

## Co-production – The Approach for York

### What is co-production?

*The term co-production refers to a way of working, whereby everybody works together on an equal basis to create a service or come to a decision which works for them all.*

*It is built on the principle that those who use a service are best placed to help design it.*



### What is great about co-production?

- \* Everybody is equal.
- \* The outcomes are meaningful and positive.
- \* People who use your services, carers and families are seen and recognised as assets.
- \* Your service will improve.
- \* It is a fun and productive way of working together.
- \* You have the opportunity to see different perspectives that may differ from your own.

### What is important for co-production?

#### 10 Top tips

1. Co-production must start as an idea that blossoms with everybody involved having an equal voice.
2. Come to the table with a blank agenda and build it with people who use your service, their carers and families.
3. Involve people who use services, carers and their families in all aspects of a service – the planning, development and delivery.
4. In order to achieve meaningful, positive outcomes, everybody involved must have the same vision, from front line staff to management/board members.
5. Start small and build up to bigger projects, letting people lead, not professionals.
6. Acknowledge that a range of skills are needed for co-production.
7. Recruit the right people that support co-production.
8. People who use services, carers and families should be clear about what their expectations are and be fully engaged in the process.
9. People who use services and their carers know what works, so you can't get it right without them.
10. Don't take responsibility for solving every problem—allow the group to find collective solutions.

### How can you support co-production?

- \* Ensure appropriate and adequate resources are available to support co-production (participation fees, expenses, easy read documents and access needs).
- \* Ensure frontline staff have everything they need to for co-production, including time and flexibility.
- \* Ensure no one group or person is more important than anyone else. Everyone can contribute given the right support.
- \* It is important to have good facilitation and listening skills, and to reflect and act upon what is heard.
- \* Acknowledge and respect what people who use services, their carers and families say.
- \* Ensure everything in the co-production process is accessible to everyone taking part.
- \* Before you start the work, decide together how you are going to work and what will make it successful, then stick to it.
- \* Accept that sharing power means taking risks. Take a chance!
- \* Learn to share power. Doing things differently means we can work across a whole range of issues that confront us.
- \* Work with the group to support a clear set of identified values with a collective sense of direction.
- \* Don't use jargon or acronyms, plain English is better for everybody.
- \* Create the expectation that people who use services, carers and families will be involved in every aspect of service planning, design/development and delivery at every level.

## What is co-production?

"Co-production means delivering public services in an equal and reciprocal relationship between professionals, people using services, their families and their neighbours" (New Economics Foundation).

Co-production is defined as designing, reshaping or delivering services in equal partnership with the people who use them in order to create better services and outcomes.

There are 4 key principles of co-production. These are:

- Seeing people as assets
- Recognising the core economy
- Promoting reciprocity
- Building social networks

Social Care Institute of Excellence define these as equality, diversity, accessibility and reciprocity.<sup>i</sup>

## Developing Co-production

### ***People at the heart of getting things done***

Co-production recognises that everyone has an important contribution to make. It recognises that when we value people's lived experience equally alongside professional expertise, this leads to better, shared solutions.

### **Plan**

We can work out what is needed and develop ways to meet gaps with our service users and communities by holding open conversations.

### **Do**

We want to make sure that what we build together includes ways that individuals and communities can contribute to their own support.

### **Review**

We will listen to feedback and comments from those using services to tell us how it's doing. We will involve people directly in monitoring services.

### **Analyse**

Again consultation and feedback from the ground up supports the decisions about any changes that need to be made for the future commission.

## Getting started

We are already delivering lots of work in a co-produced way. Our next steps are to make sure this way of working becomes York's usual way. We need to work together to raise awareness of co-production, and publicise ways to be involved.

## More information

There is lots of useful information available online, particularly through Think Local Act Personal - <http://www.thinklocalactpersonal.org.uk/> and the Social Care Institute of Excellence - <https://www.scie.org.uk/>.

Six principles for engaging people and communities:

<http://www.nationalvoices.org.uk/node/1481>

At the heart of health:

[http://www.nesta.org.uk/sites/default/files/at\\_the\\_heart\\_of\\_health\\_-\\_realising\\_the\\_value\\_of\\_people\\_and\\_communities.pdf](http://www.nesta.org.uk/sites/default/files/at_the_heart_of_health_-_realising_the_value_of_people_and_communities.pdf)

Engaging and empowering communities:

<http://www.thinklocalactpersonal.org.uk/assets/Resources/BCC/EngagingAndEmpoweringfinal.pdf>

NHS Clinical Commissioners

<http://445oon4dhpii7gjvs2jih81q.wpengine.netdna-cdn.com/wp-content/uploads/2015/05/NHSCC-Engaging-the-Public-Final.pdf>

Creating person centred organisations

[http://www.ideaswa.net/upload/editor/files/creating\\_a\\_person-centred\\_organisation\\_helen\\_sanderson.pdf](http://www.ideaswa.net/upload/editor/files/creating_a_person-centred_organisation_helen_sanderson.pdf)

## Key indicators of co-production

- You have identified a problem or a question to explore not an answer to it

- You have a clear mechanism for bringing people together throughout the project, not just at the beginning and the end – engagement is embedded throughout
- Venues are varied and go beyond statutory offices and services
- Initial conversations involve a wide range of stakeholders, including people directly affected by the problem, front line staff, and local bodies with an interest in the work
- There are opportunities to bring more people in as ideas grow
- The discussion is open and transparent, approached with curiosity and a desire to explore
- The scope and expectations are clear
- The work is an equal partnership

<sup>i</sup> <http://personcentredcare.health.org.uk/overview-of-person-centred-care/what-person-centred-care>

<sup>ii</sup> <http://www.scie.org.uk/publications/guides/guide51/what-is-coproduction/defining-coproduction.asp>

<sup>iii</sup> <http://www.scie.org.uk/publications/guides/guide51/what-is-coproduction/principles-of-coproduction.asp>

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