

# What is co-production?



An equal and reciprocal partnership where everyone's experience, knowledge and skills are used to create better outcomes



# Individual and strategic co-production

## Individual

- Parent Carers having their voice heard about their child and engaging with *services that they use*
- Parent Carers working with practitioners, sharing *individual experiences* to improve service delivery for their own family
- Families *engaging* in person centred processes that improve outcomes for them

## Strategic

- Meeting with service leads to share Parent Carers *collective experiences* to improve service delivery for all families
- Forums *working with commissioners, service providers and policy makers* to develop and design services, pathways, and processes to improve outcomes for all children, young people and their families
- Forums shaping and supporting improvement to practices to provide improved Parent Carer engagement *across all services*



# The legal framework

The requirement to co-produce with children and their parent-carers and young people is embedded in primary legislation

- The views, wishes and feelings of the child or young person and the child's parents
- ..participating as fully as possible in decisions and being provided with the information and support necessary to enable participation

The Children and Families Act 2014



- actively promote participation in providing interventions that are co-produced with individuals, families, friends, carers and the community.

The Care Act 2014



- The patient will be at the heart of everything the NHS does
- NHS services must reflect, and should be coordinated around and tailored to, the needs and preferences of patients, their families and their carers

NHS Constitution



However, the main reason to co-produce is that it is the best and most effective way of improving outcomes - e.g. Ofsted/CQC report Initial Findings from Area SEND Interim Visits Nov 2020 [COVID-19 series - briefing on local areas' special educational needs and disabilities provision, October 2020 \(publishing.service.gov.uk\)](#)



# Making coproduction work



## Listen

Welcome people and make them comfortable (cup of tea and ask how they are!)

Make sure everyone knows that you take their views seriously (ask them what they need help with rather than telling them)

No-one should feel as if they have to fight to be heard



## Empower and enable

Ensure everyone has the information they need to take part in the discussion.

Make sure people have the support they need (e.g. a friend, an advocate)

Make sure you are inclusive (interpreters, flexible appointment times to suit needs, accessible locations)

# Making coproduction work

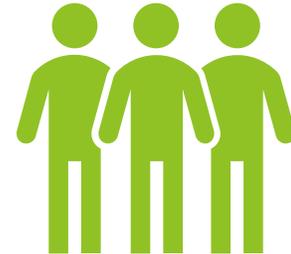


## Start to finish

Don't involve people half way through the decision making process

Start at the beginning (agreeing what you want to achieve)

Finish at the end (reviewing progress and celebrating success)



## Person centred not provision led

Tailor your services around what a young person needs and wants, not what you have historically delivered

Work closely with other practitioners in the child's life, especially early help and therapy services

Be solution focussed and be courageous – break down those barriers!

# Coproduction

needs courage,

is messy and

takes longer

but delivers better results