Co-Production
Toolkit

Fulfilling Lives in Islington & Camden

shp

preventing homelessness
transforming lives

How to use the Toolkit

Part 1

You can use or work through this toolkit individually, but the activities in **Part 1** are also designed to be used with others in your team (and the people you support!).

The activities are there to help facilitate conversations about co-production, identify places to start and possible barriers, develop shared understandings, values and approaches. **Part 1** also includes different engagement methods and co-production facilitation tools and techniques.

You could use these activities to support with learning about and building your approach to co-production alongside people who work, volunteer and access support services.

Part 2

Part 2 includes checklists to be used for planning specific co-production projects.

Contents

Part 1 • Developing your Approach to Co-Production

What is this section for?

- **Address** at what level you're currently at and what you're currently doing.

- **Start** conversations around co-production.

- **Identify** where you can start to implement this way of working

- **Develop** a shared understanding of what co-production is and how it can be applied to your organisation and processes.

- **Explore** and develop your own approach to co-production.

- **Address** blocks and challenges.

Why is this section important?

- **Without this** thinking and reflection, it will be challenging to implement meaningful co-production opportunities.

- **Addressing motivations** and purpose also helps to collect evidence and gain support for working in this way.

1A • What is Co-Production?

Basic Definition

There are lots of definitions and approaches to co-production that can be applied to different contexts.

A simple understanding is important – how you understand and approach it as a team, organisation or service should be developed together.

Below is an understanding of co-production that FLIC uses...

" Co-production is a way of working underpinned by the belief that 'People who have experience of a problem [should be] involved in creating the solutions to those issues' "

-Toynbee Hall

https://www.toynbeehall.org.uk/09/07/2021/journey-of-a-co-production-facilitator-collaborating-with-residents-to-make-a-safer-and-more-connected-borough/

https://www.toynbeehall.org.uk/09/07/2021/journey-of-a-co-production-facilitator

Ladder of Participation

Developed by Shery Arnstein in 1969, the ladder shows different levels of participation for citizens, residents, clients, service users, people in decision making processes – whether that's designing or delivering services, or making decisions about the care you receive.

More information on the model can be found here - *https://www. citizenshandbook.org/arnsteinsladder.html*

Source -

https://revolving-doors.org.uk/publications/service-user-involvement-guide/

Further info -

https://organizingengagement.org/models/ladder-of-citizen-participation/

FULL CONTROL

Service users control decision making at the higher level

SHARING POWER

Service users share decisions & responsibility, influencing & determining outcomes

PARTICIPATION

Service users can make suggestions & influence outcomes

CONSULTATION

Service users are asked what they think but have limited influence

INFORMATION

Service users are told what is happening but have no influence

NO CONTROL

Service users are passive consumers

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Principles of Co-Production

These principles have been developed by the New Economics Foundation (NEF) and can be read in more detail here -

https://b.3cdn.net/nefoundation/946910eae8c00ae1c8_q6m6iveqt.pdf

1 • Recognising People as Assets

People are seen as equal partners in designing and delivering services, rather than as passive 'service users' or a pressure on the system. Everyone has expertise and knowledge and are experts in their own lives.

2 • Building on People's Capacity

Recognise that everyone has the ability to play an active role in their recovery and shape the care they need and want. Co-production should support people to develop these abilities.

3 • Mutuality & Developing Two-Way Relationships

All co-production involves some mutuality, both between individuals, carers and public service professionals and between the individuals who are involved. Co-production recognises that everyone has something to share and teach.

4 • Encouraging Peer Support Networks

Peer and personal networks are often not valued enough and not supported. Co-production builds these networks alongside support from professionals.

5 • Blurring Boundaries Between Delivering & Receiving Services

The usual line between those people who design and deliver services and those who use them is blurred with more people involved in getting things done. Building trust, removing assumptions and breaking down barriers is essential to building these relationships.

6 • Facilitating, Not Delivering To

Public sector organisations (like the government, local councils and health authorities) enable things to happen, rather than provide services themselves. An example of this is when a council supports people who use services to develop a peer support network.

Co-Production is therefore not -

- People just telling stories about their experiences...
- People just giving feedback and filling in questionnaires or surveys...
- People contributing a small part to a larger process...

Activity 1

True or False • What is Co-Production?

Statement	True?	False?
Co-Production means things can take longer to get done or to happen		
Co-Production is about sharing stories		
Co-Production should aim to rebalance power between decision makers and people accessing services		
It is a requirement for commissioners to work in a co-produced way		
Everyone should be able to get involved in co-production activities in some way		
Co-production means running groups and listening to viewpoints and ideas of people with lived experience		
A principle of co-production is that 'professional' expertise is less valuable than lived experience expertise		
Co-Production should challenge our assumptions about what we think 'works'		
Co-Production is not about using existing evidence and research about what works. It is rooted in lived experience		

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Activity 2

Ladder of Participation Reflection - Where Are You At Now?

? Where would you place your whole organisation on the *Ladder of Participation*?

? Where would you place your team on the *Ladder of Participation*?

? Where would you place yourself in relation to your role (supporting people, working with clients), if relevant?

? In your role (as a commissioner, support worker), at what level on the ladder do you think you should be working?

At what level do you think it's most realistic to be working? Why?

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Who could you try this activity with?

This can be a starter conversation - to get people to stop and reflect on how you currently work, where you might be working and any initial barriers or concerns about getting to the top!

Try it in a team meeting to get people thinking.

Try with a group you're running, show to a client/someone you're supporting.

Put it up in your office space and get people to write down where they would place themselves.

Make a note of initial discussions, ideas and feelings around co-production - what are you noticing?

These can be addressed in more detail when you're planning your approach.

1B • Purpose & Motivations

Why do this section?

- **Lived experience** perspectives and knowledge should be crucial in shaping our understanding about what works, and what support people need and want.

- **Working** co-productively might involve a shift in the way you currently work and it might challenge current understandings of what works and what people need.

- **To take on this challenge** requires the support of everyone. It is important to make sure you are working under the same shared understanding.

- **This means** that you can begin to embed co-production into the culture of your orgsanisation so it undeprins and shapes your approach to designing and/or delivering services.

Activity 3

Identifying Areas for Co-Production - Where Could you Start?

This discussion aims to identify why your work needs to be shaped by perspectives and knowledge of people with lived experience. It may seem obvious – but sometimes it's important to identify the assumptions we're making about what works, or where our own understandings come from.

Try out Activity 3 to explore areas where people with lived experience can be involved in designing solutions to complex issues and challenges.

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List all the different policies, decisions, processes and activities that are involved in the design and/or day-to-day delivery of services.

(See an image from a FLIC Co-Production workshop on page 22 for inspiration!)

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Which of these different areas, decisions and processes do service users and people with lived experience get to influence?

What should people with lived experience influence and be involved in?

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What feels realistic to co-produce?

What could you try now?

What feels more difficult right now, but could be a long-term goal?

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"What Could People Influence in the Design and Delivery of Services?"

services provided

assessment processes

intensity of intervention

keywork sessions

programme development

discharge

activites

how funding is spent

design of spaces

service delivery

workforce development

tendering process

referral criteria

bid scoring

environment

funding

engagement

eligibilty criteria

interview process

policy

specifications

language

service journey

service decoration

equality of outcome

project boards

assessments

staff recruitment

quality assurance

interviews

safety plans

assessment

support groups

completely new service

phsyical space

groups

physical environment

activities on offer

priorites

ways to engage

budget allocation

housing providers

how to make first contact

positive activities

interviews of new members

the design and delivery

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Activity 4

How Can People with Lived Experience be Involved in Creating & Designing Solutions to the Issues & Challenges they Experience?

Indentify something within your team/organisation/role that you're stuck on.

Is there a block or challenge you're trying to solve?

A recurring issue?

What's happening?

How have you tried to address or solve this issue?

What solutions have you tried?

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What's worked well?

What still isn't working?

Why did you choose these solutions?

What influenced or shaped these solutions?

How has learning from and working alongside people with lived experience shaped any solutions to this block/challenge?

How could people with lived experience help to develop solutions?

Or provide a different perspective?

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Activity 5

Establishing a Shared Purpose

Use these prompts and your discussions from the previous activities to put together a shared purpose for applying co-production to your way of working.

