



City of Sanctuary UK

Coproduction training

Coproduction

- Coproduction is a **partnership** approach
- It is an engagement where it is **values, experience and skills** that matter, not role positions or structural power
- It is **reciprocal** relationship
- Decisions are made **with** experts by experience, not for/ or to them

What is it?

- Power-sharing
- Not just sharing experiences, but shaping solutions/ services
- Influencing decision-making
- A more 'active' participation
- An ongoing role for participants
- An opportunity for participant benefits, e.g. skills development

What is it not?

- Seeking views
- Decisions made by professionals
- One direction flow of information
- Limited / unknown influence
- A 'one-off' engagement
- Examples include surveys, focus groups, interviews

Why coproduction?

- **Increases trust** with communities and organisations
- **Helps design better services, tailored to actual needs of those receiving services**, Identifying service innovation opportunities
- **Staff job satisfaction** – increased connectedness through a new relationship with staff and those receiving services
- **Empowers people**, reducing social inequalities by giving a voice to people whose views are frequently overlooked
- **Participants develop confidence**, wellbeing and skills
- **Contributes to peoples' physical and mental health** (Boyle, Clark and Burns, 2006), e.g. through developing social capital and social support networks among citizens and professionals (Boyle and Harris, 2009)
- **Strengthening funding proposals / fundraising** - commissioners and funders increasingly value coproduction

What can we co-produce?



- Strategy development
- Leaflet for sanctuary seekers
- Designing new services
- Undertaking needs assessments to bridge gaps
- Evaluating and developing existing services
- Recruiting new members of staff
- Sitting on working/task & finish groups
- Researching topics
- Reviewing policies and procedures
- Supporting decisions at policy, advocacy and fundraising work

