

# Coproducing Strategic Change

Tuesday 25th February 2020

at the



## Morning

10am Welcome

Why coproduce; an introduction to the benefits for services and individuals

*Coproduction in your own agency to create a foundation for strategic coproduction*

10:30am Coproduction at the Booth Centre

11:10am Coproduction at ICM

11:30am Coproduction in your own services

12:10pm Lunch

## Afternoon

12:50pm Introduction to the MHP

1:00pm Getting people to meetings

*Coproduction in the MHP – what has worked well that we can build on?*

1:10pm MHP Action Groups: Unsupported Temporary Accommodation (UTA)

1:20pm MHP Action Groups: Emergency Accommodation

1:30pm MHP Action Groups: Mental Health

1:40pm Close



**What does coproduction mean to you?**



## What is coproduction?

Full coproduction means sharing power – giving people who use services an equal chance to sit at the table and make decisions about how to run it better. It means building up their confidence and developing their skills so that they can participate fully. It also means involving staff in the process and not just managers and trustees. **Homeless Link, 2018**

Coproduction is not just a word, it's not just a concept, it is a meeting of minds coming together to find a shared solution. In practice, it involves people who use services being consulted, included and working together from the start to the end of any project that affects them. **Think Local Act Personal, 2011**

A way of working whereby citizens and decision makers, or people who use services, family carers and service providers work together to create a decision or service which works for them all. The approach is value driven and built on the principle that those who use a service are best placed to help design it. **Skills for Health, 2013**

## A ladder of coproduction



### Coproduction

We decide and do together

**Active**

### Engagement

We take your views into account

**Heard**

### Consultation

We ask for feedback

### Informing

We'll explain the decisions we make

**Passive**

# Why coproduce?

## For the individual

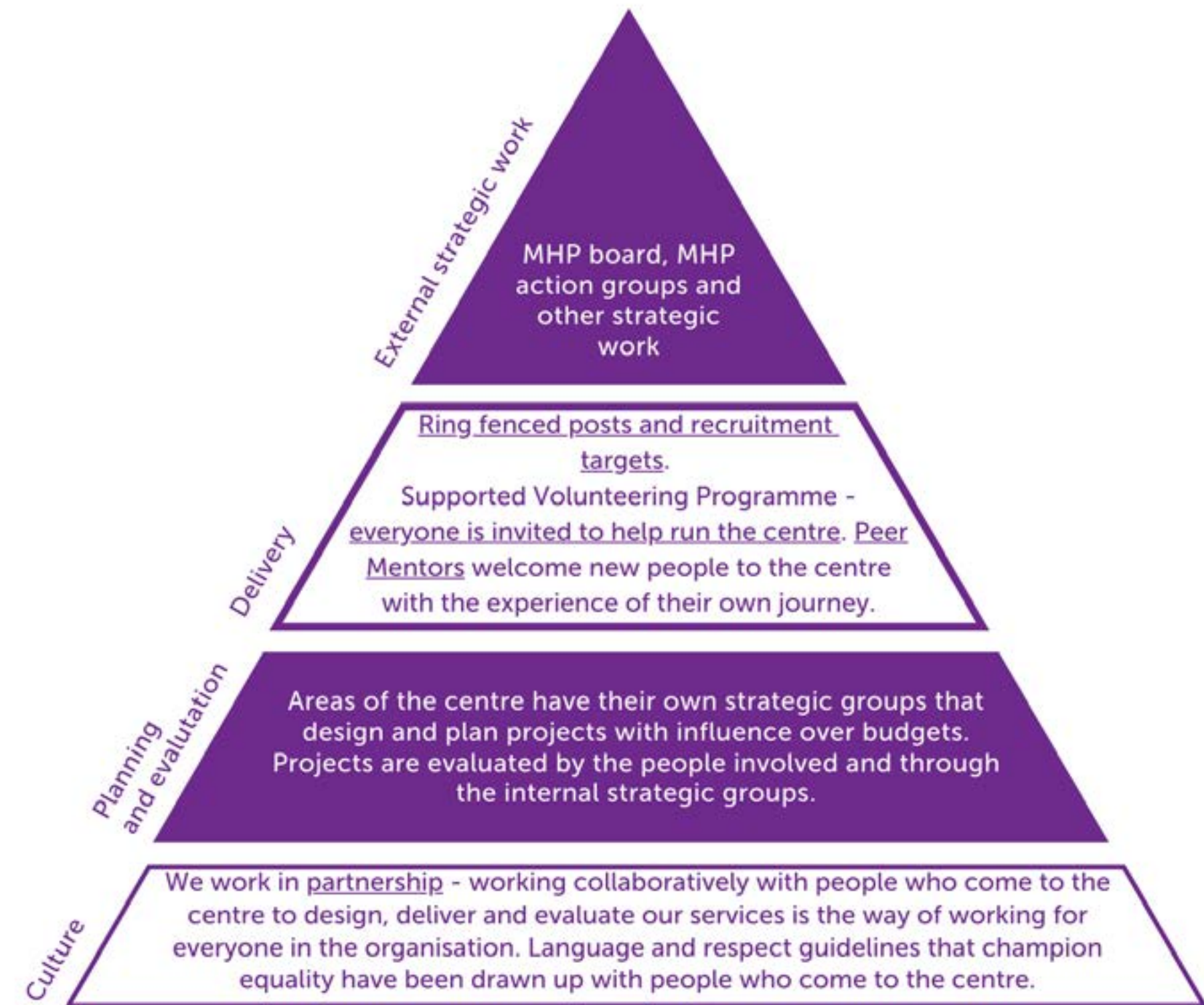
- Mutual learning and trust builds better relationships.
- Inclusive working environment where people gain confidence to enable them to make positive changes in their lives.
- Opportunity to gain new skills, build on existing ones and attend training.
- Provides a sense of belonging, stability and pride which can be empowering.