- We need to work in a co-produced way because….

- It can improve the way we work through…

- Lived experience, expertise and knowledge can help us to understand…

- Lived experience is important for what we do as a team/ service because…

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1C • Values

- **Co-production** is a value-led way of working, requiring organisational cultural change to be meaningful and effective.

- **This section** will explore what co-production means for your team or organisation, and will help to explore how this way of working can fit into your current way of working. This will hopefully support you to reflect:

1. **How** do your current ways of working reflect the values underpinning co-production and, ultimately, allow for this way of working?

2. **How** do you currently work and how does this support embedding co-production into your organisational culture and way of working?

3. **What** might need to change?

4. **What** feels difficult about embedding this way of working into current practices and processes?
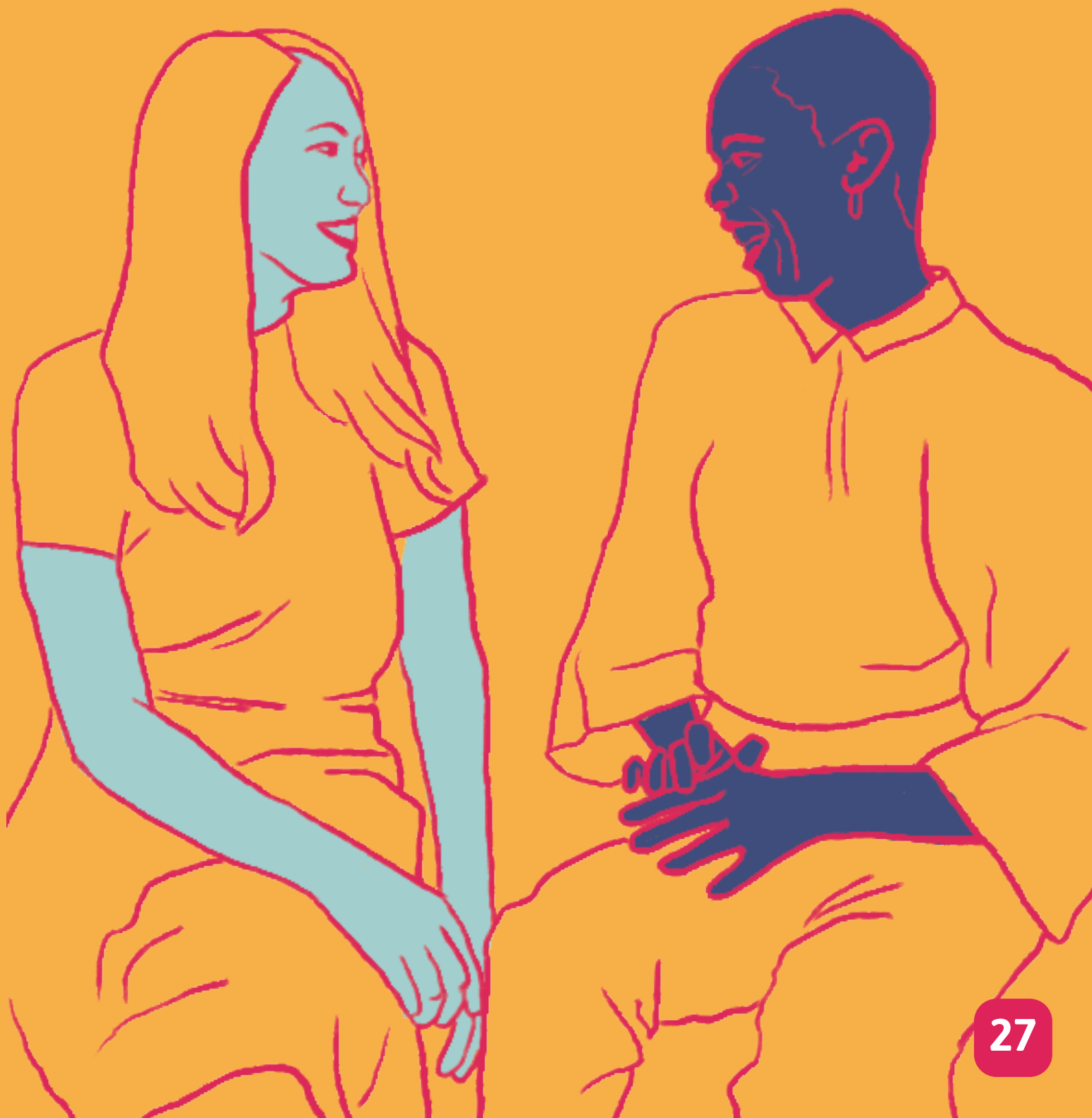
Activity 6
Discussing your Values

"Your values are the things that you believe are important in the way you live and work.

They (should) determine your priorities, principles or standards of behaviour"

https://www.mindtools.com/pages/article/newTED_85.htm

1 • Read this

"Fulfilling Lives South East, Creating a Culture of Courage and Co-Production"

https://fulfillingliveslsl.london/ creating-a-culture-of-courage-and-co-production/

2 • Listen to this

"Homeless Link, Going Beyond Podcast, Episode 5 - Amanda Crew on sharing power and control at Booth Centre Manchester "

https://homelesslinkgoingbeyond. podbean.com/e/episode-5-rebuilding-control-featuring-amanda-crew/

- 02:25 to 06:02

(We recommend listening to the full episode)

3 • Then reflect together...

What do you notice about the values that are needed to do co-production in these examples?

What values do you think should underpin co-production?

4 • Now come up with your own values, or choose some from the table below...

Honesty	Curiosity	Innovative
Empowerment	Understanding	Collaborative
Accessibility	Inclusivity	Solution Focused
Pragmatic	Realistic	Open Minded
Reflective	Critical	Professional
Creative	Imaginative	Fun
Compassion	Transparency	

Activity 7

Establishing your Shared Values

Write down values you selected from the previous activity

What might this value look like in practice?

Can you identify examples of where you're currently working in this way?

What feels difficult currently about working in this way? Why?

What are some of the barriers?

What might need to change? Can these things be changed?

What values feel realistic and suited to how you want to work?

Which will you take forward that will shape your approval to co-production at this stage?

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1D • Sharing Power

Why do this section?

- **Sharing power,** talking about it and understanding it can be complex and even uncomfortable. However, acknowledging what power we hold, or what power exists in different contexts is an important part of working towards meaningful co-production.

- **"Part 1E - Methods"** will explore what types of engagement activities and opportunities can help to address power dynamics and create more equal relationships and partnerships.

- **These activities** in this section are designed for discussion and reflection about what power means, what it means to share it and how we might do this.

