**Working together for each other**

**Brent Changing Mindsets Co-Production Standard.**

**The Brent Changing Mindsets Standard** - BCMS - is a recognised symbol of co-production between mental health service providers and service users in Brent. The BCMS will be awarded to service providers who can evidence co-production of new mental health services: they will be able to include the BCMS symbol in their promotional material for that new service.

**What is co-production?**

Co-production is a way of working whereby everybody comes together on an equal basis to create a service or reach a decision which works for them all. It is a meeting of minds finding shared solutions: people who use services and carers working in equal partnership with professionals towards joint goals.

Co-production can mean that people are less likely to use acute services (prevention) and can help to sustain and promote wellbeing. It can assist you to achieve many of the main principles of the Care Act.

The benefits of accreditation include:

* Develop and embed a customer-first culture.
* Improve customer access and satisfaction.
* Increase customer loyalty and advocacy.
* Enhance your brand.

**How to evidence co-production standards**We want to make the accreditation process easy and straightforward for you. The principles of equality, diversity, accessibility and reciprocity are important values for putting co-production into action.

**Application process**

To be awarded our prestigious BCMS, your organisation needs to demonstrate some key behaviours. You should demonstrate that you have in place some or all of the following principles when co-producing. Please indicate Yes or No to indicate whether you adhere to each of the following:

**The Brent Changing Mindsets Standard** **Application form**

To apply for the BCMS Co-design symbol please complete the following:

|  |  |
| --- | --- |
| **Name of organisation** |  |
| **Name of person completing the form** |  |
| **Address** |  |
| **Phone number** |  |
| **Email address** |  |

|  |  |
| --- | --- |
| **Name of the mental health service** |  |
|  |  |
| **Name and contact details of your service user group** |  |

* People who use services and those with lived experience are valued as assets and are rewarded (financially if appropriate). **Yes / No**
* Service users and carers are recognised as bringing together different perspectives, knowledge and experience to help make services better. **Yes / No**
* People who use services and carers are involved in all aspects of the service – from planning and development to delivery. **Yes / No**
* Regular monitoring ensures that contributors represent our diverse community. **Yes / No**
* Policies and procedures are co-produced: ‘Nothing about us, without us’. **Yes / No**
* Everyone involved agrees a definition, roles and vision before taking part. **Yes / No**
* Seldom heard groups are included. **Yes / No**
* Safety plans and risk assessments are carried out. **Yes / No**
* Lines of communication are open and technology is used for easier access: whether face to face, Skype, Zoom/Teams or email. **Yes / No**
* What is confidential and what is shared openly is agreed in advance. **Yes / No**
* Training and support are provided to all. **Yes / No**
* Training is ideally led or co-led by service users. **Yes / No**
* Questionnaires are used as a good source of feedback. **Yes / No**
* Problems are solved collectively, with organisations saying sorry when they make mistakes and sharing lessons learned. **Yes / No**
* Websites and materials are co-produced and easily accessed.

**Yes / No**

* Plain English is used and jargon avoided. **Yes / No**
* Venues (meeting rooms and car parks) are accessible. **Yes / No**
* Regular reviews of progress take place. **Yes / No**
* All who contribute are made aware of how their involvement has made a difference. **Yes / No**

Please email **Danny Maher** ([Danny.Maher@ashfordplace.org.uk](mailto:Danny.Maher@ashfordplace.org.uk)) explaining how you meet these criteria, and provide details, including contact details, of the service user group(s) that you work with. A Brent Changing Mindsets member will then contact you to discuss your application and next steps towards accreditation.