Coproduction Ladder

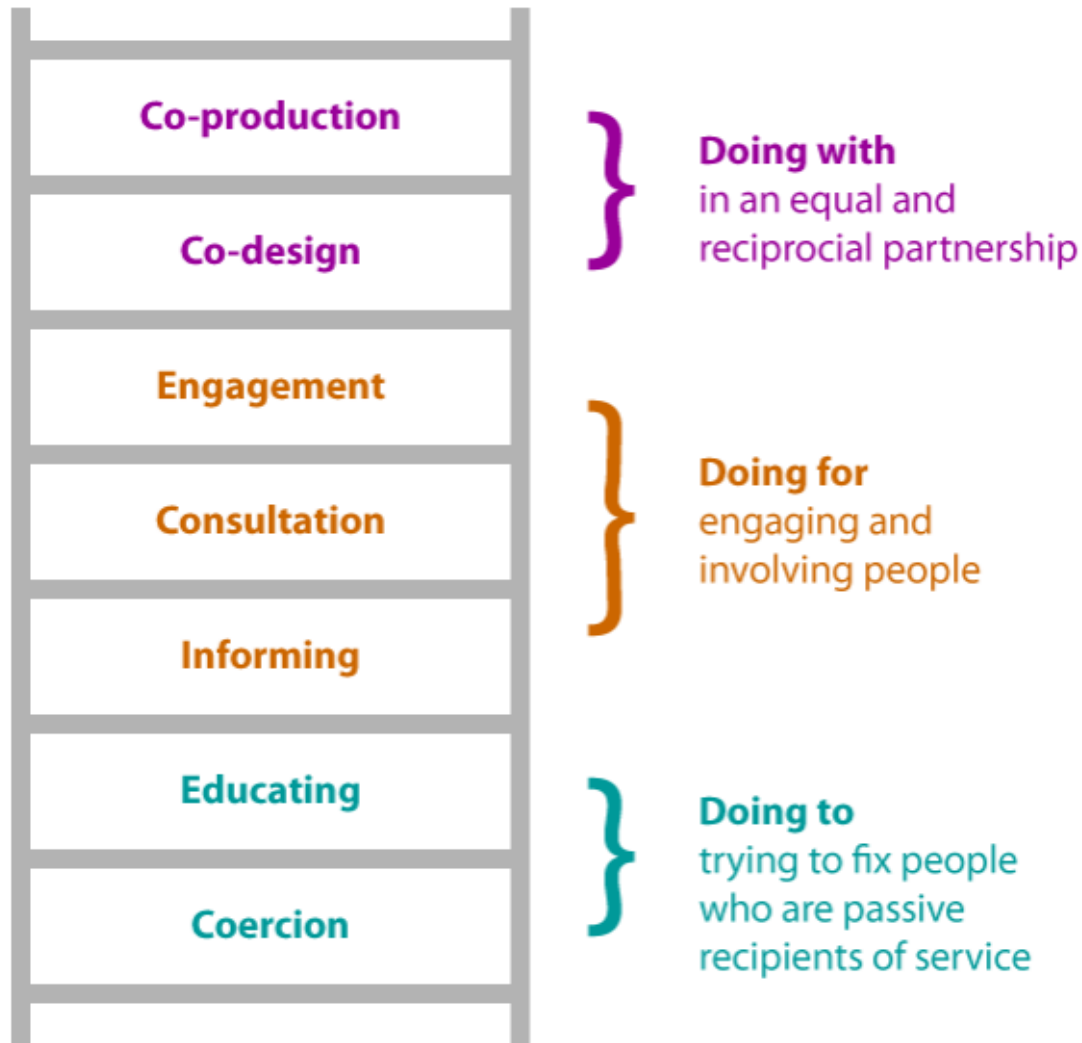


Figure 1: 'Ladder of co-production', Think Local Act Personal, 2015

Values for good coproduction

Trust

Inclusion

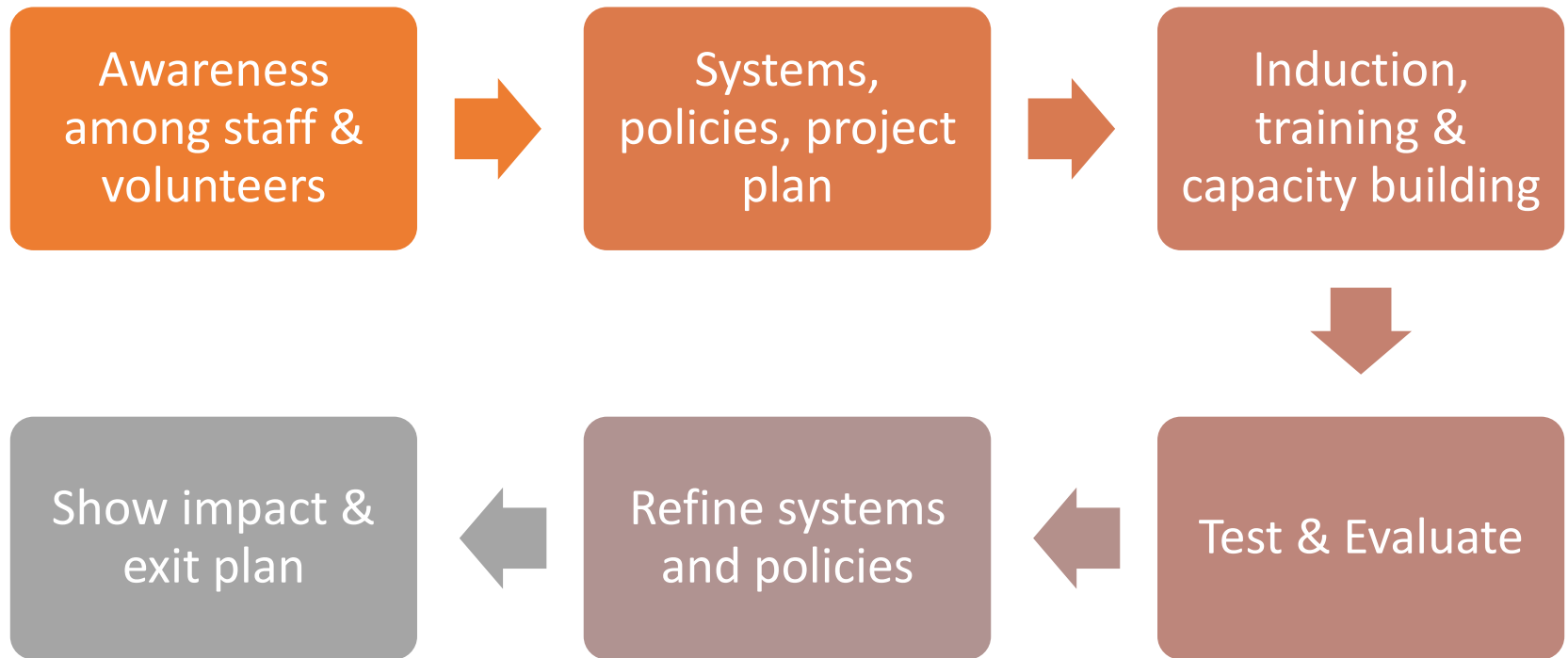
Reciprocity

Transparency

Equity

Sharing of
power

How do we coproduce a project?