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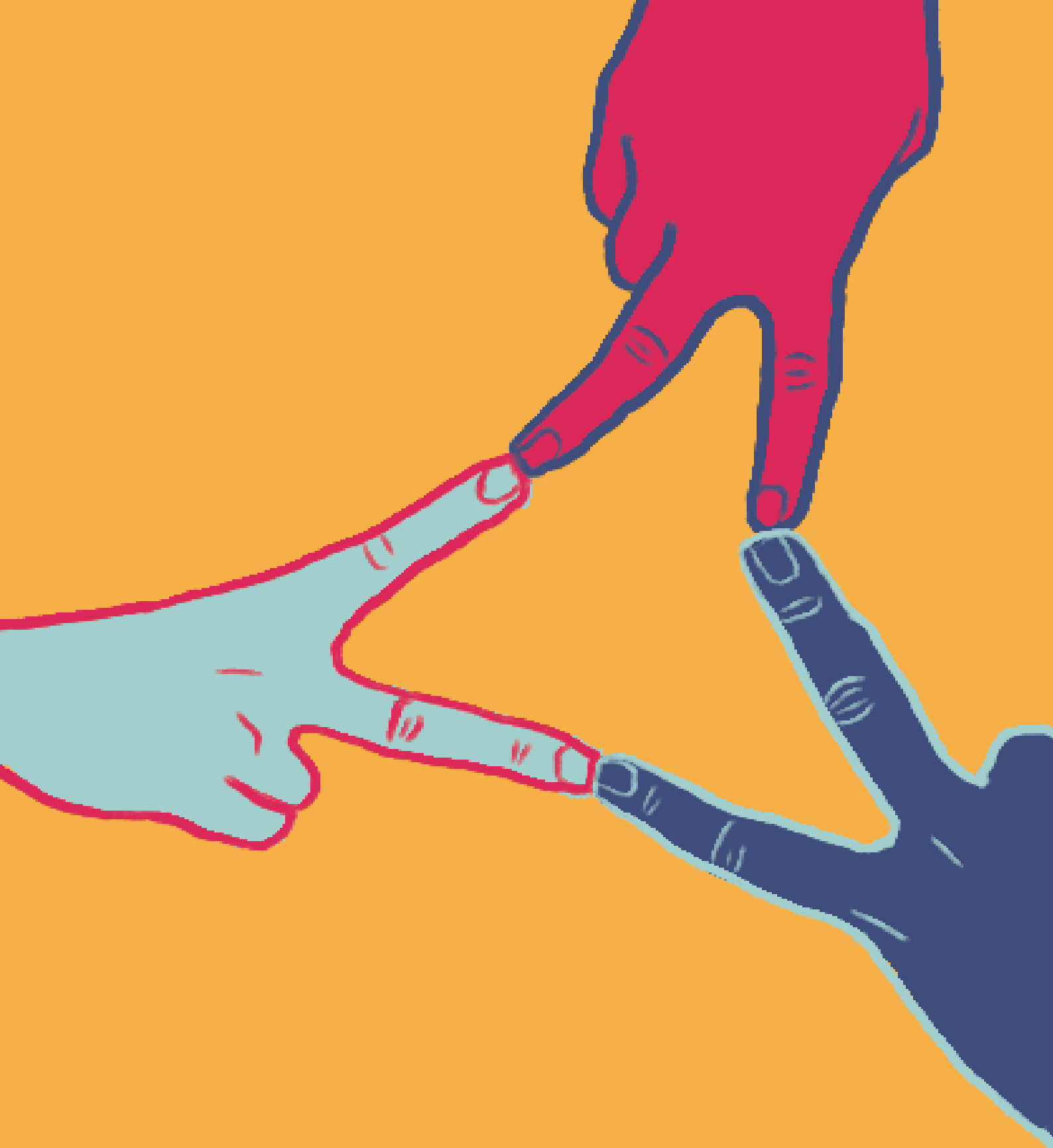
Activity 8

Starter Discussion - What is Power?

There are different ways to understand, hold and experience power. There might be different kinds of power sharing in co-production activities.

1. Individually, write down up to 5 words (or as many as you'd like) that come to mind when you hear the word power – write on post-it notes or paper.

2. Share your words with each other – where are there similarities? Differences?

3. Can you begin to group them together in themes to come to explore different understandings, meanings, types and experiences of power?

4. What are the different types, definitions and understandings of power that you have identified?

5. Have these definitions and understanding in mind when you discuss power in the other activities.

Photo from session on "What is Power?" with FLIC Co-Production Group

Activity 9

Identifying Power - Who Makes Decisions?

At FLIC we've learned that power impacts how we relate to each other, how we feel working and being in different spaces, the language we use, how we feel about ourselves and our voice and opinions, and our ability to make difficult decisions. **Activity 9** aims to explore where power might exist in your organisation in relation to decision making.

List all the policies, activities and processes involved in the design and/or delivery of services.

(You can refer back to **Activity 3 and 4** for this)

Who gets to make decisions about each of these things?

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What might sharing decision making power with service users/ people with lived experience look like for each of these things?

What are possible outcomes for sharing decision making power?

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What challenges, concerns or questions come up?

What would need to change in order to share decision making power?

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Activity 10

Blogs, Resources & Ongoing Discussion Questions About Power

Below are some blogs on co-production and power, written by people who have been part of co-production activites.

Read through these blogs and use the prompt questions to think about what sharing power looks like across these different co-production contexts.

You could do this activity on your own and/or come together to reflect and discuss.

What questions or ideas come up for you when reading these blogs in relation to power sharing?

What can you learn from these blogs about power sharing that you can apply to your own co-production work?

Who can you share these blogs with?

1 • Co-Production and Leadership, Lankelly Chase

https://lankellychase.org.uk/news/get-on-with-it-co-production-and-leadership/

"The first meeting of the network had been open, blank-sheet, and frankly somewhat rambling. People were frustrated and wanted some direction"

How do you set up the structure without managing the process too much (being open vs being prescriptive)?

What kind of leadership is needed when co-producing?

2 • "What Have We Learned About Power So Far?" - Part of Power Action Inquiry: Power & Emotions, Lankelly Chase

https://lankellychase.org.uk/news/what-we-have-learnt-about-power-so-far/

"...deep, trusting relationships both also create the conditions for voices to be truly equal and so for power to start to be shared"

Why can it be difficult to talk about power?

Do you you think it is difficult to talk about power?

3 • Sharing Power, Active Listening & Trust, Co-Creation

http://www.cocreation.org.uk/dominic-ruffy/

"Co-Production thus first and foremost is about active listening. It is about building trust with any given individual or group, to the point where they feel free to express themselves honestly"

What does this reveal about power sharing?

How possible does this feel? Who needs to read this blog?

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4 • Legislative Theatre Project with Greater Manchester

https://www.peoplepowered.org/news-content/legislative-theatre-manchester

"There was a lot of interest...in making decisions in a more participatory, representative manner. At the same time, there was some frustration that the old way of conducting meetings and doing business wasn't facilitating the kind of power shift that was needed"

What does this approach show about how things can be done differently to enable more collaborative and open relationships?

1E • Methods

Why do this section?

- **Co-production** is not just about telling stories. It involves applying different methods to support people to express ideas in a constructive and safe environment, rather than repeatedly sharing painful stories.

- **Just getting people** in a room is not enough. Meaningful co-production requires using different techniques to support people from different backgrounds, with different lived and learned experiences and who don't normally work together, to build relationships and design solutions.

- **Creative methods** can also help everyone involved to build confidence in their own ideas and importantly blur boundaries and build trust by getting people out of their comfort zones and any labels of lived or learned experience.

Activity 11
Exploring Different Approaches & Methods (Case Studies)

Task

Choose a co-production case study from the list below:

Discuss what you like about this approach and how it supports people with lived experience to be involved in the design and delivery of services.

Where on the Ladder of Participation would you place this approach?

Can you imagine applying this method/approach? Where could you apply it?

You could choose to read one case study each and feedback in a team meeting to start a conversation about co-production or as part of ongoing learning.

Appreciative Inquiry - Strengths Based Approach

Fulfilling Lives Appreciative Inquiry Model to Co-Production -

https://fulfillingliveslsl.london/wp-content/uploads/2021/09/An-Appreciative-Model.pdf

What is it?

- Strengths-based approach to designing solutions and creating change.

- Focuses on discovering what's working well.

- Building a dream or vision for the future.

- Designing a plan to create this vision based on what's already. working

"...it allowed the facilitators to work with the group to identify and develop innovative ideas rather than focus on the barriers and problems they had experienced"

Further info about *Appreciative Inquiry*:

Scotland Appreciative Inquiry Resource Pack -

https://lms.learn.sssc.uk.com/pluginfile.php/112/mod_resource/content/1/Appreciative%20Inquiry%20resource%20pack131a.pdf

Team Around Me – Single Homeless Project

https://www.shp.org.uk/team-around-me#:~:text=Team%20Around%20Me%20is%20an,also%20facing%20violence%20and%20abuse

What is it?

- Client centred and strengths-based case conference/multi-agency meetings (includes template and guide).

*"Team Around Me meetings begin with recognising
positive factors and achievements, rather than problems
or deficits…Team Around Me also gives clients' agency
by enabling them to choose their own lead professional
where possible"*

Case Study 3

Groundswell Homeless Health Peer Researchers

https://groundswell.org.uk/our-approach-to-research/

What is it?

- Peer research methodology.
- People with lived experience are involved throughout the whole process of design and delivery of research.

Citizens/Neighbourhood Assemblies – Camden Health + Wellbeing

https://www.camden.gov.uk/documents/20142/1195356/Camden+H WB+Neighbourhood+Assembly+-+Write-up+and+toolkit+-+Jan2020. pdf/043e0fc0-9038-1f7d-03aa-4e4bfb8eb1e8?t=1580814897704

What is it?

- Developing a citizen-led approach to health and wellbeing.

