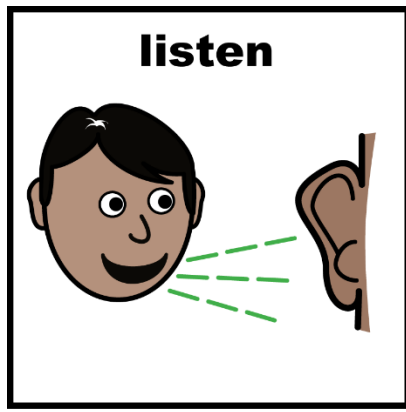
Trust

Outcomes must be clear so that people with lived and learned experience can see impact from their input. We need to be open and honest, reliable, and do what we say we will do.



Clear planning and communication

Shared goals need to be set at the beginning of any participation work. We need to check we have understood what people have told us. Information needs to be correct and up to date.



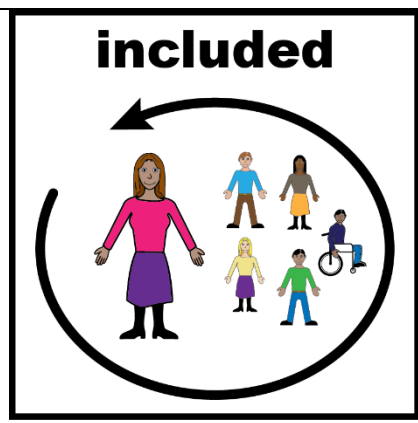
Active listening

Everyone must listen and a right to be listened to.



Inclusivity and recognition of individual & collective strengths

Everyone involved needs to feel valued. We need to make sure that we are looking at everyone as an individual who can bring experience and skills to the table.



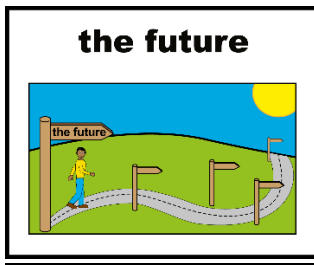
Including seldom heard voices

We need to work on including seldom heard groups. We need to be inclusive in how we communicate.

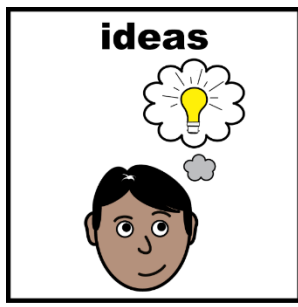


Meaning and Enjoyment

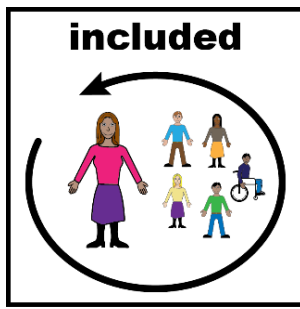
If we are doing it properly, participation should be fun and exciting. We need to make sure that our results are meaningful. Everyone needs to care about the project.



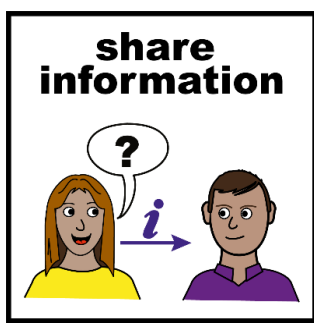
What steps do we need to take?



We need to be creative with the way we use resources.



We need to make sure we work to involve seldom heard voices.



We need to improve our connectivity and cross-organisational working.



We need to improve participation training for staff and use participation in recruitment of new staff.



We need to make sure we are working accessibly.



We need to make sure we are being honest and accountable in our actions and outcomes.



We need to work to share power and control.

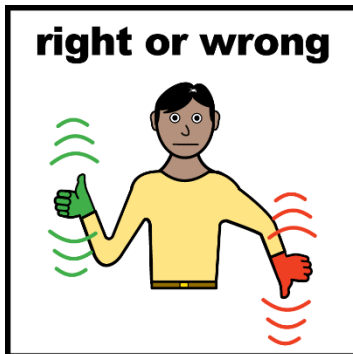


We need to recognise and celebrate lived experience.



We need to communicate clearly.

