

Co-Production Framework





What is Co-production?

Co-production is an equal relationship between people providing and people receiving services. Knowledge from lived experiences and professional experience is equally valued.

People actively share information, knowledge, power and responsibility for decision-making. We work together to plan, design, deliver and evaluate services to make them as effective as possible for those that need them.

Co-production - A Short Video





Why Co-Production?

Thanks to research, the business world has known for years that diverse teams deliver more innovation and creativity. They also find more potential solutions to complex problems than teams of people who have similar experiences and often think the same. In business, diversity drives growth and is good for the bottom line, so it's a no-brainer.

Whether it's to do with health, education, local facilities, businesses or community safety, public services deal with creating a better quality of life for residents. It makes sense that the more diverse the residents involved in the teams that create and deliver services, the better the services are likely to be. Lots of cities and towns up and down the country are working in co-productive relationships with residents. These projects find that their community's quality of life improves as well as services being more efficient.

Co-production Activities

Co-Planning

To get a co-production project started, it's important to co-plan. The sooner the different people interested in a project get together to do this the better.

Planning helps to develop the project's aims. As part of planning the group might talk about resources needed, whose voices are missing and what needs to happen next.

Co-Design

Co-design is the process where a diverse range of people work together to decide the what, where and when of the project.

The group should include experts by lived experience and experts by profession.

Working together as co-designers allows the group to co-create innovative and inclusive solutions

Co-Delivery

Co-delivery is when the project can only operate by actively involving the community, either as staff or volunteers.

Not every service will be co-delivered but it's important to be clear about that as part of the co-design process.

Co-Evaluation

Co-evaluation reflects on how well the project has gone. It measures whether the project has met its aims, what has been learnt and think about the impact on people's lives.

Co-evaluation is critical to future service development and improvement. It also helps to maintain co-productive relationships

Principles of Co-production

Accessibility

Use creative solutions so people who want to contribute to co-production can

Honesty

We are honest with each other. We identify where different agendas may compete

Shared understanding

We create this together but it doesn't mean we all agree. Co-production needs the tensions and differences of perspectives to draw the richest picture



Courage With Compassion

We step out of our comfort zone and understand others do the same



Principles of Co-production

Inclusivity

A range of people who use and deliver services are openly invited to participate so we have a diversity of perspectives



Reciprocity

We ensure that voluntary contributions to co-production are recognised and rewarded in a range of ways



Resource

We commit sufficient time, space and energy to work co-productively



Principles of Co-production



Transparency

We know what we are working on and why and we regularly communicate to others about co-production initiatives and activity



Respect

We respect all voices and range of viewpoints



Humility

We agree we can't predict the future, none of us own it and all of us only have a partial view of the world

Challenges



Resources, Time and Energy.

Getting people engaged with co-production takes time and energy. Adequate resources need to be made available for co-productive work.



Stepping Out of Comfort Zones

Working this way might feel different at first. It helps people to step out of their comfort zone and be open to new ways of doing things. This is the same for experts by profession and experts by experience.



Trusting Relationships

Co-production depends on positive relationships. That doesn't mean everyone agrees about everything all the time. It means people can share their different perspectives to benefit the process.

Benefits



Personal Development

Participants develop new networks and skills that can be personally enriching and vocationally rewarding.



Better Services for the Community.

The community gets services that are fit for purpose and work better for everybody. This creates stronger communities and greater resilience.



Tangible Impact on the Community.

Local organisations and staff are able to create more impact in their roles and add value to their professional input.

Great Examples

REACH Recovery College - Trust Links

An example of local co-delivery is the REACH RecoveryCollege run by Trust Links. REACH students, who have lived experience of mental health, learn different ways of managing mental wellbeing. Students often work together with college staff co-designing courses. Some also opt in to peer support training and run courses alongside staff.



Great Examples

PIP - A Better Start Southend

After the mascot was unveiled, the one thing that it was missing was a name. Suggestions for a suitable name were sent in by the general public, and the ABSS Mascot Group (including Parent Champions who have driven the project every step of the way) chose the top six from the many options that were put forward. Pip was then chosen by the public from well over 200 votes both online and at their family-friendly 'Who's the Expert' conference.



What Makes Co-production Successful?



The strength of co-production lies in the diversity of experiences and perspectives that come together to improve something that already exists or to create something new. It's important to make sure that different voices are able to participate in co-productive processes. To make sure the widest range of people are able to participate co-production activities need to be inclusive and accessible. Transparent communication is vital.

People might not always want to be involved but everyone who might be affected by co-produced projects should be given the option to contribute if they want to. Keeping an open mind and heart is also important. This allows the process to hear from different people and draw the richest picture of where we are and where we want to get to, together.

**Thank you to all of the
organisations who are
championing co-
production & creating
more collaborative
working**

SAVS

Southend-on-Sea Borough
Council



SAVS (Southend Association of Voluntary Services)

SAVS have recently renewed their commitment to working co-productively by successfully recruiting for two co-production roles in partnership with A Better Start Southend. Projects under their umbrella already championing co-production are Turning Tides, Folk Like Us & Social Prescribing



A Better Start Southend

Livewell Southend



The National Lottery
Community Fund



Trust Links