Case Study 5

Legislative Theatre

https://www.peoplepowered.org/legislative-theater

What is it?

- Designing policies and strategies through legislative theatre.

- Play/theatre performances developed by local communities and people with lived experience.

- Policies and decisions made during performances with commissioners and decision makers.

Camden Disability Action – Community Reporters and Co-Production Group

https://www.hamhigh.co.uk/news/camden-disability-action-community-journalism-7840012

What is it?

- Training people with lived experience to become community reporters to shape and contribute research projects.

Fulfilling Lives Brighton and Hove – Mystery Shoppers

https://www.bht.org.uk/wp-content/uploads/2021/07/Fulfilling-Lives-Mystery-Shopping-Toolkit-Updated-1.pdf

What is it?

- Training and working alongside people with lived experience to evaluate and monitor services.

Fulfilling Lives Manchester – GROW Traineeships

https://vimeo.com/205383505 - **Video on the traineeships**

https://england.shelter.org.uk/what_we_do/inspiring_change_manchester/our_work/co-production#title-3 - **Blog on the traineeships**

What is it?

- Employing people with lived experience to complete traineeships and placements in frontline services.

Lived Experience Forums – Revolving Doors and National Expert Citizens Group

https://revolving-doors.org.uk/revolving-doors-forums-and-necg/

What is it?

- Setting up regular lived experience forums and groups to influence policy makers.

- Create a regular space for people to have a voice and share ideas.

Nesta Co-Production Catalogue

https://www.nesta.org.uk/report/co-production-catalogue/

What is it?

- Catalogue of co-production examples from all over the UK

- Page 17 and page 52 have examples about peer support groups and peer led activities in day centres.

Creative Facilitation & Workshop Tools

Links, Resources & Activity Ideas

Art of Change *(discussion tools from page 198)*

https://www.leadershipcentre.org.uk/wp-content/uploads/2016/02/The-Art-of-Change-Making.pdf

Co-Create Handbook (facilitation and co-design tips and ideas)

http://www.cocreate.training/wp-content/uploads/2019/03/co-design_handbook_FINAL.pdf

Hyper Island Toolbox (facilitation and creative thinking tools for group work)

https://toolbox.hyperisland.com

Session Lab (creative activities for group work)

https://www.sessionlab.com/library

Ice Breakers for Groups

https://positivepsychology.com/group-therapy/

Creative Problem Solving

Liberating Structures

https://www.liberatingstructures.com

Workshop Bank

https://workshopbank.com/creative-problem-solving

Hub Spot (Creative Tools for Planning)

Hub Spot (15 techniques to generate ideas as a team)

https://blog.hubspot.com/marketing/creative-exercises-better-than-brainstorming

Design Council Double Diamond (method to structuring co-production workshops for developing services)

https://www.designcouncil.org.uk/news-opinion/double-diamond-universally-accepted-depiction-design-process

Online Tools

Live Wordles/Mentimeter (interactive tool for collecting responses and ideas)

https://www.mentimeter.com/features/word-cloud

Retro Board (online) - free for first 3 boards

https://easyretro.io/

Jam Board (online interactive flipchart, good for sharing initial ideas) - free!

https://jamboard.google.com/

Miro Board (lots of tools for mind mapping, planning, generating ideas, collaborating) - free trial then have to pay

https://miro.com/

Creative Tools - Tried & Tested at FLIC

Below are some techniques FLIC have used (adapted from the resources above)

Activity / Tool	How Does it Work?
Word Association	This is useful for breaking down big topics that may be complex or difficult to discuss -

Choose a topic or theme (e.g. 'mental health', 'power' etc.)
- Each participant writes down 5 words relating to that topic.
- Everyone shares their words and identifies similarities and differences and try to group words together.
- You should be left with different sub-themes and sub-groups that can be explored seperately.
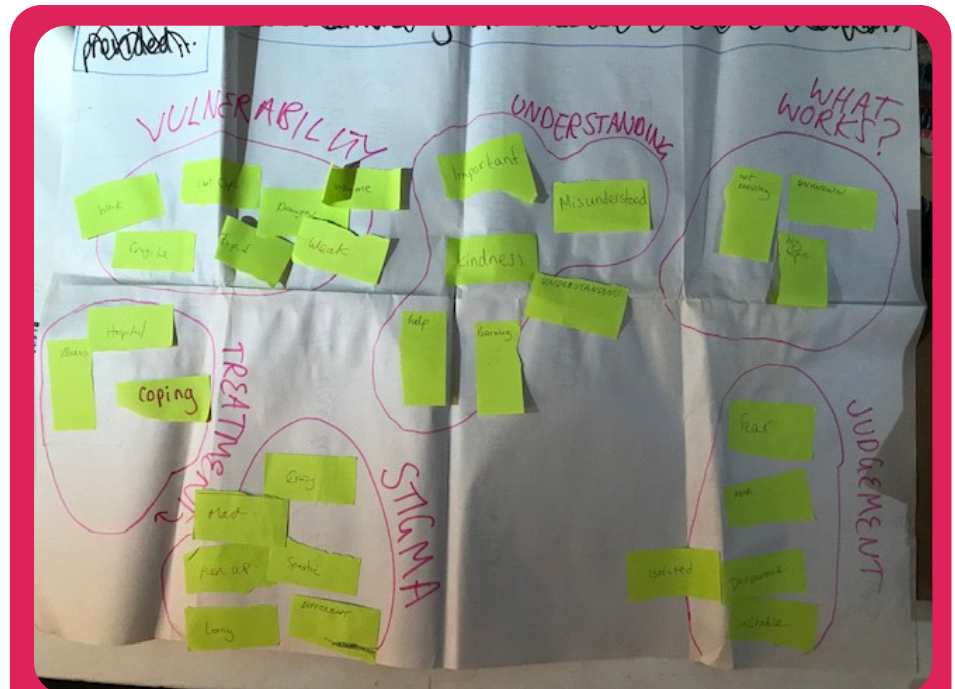
FLIC Co-Production group word association - 'Mental Health'.

Activity / Tool	How Does it Work?
Appreciative Inquiry	**This is similar to Blue Sky Thinking. You can use these over many workshops or as an activity to find strengths-based solutions -**

- Start by working in pairs and telling a story about a positive experience (based on specific topic/theme).
- In groups of 4, discuss what made this positive experience possible.
- All participants then circle or vote for factors that made these positive experiences possible that they think are important and should be built on.
- The next stage would be to explore what a future would be like where all of these positive experiences and factors are the norm.
- Create an action plan to make this dream possible.
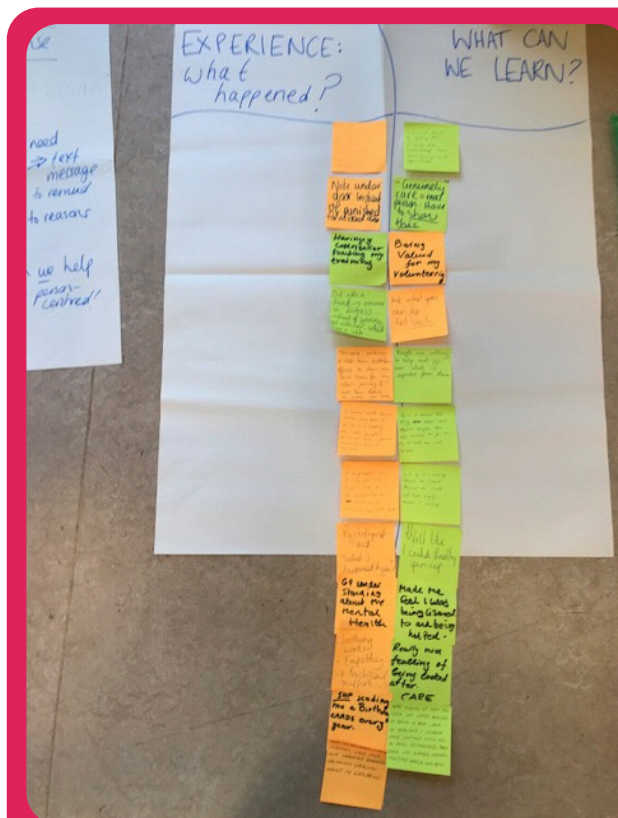
"Using Appreciative Inquiry to design trauma-informed training", during a FLIC Co-Production Group session.

