



North Yorkshire Council

Health and Adult Services

Easy Read Involvement Charter

This is our Involvement Charter

It explains how Health and Adult Services will involve people and communities in our work.



We will **co-produce** our services and support.

Co-produce means we will work with people and communities as equal partners.






We will involve people and communities from the start and offer different ways for people to take part. For example, talking to us at events, doing surveys or being creative.



We will accept that involving people takes time. We need to build relationships and trust.

Building trust means keeping your promises and admitting your mistakes.

	<p>We will value people's experiences and what they are good at.</p>
	<p>We will listen to what people tell us. We will let everyone know how they have made a difference.</p>
	<p>We will understand all the different people in North Yorkshire.</p> <p>We will make sure everyone can take part.</p>
	<p>We will be clear about why we involve people and what is good about taking part.</p>
	<p>We will value what our staff know and their experiences.</p>

	<p>We will work with staff, the NHS, communities and others to make sure we know who is working with different groups and to share information.</p>
	<p>We will support staff and people to learn how to work together as equals. Equals means everyone's voice is as important as each other.</p> <p>We will make sure everyone has time to learn new skills.</p>
	<p>We will work together to:</p> <ul style="list-style-type: none"> • make our Involvement Framework real. • check we are making good progress. • keep developing it.



North Yorkshire Council Health and Adult Services Involvement Framework

This is an easy read version of our **Involvement Framework**.

An **Involvement Framework** explains our ideas about how we work together with people to design and deliver our services.






We worked with people in North Yorkshire to make our Framework.



What is involvement?

Involvement means listening to people's ideas and involving them in decisions about our work.

The next page explains some different words that describe different types of involvement.

	<p>Co-production means working together as equals from the start with people who use health and care services, carers and communities.</p>
	<p>Co-designing means people and professionals designing something together.</p>
	<p>Engagement means listening to people's views and talking about ideas.</p>
	<p>Consultation means asking for people's views on one or more ideas or options.</p>
 <p>Information</p>	<p>Informing means giving information on what we will do.</p>



Christopher Porter is a self-advocate who worked with us on this Framework.

Christopher says:

‘Co-production is a superpower!’



We want to **co-produce** as much as we can. If we can’t co-produce something we will be honest about this.



Why does involvement matter?

Good involvement has lots of benefits.

Good involvement helps the council get things right first time.

Good involvement can also improve people’s lives. People told us that:



“There’s a big difference from being done to. You can make changes, improvements and change direction”



When will we involve people and communities?

We will involve people in planned projects like:

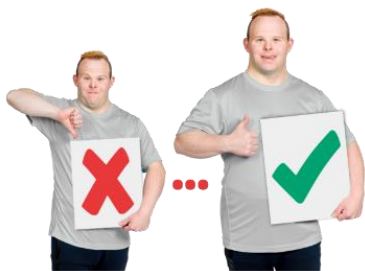
- designing new services, like services to help people stay well and live good lives.
- making services and support better
- making new plans about how we do things.
- training staff.
- making important changes to how we do things.



We will also keep having regular conversations with groups and communities in North Yorkshire.

This is so we can get to know each other and find out what people want to talk to us about.

We want to help communities work on the things that matter to them.



People can also give us feedback about our services and support. For example, they can make a complaint or tell us what was good.

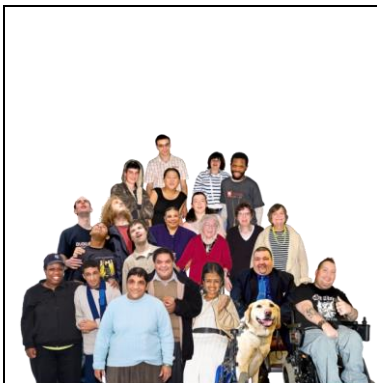
You can find out how to do this online at <https://www.northyorks.gov.uk/your-council/get-touch/complaints-comments-or-compliments>

You can also write to us at:
Customer Response Team,
Health and Adult Services,
North Yorkshire Council,
County Hall,
Racecourse Lane,
Northallerton,
DL7 8DD.

Or you can call us on 01609 533642.

We will listen to people's feedback to help us improve.

	<p>We also pay other organisations to provide some services. We want them to involve people in their work too.</p> <p>We will include involvement in the list of things they need to do and check how they are doing.</p>
   	<p>Who will we involve in our work?</p> <ul style="list-style-type: none"> • People who get support or need support • Unpaid carers • Family and friends • Council staff • Councillors • Healthwatch North Yorkshire, an organisation that gathers people's views about health and care services • Other organisations that work in health and care • Other people who live, work and volunteer in North Yorkshire



We will involve people with different experiences and different backgrounds in our work.

We will work hard to make sure everyone is heard.

	<h2>How will we involve people?</h2> <p>We will plan involvement as early as we can. This will help to make sure that people are involved from the start and have time to take part.</p>
   	<p>When we plan involvement we will:</p> <ul style="list-style-type: none"> • explain clearly what we want to work together on and why. • ask people how they want to be involved. • try to fit around what works for people and communities. • make sure everyone feels included and can take part. • have new ideas and be creative about how people can take part. • talk to other organisations who are involving people to see if we can work together.



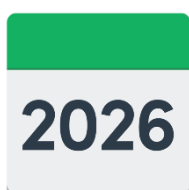
We will also:

- think about what people will get out of being involved.
- value people's skills and experiences.
- work with people as equals.
- be honest about what is difficult and ask people to help us solve problems.



After we involve people, we will:

- let everyone know how they have made a difference.
- keep everyone updated about what is happening.
- explain if there are reasons that we cannot change something.
- tell everyone if something has been co-produced.
- think about what went well and what we could do better next time.
- share what we learned with others.



How will we make our ideas happen?

We will support everyone to keep learning and developing their skills. We will talk to people about what support they need.

We have worked with people to make a plan to help us do all the things we have put in this Framework.

We have also made a checklist so we know if the actions are making a difference.

The Council will work with people and communities to make sure we are following our plan. They will look at any changes we need to make to do better.





We will check how we are doing and keep people updated about this.

We will review the whole Framework after 2 years. This means the Framework will be checked in 2026.



Thank you to the group of people who worked on the Involvement Framework. Here are their names:

- Sally Anderson
- Dan Atkinson
- AB
- Claire Canavan
- Phil Dodson
- Maggie Donnelly
- Councillor Michael Harrison
- Michelle Miles
- Katie Peacock
- Emma Plant
- Christopher Porter
- Victoria Sandell
- Richard Webb
- Helen Williams

  	<p>If you want to find out more about involvement you can:</p> <p>Visit our website at www.northyorks.gov.uk/getinvolved</p> <p>Email us: HASengagement@northyorks.gov.uk</p> <p>Call us on 01609 534916.</p>
	<p>You can also write to us at:</p> <p>Participation and Involvement Team, Health and Adult Services, North Yorkshire Council, County Hall, Racecourse Lane, Northallerton, DL7 8DD.</p>