Example: Doctors of the World's journey working with people with lived experience

Establish
National
Health
Advisors
group

Training
programme

Pilot
involvement
with teams
and
stakeholders,
test outcomes

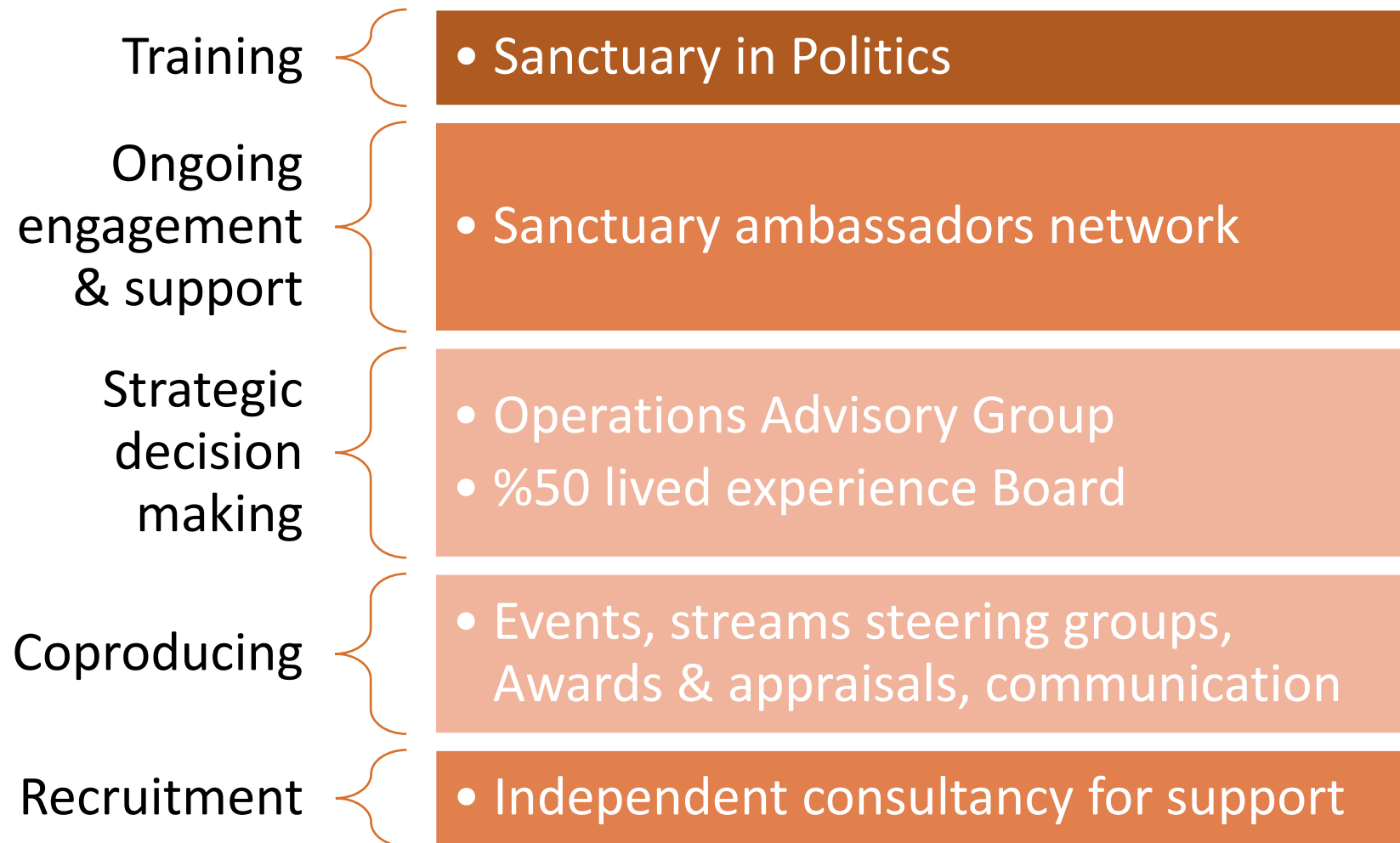
Develop
guides and
governance
documents

Steering
groups
structure to
achieve
coproduction
within DOTW

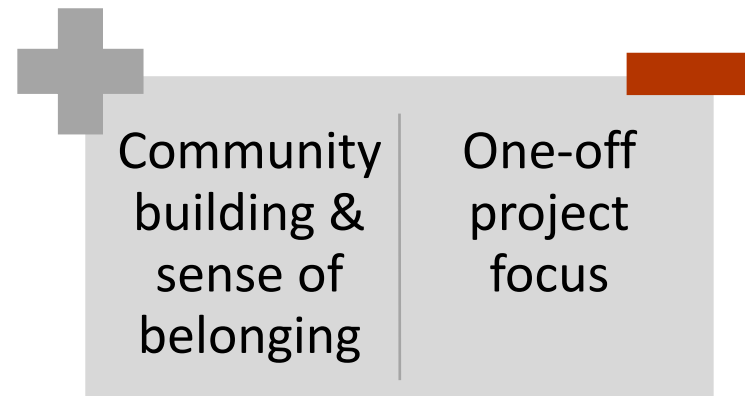
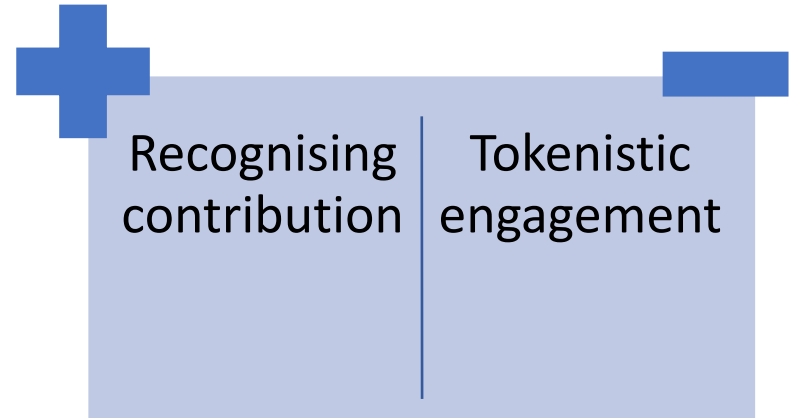
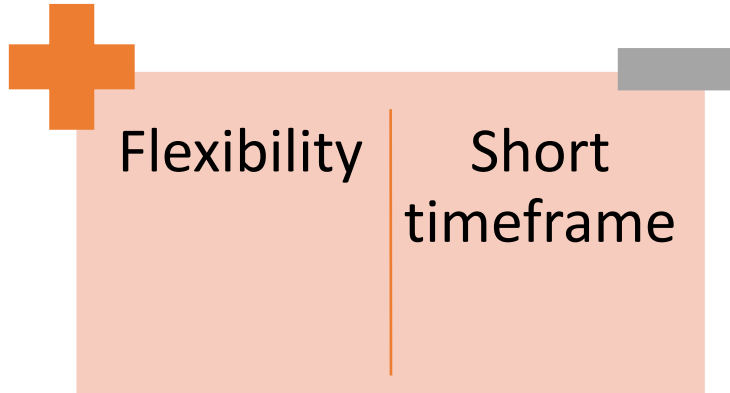
Agenda
setting –
Strategic plan
Development

Example: City of Sanctuary UK

Sanctuary Ambassador network



What works? What doesn't?



Questions to consider

- What decisions are you making as a group, are they open to influence?
- Who do you want to engage in your group/organisation? Are there any knowledge, skills and/or interests that would make someone particularly suited to this opportunity?
- What preparation support will be provided to Experts by experience?
- What can Experts by experience expect to influence by taking part?
- What can Experts by experience expect to benefit from their involvement? E.g. any particular skills they may develop, training opportunities, references, reimbursement, voucher, being credited in a national report.
- When and how will you give feedback or show the impact of input from Experts by experience?

Potential challenges to address

- Experts by experience feel their contribution has not led to any impact – review process, guidance, policies, approach
- Experts by experience may not have the skills required to be involved in a project – training
- Experts by experience perceive staff as being in a position of authority during the activity – staff/volunteer awareness
- Conflict or disagreement could arise during discussions – ground rules, sense of belonging, instilling respect
- Experts by experience may become upset or re-traumatised during the activity – ongoing wellbeing support by trusted staff/volunteer & signpost to mental health services
- Meaningful co-production can take time – it can take longer to work in this way and require more staff resource – be patient, start small
- Experts are focussed on their own individual circumstances – use facilitation tools like fictitious characters, journey mapping, good briefing session with practical training
- Some participants may dominate the conversation – facilitation & ground rules