World Cafe

This is a good activity to encourage people to build on each other's ideas and for everyone to make a contribution -

- Set up tables or break-out rooms where you'll discuss a different question.
- Each mini group/pair spends time addressing each question.
- As participants move around the different questions, they have to build on the previous group's ideas instead of creating new ones.

Reverse Brainstorming

This is a good activity to support people to think outside the box and to avoid thinking negatively -

- Start with a question or a problem you'd like to explore solutions to.
- Encourage people to think of the worst solutions by reversing the question.
- E.g. instead of answering 'how do we support services to do co-production?' the question then becomes, 'how do we not support...'
- After coming up with the worst ideas, reverse these.
- You'll find that people will come up with much more ideas, as it's easier to think of how not to do things than to think of possible solutions.

Activity / Tool	How Does it Work?
Troike Consulting	**This is a useful way to explore challenges and blocks constructively -** • In small groups (no less than 3), one person shares a challenge or block with the other members for 3 minutes. • The other members listen and shouldn't ask any questions or interrupt. • When the participant has finished sharing their challenge, the other members discuss solutions for up to 5 mins. • The person who shared the challenge can only listen and cannot take part. • Once they have heard solutions, they can feedback on the experience, ask follow up questions and share whether they understand their challenge in a different way or what it was like to hear different perspectives.
User Manual	**Creating a User Manual for participants of a group or project is a good way to get to know each other beyond any labels of lived or learned/professional experience. It's also a good way to find out about any needs, areas for support, and people's strengths and interests -**

- Create a short set of questions that people can ask each other in pairs.
- Some people might want to do this on their own if they're not comfortable sharing yet.

Questions can include -

(?) "How best to communicate with me..."

(?) "I don't have patience for..."

(?) "One thing people misunderstand about me is..."

(?) "You can count on me for..."

(?) "I'd love to learn more about..."
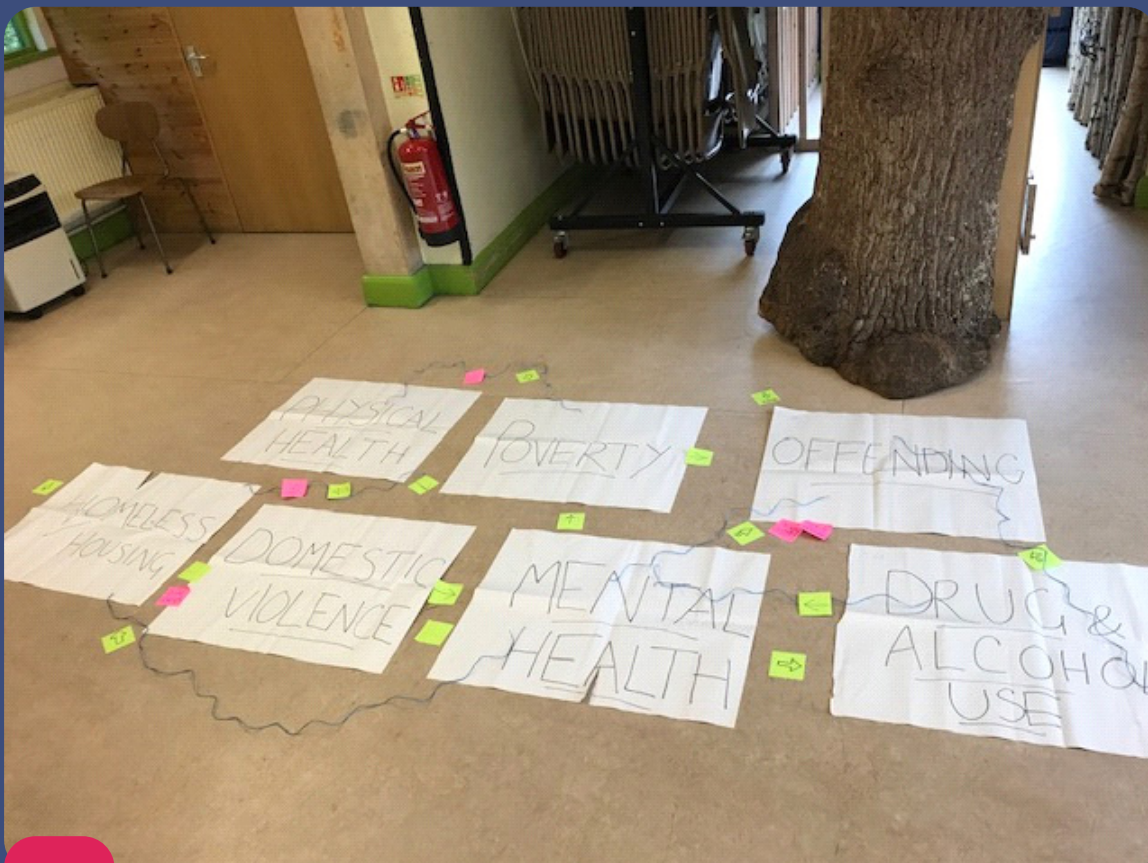
Activity on systems change for FLIC Co-Production Group.

Co-Production Action Learning Group (Frontline Practitioners and Commissioners)

Doing Co-Production Needs...

Prioritisation of building relationships before starting any actions, get to know each other beyond roles/labels of lived and learned experience.

Make this process fun and creative.

Avoid controlling or managing meetings; it's okay for things to get difficult, emotional or confusing. This is part of the process of learning what people need.

Focus on creating a community of people as well as working towards outcomes.

Allow time for reflection with any co-production participants or members.

Allow space for stories and storytelling in a safe environment alongside designing solutions.

Bring an open mind and be prepared to listen actively.

Be curious and interested in what ideas and experiences people are bringing.

Allow for an open process but have some structure in place so that people don't get confused and there is some guidance/leadership.

Further Guides & Training on Facilitation & Running Groups

FLIC Wellspace Guide (running trauma-informed groups for people experiencing multiple disadvantage)

At time of printing the Wellspace Guide was not complete. Check the FLIC website for all of our learning tools and resources after May 2022 - **https://www.shp.org.uk/the-wellspace/**

Inspirit Training (deliver training in facilitation and co-production based on Appreciative Inquiry model)

https://inspirit-training.org.uk/

City Lit Group Facilitation

https://www.citylit.ac.uk/courses/group-facilitation/

Ideas Alliance (co-production and community development consultancy, lots of work with local authorities and commissioners)

https://ideas-alliance.org.uk/what-we-do/

| Co-Production Consultancy - We Coproduce | https://www.wecoproduce.com/ |
| Fulfilling Lives South East Service User Engagement Team Guide to Service User Groups | https://www.bht.org.uk/wp-content/uploads/2021/10/3-SUGroups-guide-proposed-design.pdf |

1F • Supporting People Experiencing Multiple Disadvantage to be Involved in Co-Production

Why do this section?

- **Getting involved** in co-production groups, projects and activities and having the opportunity to feel heard and valued might be a new experience. This is particularly true for people experiencing multiple disadvantage who are often unheard or feel powerless.

- **There** might be people we know who have important insights, ideas and perspectives to contribute to service design and delivery. However, supporting people who still experience complex issues and live with acute needs to get involved in co-production can take time.

- **We might, therefore, also find** the same voices and people come forward to take part in co-production activities.

- **While it is amazing** that people are well informed, interested and passionate about co-production, we also have a responsibility to ensure that we are "amplifying the voices of those who often go unheard and excluded" -

  https://tinyurl.com/coproductioncollective

- **Supporting people** to get involved in co-production therefore requires flexibility and creativity. This ensures we can be inclusive of people who may experience challenges getting involved in co-production projects, groups and activities.

For more on co-producing alongside people experiencing multiple disadvantage, read this...

Trauma-Informed Co-Production by the Fulfilling Lives South East Service User Engagement Team -

https://www.bht.org.uk/wp-content/uploads/2021/10/4-FLSE-TIP-in-Co-production.pdf

Activity 12

FLIC Co-Production Recover River - How Would You Support People Experiencing Multiple Disadvantage to be Involved in Co-Production?

People experiencing multiple disadvantage are likely to have faced exclusion when accessing services. Co-Producing alongside people who have experienced these challenges should also aim not to exclude, but to find ways to work differently and involve anyone who wants to take part and contribute towards influencing change.