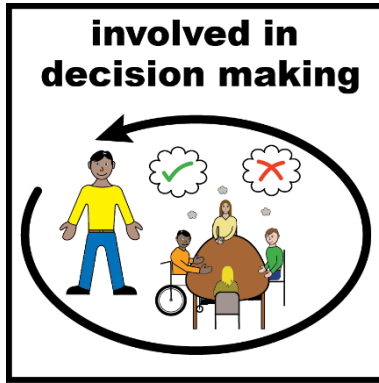
How will we know we are getting it right?



We will know we are getting things right when local people tell us they have a strong voice in shaping local services, we hear from a diverse range of people, and lots of local people actively engage in participation opportunities.

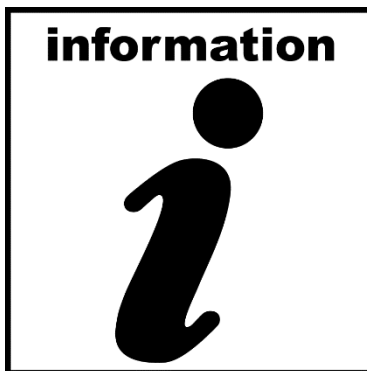


We will check we are doing this well by getting examples of good work. We will also send out surveys, ask for direct feedback and look at our compliments and complaints.

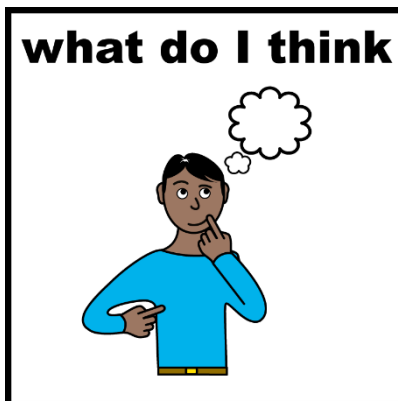


How can you get involved?

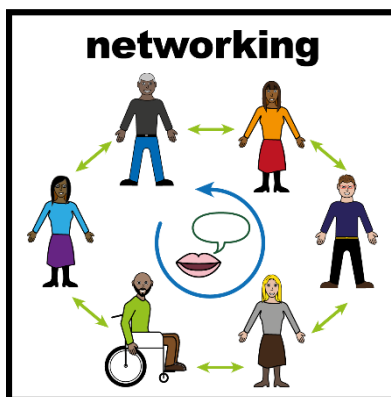
Here are some ways people who access our services or interact with Adult Social Care and Prevention can work with us to help shape our services.



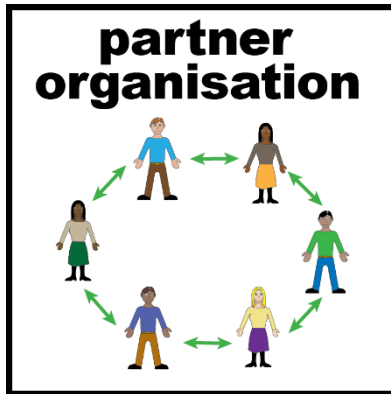
For information and advice, have a look at our website informationnow.org.uk.



We use our website [Let's Talk Newcastle](http://letstalknewcastle.co.uk) to highlight consultations that people can get involved with. Look at letstalknewcastle.co.uk get involved.



If you volunteer or work for an organisation in Newcastle, getting involved with Neighbourhood Networks is a great way to learn more about what is going on in your area.



There are many organisations that work with the Council to express the voices of people living in the city. These include:



Skills for People, for people who learning disabilities and/or autism and their families.



Healthwatch Newcastle, who express the views of people who access health and social care services.



The Elders' Council for people who are over the age of 50.



Newcastle Carers which is an organisation which provides support to carers and allows them to be heard.



And many more. For more information on groups in Newcastle, look at informationnow.org.uk/organisations.



As we start to do more engagement, co-design, and co-production work, we will share opportunities to get involved directly with people who access our services.



You can also keep up to date on Newcastle City Council's social media accounts or look at our dedicated webpage: <https://www.newcastle.gov.uk/services/care-and-support/adults/adult-social-care-strategies-and-plans/adult-social-care>