Look at the Recovery River below which describes different stages of an individual's recovery. The Recovery River was co-produced by the FLIC Co-Production Group alongside out Peer Mentor Coordinator. When looking at the River, think about the following questions -

How could someone's current situation impact their ability to be involved in co-production?

What barriers might there be?

What support or adjustments might be needed?

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? What activities/methods could be safe and appropriate for people at this stage in their recovery (look at examples in Section 1E for inspiration)?

? What resource would you need to provide this support or do these activities?

? How possible does it feel to support people's involvement at different stages?
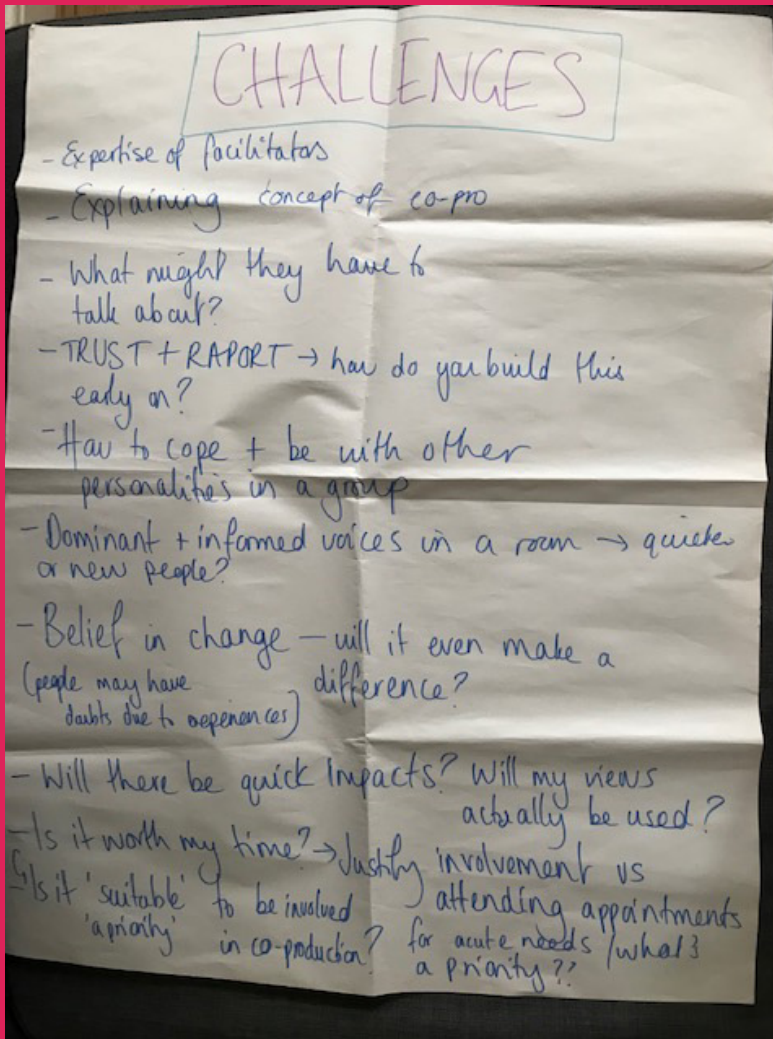
Discussion on challenges co-producing alongside people experiencing multiple disadvantage with FLIC Co-Production Action Learning Group 2022.

FLIC Co-Produced Recovery River

Phase 1

THE **STORM CLOUDS**

facing challenges

- Active addiction
- DVA
- Poor health
- MH crisis
- Homelessness

Phase 2

THE **RAIN**

mid recovery

- Can I do this?
- A lack of confidence
- Feeling anxious a lot
- I am accessing services for support
- How can I get more help?
- I've had enough of being unwell/harmful behaviours

Phase 3

THE **TRICKLE**

- I begin to feel more comfortable in myself and with change
- I am curious
- I am seeking opportunites to grow

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THE STREAM
making a decision

- I am settled
- I want to pass my knowledge on... How do I do this?
- Where do I start?
- I use my initiative to speak to my key worker, support network or other organisation/people about opportunities
- I am maintaining a stable recovery
- I feel ready to start some training
- I want to learn and am ready to move on
- I am proud of myself and am facing my fears

THE RIVER

- I am feeling nervous and excited
- I can manage my anxiety in a healthy way
- I can cope with new situations
- I am able to show up to training, talk and engage with my classmates, trainers and others
- I am able to learn from others
- I improve my communication skills

THE OCEAN

- I am comfortable and confident in my work that I am doing and saying the "right things"
- I may still be nervous clients but I have strong coping skills and a support network
- I have good listening skills
- I am busy, I have a structured day/week
- I have resilience and routine
- I continue to move forward
- How can I continue to grow and have ongoing learning?

Activity 13

Supporting People Experiencing Multiple Disadvantage to get Involved - Scenarios

People experiencing multiple disadvantage may need additonal support to get involved. This might just be at the beginning of their involvement, or ongoing. Look at the scenarios below (anonymised but based on real experiences) and explore what support people might need to overcome these challenges and stay involved.

Consider...

What might be happening for this person?

What might you need to do in order to enable this person's involvement and to ensure they feel safe, included and supported?

Scenario	What have we tried at FLIC?
A service user is really interested in getting involved in a co-production project and has lots of ideas when you meet them one-to-one. They miss the workshops and group meetings every week but keep saying they are keen to come to the following session. This pattern continues for a month after your first meeting.	Offer another one-to-one meet up, somewhere they feel safe and comfortable and try to understand more about what is happening.
	Ask how they would like to contribute.
	Arrange to meet one-to-one while they work towards attending the group.
	Keep sending them things to do and stay interested in the project (videos, things to read, questions they can text answers to).
	Suggest getting a peer mentor to support attendance of groups and to build confidence.
A service user has recently joined a co-production group and is keen to use their lived experience to make a contribution, meet new people and establish a weekly routine.	Tell them you've noticed they seem upset after the meetings.
	Have a conversation about how they'd like to be supported before, during and after the session (e.g. regular breaks, the opportunity to leave, a phone call afterwards).

When discussing ideas, they often talk about their current and past traumatic personal experiences.

While it can feel empowering for them to have others hear their story, afterwards they often feel exposed and vulnerable and it can bring up unresolved emotions.

Try using strengths-based approach to facilitate and structure the group meetings to help people focus and constructively apply their lived experience (e.g. appreciative inquiry, blue sky thinking, see section **1E - Methods** for ideas).

A service user keeps missing workshops, showing up on different days and getting confused about where they need to be and when.

Phone call or text reminders before each session.

Suggest to their key worker that they travel with them to the first few sessions.

Buy the members a diary or calendar and write down upcoming dates and times.

Try to plan ahead and have set, regular times for meetings and workshops and meet in the same place.

A member of a co-production group experiences acute social anxiety and finds it difficult to but still wants to be involved and make contributions. At a meeting, someone spoke over them and disagreed with an idea they had. The member got very upset and walked out of the group.

Have a conversation about what would help them to understand what is happening and what would help them to feel safe.

Deliver activities for the group that help members to understand each other, their needs, how best to communicate and keep each other safe (e.g. User Manual, deliver a training session or workshop on Group Dynamics).

Create a group contract that establishes how you want to work together.

A co-production group member works well one-to-one and has lots of ideas. However, during a working group meeting of experts by experience and people working in different services, they struggled to find their voice and make contributions to the discussion.

After the meetings they fed back that this experience was frustrating and at worst re-traumatising.

Have a conversation with the member individually and with everyone in the working group about how to create an inclusive space where everyone feels comfortable to share ideas. For example -

- *Meet in person rather than online.*
- *Have structured sessions rather than open discussions (see the section **1E - Methods** for ideas).*
- *Provide training and learning opportunities to support people's personal development.*

FLIC have delivered the following sessions in response to what group members have needed and requested -

- Systems Change.

- Co-Production and Power.

- Commissioning.

- Negotiation and Decision Making.

- Communication and Active Listening.

- Public Speaking.

- Working in Groups.

- Facilitation Skills.

- Creative and Critical Thinking Skills.
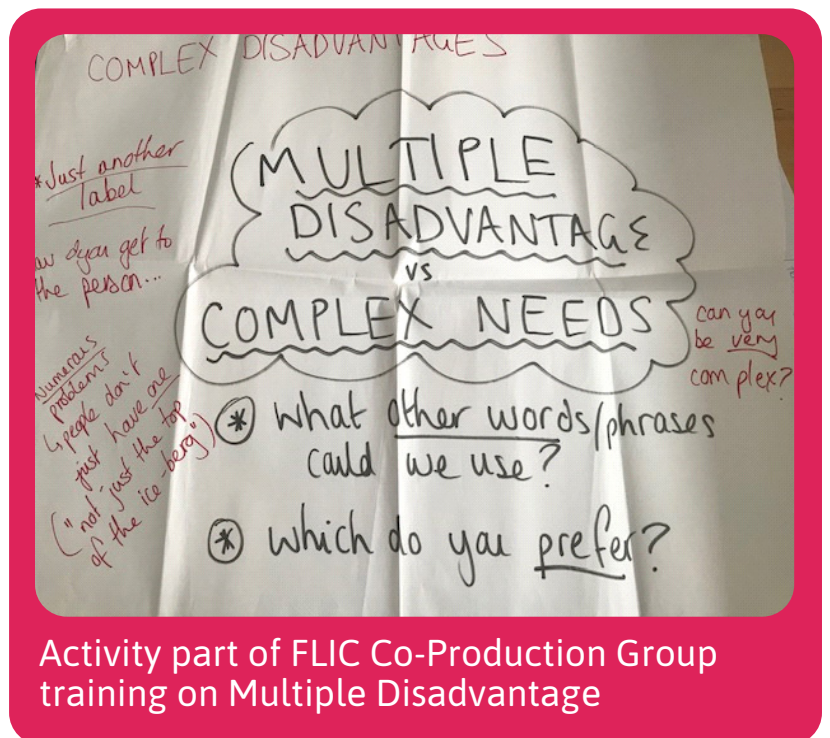
Activity part of FLIC Co-Production Group training on Multiple Disadvantage

A member of a co-production group experiences acute social anxiety and finds it difficult to but still wants to be involved and make contributions. At a meeting, someone spoke over them and disagreed with an idea they had. The member got very upset and walked out of the group.

💡 Speak with people first: what kind of group or space would they like to create?

💡 How would people accessing the service like to share their ideas?

💡 Offer something that people need alongside the opportunity to get involved in co-production, (e.g. food, creative/art activities, a talk or guest speaker, advice drop ins).

💡 At a co-produced women's group there is also a chance to get a sexual health check up.

Can you think of other examples?

FLIC Co-Production Group Personal Development & Wellbeing Plan Template

FLIC recognises that co-production can be hard so we have created Personal Development and Wellbeing Plans.

Every member should be given an opportunity to go through the plan. It doesn't have to be formal, it can just be a conversation, but is a good way to record what different needs and interests there are. It's designed to be reviewed and amended further along in someone's involvement, as there might be new skills or knowledge that people have gained or want to develop.

What is the Personal Development & Wellbeing Plan?

- To learn a bit more about you.
- What skills you would like to develop and what you're interested in.
- What training you would like or might need.
- How we can support you and your wellbeing.

There will be monthly catch ups to check in...

Meeting

Date

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What are you interested in?

What opportunities / areas of our work are you interested in?

What interests you about getting involved? What had drawn you to this project?

Your Personal Development

- Joining the FLIC Lived Experience Action Group is an opportunity to use your experiences and knowledge to develop new skills
- What skills, knowledge and expertise could you bring to the projects and what you would like to learn and develop?

Skills I already have / things I am good at...

Skills I would like to develop / improve on...

Things I already know about...

Things I would like to know more about...

Your Commitment & Involvement

How would you like to be involved? How much time would you like to spend on the FLIC projects? (e.g. attending bi-weekly groups, hours per week)

When are you available? - other commitments you might have...

Your Wellbeing

On a good day I can...

Things that make me feel good are....

On a bad day I can...

Signs I might be struggling or need a break / some support?

What I can do if I am struggling? How do I cope?

What others can do to help me if I am struggling?

What others should not do if I am struggling?

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Resources and Guides on Paying people for Service User Involvement and Co-Production

Social Care Institute of Excellence (SCIE) support on paying people receiving benefits -

https://www.scie.org.uk/co-production/supporting/paying-people-who-receive-benefits

UCL Co-Production Collective payment policy -

https://www.coproductioncollective.co.uk/news/co-creating-our-payment-policy-a-personal-reflection

Judy Scott Consultancy (Service User Involvement and the Benefit System) -

https://judyscottconsult.com/

University of Suffolk Paying People for SU Involvement payment and benefits checklist -

https://www.uos.ac.uk/files/paying-people-service-user-involvement-and-impact-benefitsdocx

See **Part 2** for a **Recruitment & Support Checklist.**

Activity 14
Creating Your Co-Production Vision - Blue Sky Thinking

Task

Now you've explored and learned more about your own motivations, how to create a shared purpose, different engagement methods and facilitation tools, use this section to create a shared vision for co-production within your team, service or organisation.

It's important to explore what you'd love to do and learn about each other's different dreams and visions. This can be something you work towards and hold as inspiration while you start small!

Choose a key area for co-production in your service, team or organisation (see your answers in **Activity 3** and **Activity 10** for ideas). For example - recruitment, assessment processes and educational activities.

Using the technique **Blue Sky Thinking** (see in **Creative Tools - Tried & Tested by FLIC** section above) design the dream approach to co-production.

If anything was possible and there were no limits, what would you love to do?

What would amazing or best co-production look like for your service/team?

Purpose/Aims

What are you co-producing?

Motivations

Why do people with lived experience need to shape this?

Methods/Engagement Activities

How will you bring everyone together?

What different ways to get involved could there be?

Working Equally

What roles will everyone take on?

How will any final decisions be made?

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Recruitment

Who will be involved in this?

How will people be able to get involved?

Support, Training & Payment

What support and training will be provided?

How will people be rewarded or paid for their involvement?

Resources

What resources would you have (if there were no limits) to make all of this happen?

Reflecting on your vision, what could you try now?

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As a team, clarify your shared aim/vision & next steps...

💡 **We would love...**

💡 **To start, we could try...**

💡 **To do this, we need...**

Part 2 • Co-Production
Planning Checklists

2A • Purpose - What Are You Co-Producing?

Purpose

? What are you working on? What are you wanting to co-produce?

? What are the aims and possible outcomes?

What can be Co-Produced?

? What are the different tasks/activities involved in this project?

? What needs to be done?

? What could people with lived experience influence and be involved in?

? What roles could people with lived experience take on?

? What contributions can people make?

? What might be challenging to co-produce and why?

2B • Motivations - Why Do You Want to do Co-Production?

Motivations

? Why is it important that this part of the service or project is co-produced and shaped by lived experience?

? What perspectives are missing from your understandings about what is needed or what works?

? What do you not know? What do you need to know?

Who Needs to be Involved?

? Who needs to be involved in this work?

? What expertise is needed? (both professional and lived experience)

2C • Methods - How Will You Co-Produce?

? What would 'ideal/dream' co-production look like for this piece of work? (vision)

? How would you like to bring people together? (Regular working groups? One off meeting? Interviews?)

? What activites can you do to collect the information you need?

? How will people be able to contribute and be involved?

? What different ways of getting involved could there be?

What different opportunities could you offer?

2D • Recruitment Checklist

Who needs to be involved in this work?

What expertise is needed? (both professional and lived experience)

How many people are you aiming to work alongside? Is there a limit?

What do people need to be able to get involved? Knowledge? Skills? Commitment and expectations?

How will you communicate the opportunity? (e.g. Flyer? Talks? Online?)

Is the opportunity clear? Will it be clear what people might be getting involved in?

Do people know what they might be able to influence? What impact or outcomes there might be?

Do people know what they will gain from getting involved (personal development, skills, knowledge).

Who will you reach out to in order to recruit participants? Services? Existing SU groups?

Can you identify any barriers that might prevent people from being involved?

How can these barriers be addressed?

What resource or support do you need to be able to recruit and engage people? (include how much time you need)

2E • Reward & Recognition Checklist

What are the different roles/opportunities?

Will everyone be rewarded or paid the same for different roles?

What do these different roles involve? Commitment? Different skills? Training?

What will people be doing?

What budget do you have?

What are the limits to reward and payment?

What's possible?

Is there already a system in place?

Has someone done similar work somewhere else that you can learn from?

Have you checked with benefits and how payments will impact benefits?

Who can help you with this?

Do you need to have a discussion with the people getting involved? Can they shape this at all?

How do people want to be rewarded?

Will you be able to review this and check if it's working?

2F • Supporting Involvement Checklist

What do people need to know to be involved?

What training needs to be provided?

What skills might people need to be involved?

What is expected of people?

What support might people need to meet these expectations?

What additional support might people on the project need?

How will you find out?

Are there challenging parts to this project?

What might be difficult for the people you're working alongside? How might this impact people's wellbeing? Any stress?

How will people be supported when things are difficult/challenging? When people are finding it difficult to cope?

What skills and knowledge will participants gain through their involvement?

2G • Power Reflection Checklist

Power can mean having responsibility for other people and for making difficult decisions

Below is a power reflection tool containing a checklist of areas and questions that are useful to consider before and during a co-production project.

These categories or areas have been created in response to what FLIC has learned about sharing power.

Topic / Activity

- **Who** has decided what the acivity will be and what you're working on?

- **Is** this helpful or restricting?

Questions to Consider

Who has decided what is being worked on?

Have the tasks or the project already been set up?

Do people involved have any say over the agenda and /or activities being worked on?

Does everyone understand the topic?

Are there pre-determined outcomes and desires/visions for what needs to be achieved, or what people want to achieve?

Is this a problem? Should it already be pre-determined? How is this helpful? Can it change later on?

At what stage might people be able to join and get involved in this work?

Shared Purpose, Values & Ways of Working

- **Why** is everyone there?

- **What's** our purpose and how do we want to work?

Questions to Consider

Do you have a shared sense of purpose and values?

Do you have a shared understanding of what you want to achieve or are working towards?
What pace are you working at?
Who is setting timelines and deadlines? Are these reasonable for everyone involved?

Will everyone be able to keep up?

Do we have different ideas for change and how to get there?

How have you decided your methods and ways of working?

Do people feel comfortable enough to suggest doing things differently?

Are people able to challenge the process and suggest other ways of working? (e.g. where you meet, how meetings might be run)

Expertise & Knowledge

- **What** different types of expertise and knowledge are needed and valued?

Questions to Consider

What different types of expertise are needed for this project/activity?

What expertise and knowledge usually shapes this work or activity? (e.g. learned/professional or lived and service user expertise)

How will space be made for other types of expertise?

How will you ensure both lived and learned expertise is valued equally?

How will you ensure people can learn from each other during the process?

Resource & Influence

- **Who** can influence change?

- **What** capacity do different people have to contribute towards change?

- **What** resources do people bring?

Questions to Consider

What resource and influence does everyone bring to the project/activity/group?

Do we each bring an equal amount of resource and influence?

Do we have different capacities to influence change?
How will this be acknowledged?

How will people with more resource and capacity to create change work alongside those who are not in these positions?

How can everyone's capacity to influence change and decision making power be supported and built?

Roles, Responsibilities, & Expectations

- **Who** is doing what?

- **How** are tasks shared?

Questions to Consider

What tasks and activities are involved in this project/group/activity?

What different contributions can people make? What can people bring to this group/project/activity?

What are the different roles?

Will these tasks, roles and contributions be shared?
How will this be decided? How can people choose what contributions they want to make and what roles they want to take on?
Do people feel equipped and comfortable with the tasks they have?

How will people be supported to identify what tasks and roles to take on or what contributions they want to make?

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Accessibilty & Inclusivity

- **How** welcome, comfortable and safe do people feel?

- **How** will people be supported to take part?

Questions to Consider

How comfortable might someone feel about getting involved? What might feel scary, unsafe or uncertain? What challenges might people face in getting involved?

Is it safe for everyone to join?

What is expected of people when they get involved? What might people need to know or be able to do already? What might they need to learn during their involvement?

What adjustments can be made for those who might face challenges in getting involved?

What support can and should be offered?

What can't be changed? What alternative ways of getting involved might there be?

Language & Communication

- **How** will people be expected to communicate?

- **How** do people talk about the topic/issue?

- **What** different language is used?

Questions to Consider

What labels, categories or concepts are being used?

Does everyone understand any 'jargon' terms that might be used?

How do the people involved understand and talk about the issue or topic?

Where are there differences? Why do they exist and how can space be made for different forms of expression and communication?

How might people be expected to communicate? How free can people be? Are there unsaid boundaries around what can or cannot be shared?

How will the terms for communication be determined?

Environment

- **Do** people feel safe, welcome and comfortable in the working space?
- **Is** it accessible?

Questions to Consider

Where will be you working or meeting?

Is everyone able to get there?

How comfortable will everyone be in this building?

Who else will be there in the building at the time?

What else is in the area?

How welcoming is it?

What rules/guidelines might there be for this space?

How free and open can we be?

Does it need to feel professional?

Relaxed?

Creative?

Welcoming?

How do you want people to feel in the working space?

Relationships

- **How** will you build trusting and open relationships to ensure people feel comfortable to share ideas and take part?

Questions to Consider

How will people be supported to feel safe and comfortable enough to share ideas and to communicate what they might need to remain involved?

Who can people talk to when things aren't going so well or if they don't understand something?

How will you support people who don't normally work together to come together?

Will you have time to spend on building and developing trusting relationships? How will you get to know each other beyond the tasks of the project?

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Outcomes & Decisions

- **Who** can shape the final decisions and outcomes?

- **Are** there pre-determined or desired outcomes?

Questions to Consider

How will everyone's opinions and ideas be used to influence final outcomes and decisions?

Who is involved in the final decision-making process or creating the final outcome/product?

Are there pre-determined or desired outcomes? Can these change?

How will you communicate this to everyone involved?

2H • Reflecting on Challenges & Resources Needed

Challenges

? What challenges or barriers have come up after looking through the checklists?

Resources Needed

? What resource do you need to make co-production happen and address the challenges/barriers?

? Time?

? People and expertise?

? Additional support or training?

? Financial and material resources?

? Space?

? Endorsement?

Appendix

FULL CONTROL

Service users control decision making at the higher level

SHARING POWER

Service users share decisions & responsibility, influencing & determining outcomes

PARTICIPATION

Service users can make suggestions & influence outcomes

CONSULTATION

Service users are asked what they think but have limited influence

INFORMATION

Service users are told what is happening but have no influence

NO CONTROL

Service users are passive consumers

Activity 1 • Answers to True or False Questions

Statement	Answer...
Co-Production means things can take longer to get done or to happen.	**True!** Things do take longer but it's worth taking the time to listen to and involve people who you're supporting.
Co-Production is about sharing stories.	**False!** Co-production involves sharing stories but it's not just about this. These stories need to shape decision making and people need to be given meaningful opportunities to shape decisions.
Co-Production should aim to rebalance power between decision makers and people accessing services.	**True!** It values lived and professional expertise on an equal level. People accessing services should then become more active participants in the care they receive rather than have decisions made about them.
It is a requirement for commissioners to work in a co-produced way.	**False!** It is strongly encouraged and commissioners should try to work alongside people with lived experience and service user perspectives but there is no legal requirement.

Everyone should be able to get involved in co-production activities in some way .

True! There should be a variety of co-production activities where possible and people should be able to contribute in different ways that suit them.

Co-production means running groups and listening to viewpoints and ideas of people with lived experience.

False! Co-Production doesn't have to involve groups and meetings and forums. There could be other ways of involving and learning from people.

It is also not just about listening but actually taking on board and finding ways to put lived experience viewpoints and ideas into practice.

A principle of co-production is that 'professional' expertise is less valuable than lived experience expertise.

False! Both are valuable and important. Co-production is about bringing people together with different types of expertise and working together to find solutions.

Co-Production should challenge our assumptions about what we think 'works'

True! People with lived experience are experts in their own lives.

We should always be reviewing and checking that we're working in ways and delivering services that people actually need and want.

Co-Production is not about using existing evidence and research about what works. It is rooted in lived experience

False! It's about pulling together relevant evidence which might include people's stories and experiences alongside research and collected data.