## For the service

- Promotes equality and positive working relationships which enable workers to provide high quality support and intervention.
- Valuable insight, knowledge and skill that promotes a reactive and high quality service.
- Provides another communication channel between the service and people who are accessing support.
- Volunteers can provide additional resource.

# Coproduction at Booth Centre

We recognise the importance of working collaboratively with people who come to the centre to design, deliver and evaluate our services.  
**Booth Centre, partnership value**



# Coproduction at ICM

## Why Coproduce?

Inspiring Change Manchester (ICM) is a National Lottery funded programme with a goal to tackle the barriers and inequalities encountered by people experiencing multiple disadvantage.

We are part of a programme of 12 projects doing the same thing in towns and cities across England. We all draw on ideas about coproduction to seek to understand where change and improvement is needed, and to then work together to bring it about.

## What does coproduction look like for you?

A Core Group of people with lived experience was formed when ICM was being set up. It helped design ICM, commission the organisations involved, recruit staff and steer what we do.

We also have GROW traineeships, an employment programme that was designed to create job opportunities for people with lived experience, by the end of the programme it will have employed around 50 people. Wherever possible we create space and provide resources for people to come together to test new ideas and influence change; this led for example to our Women's Voices Movement. We have a community Hub that was acquired and designed by people with lived experience who wanted a different kind of space in the city. We conduct peer and participatory research to explore what we do and examine how Manchester could be a better place.

## How does culture facilitate coproduction?

By taking as many opportunities as possible to spend time together, build up trust, get to know one another. By sharing information so all feel included.

## Top three strategies for coproduction success

- Having a clear mission; knowing what we want to do or achieve together.
- Taking the time to plan together.
- Ensuring it's a continual, that achievements belong to all, that review of what we are doing is participatory and we plan the next step together. Always making 'we' as broad and inclusive as possible.

## **Coproduction in your own services**

**What coproduction are you currently doing?**

**What are the challenges?**

**What are the opportunities for future coproduction?**

**What are the barriers to further coproduction?**





# Manchester Homelessness Partnership

At the heart of the MHP are coproduced **Charter** values which underpin how we work.

**Action Groups** tackle specific challenges that people who are homeless may face.

The **Partnership Board** of representatives from different perspectives of our city meet to use its collective influence to remove systemic blockages.

The **Driving Group** maintains momentum and supports the Action Groups.



# UTA Action Group

## Why Coproduce?

We believe that decisions should not be made about peoples' lives without their involvement. People who have lived in UTA understand the issues that are most important to them more than we do as professionals, and should be involved in the shaping of solutions.

People deserve to feel like they have power over the decisions which affect where and how they live. We also see the value of creating spaces for people from different services, levels and backgrounds to meet to dissolve the barriers that usually prevent these people coming into contact. This means people are challenged but can create collectively decided solutions to problems they all have a stake in and which can actually work.

## What does coproduction look like for you?

- We work to bring together as many people with lived experience as possible and ensure they feel they can make a meaningful contribution to the group.
- Many people in UTA choose not to attend so before every group we get updates from people about what is happening in their lives and what they would like the group to discuss
- Residents are involved in designing materials for the group including flyers and information packs.
- Our meetings are held at a neutral space that we can make welcoming and start with an ice breaker to get everyone up and talking on equal terms. Our group is co-chaired by a member of staff from Justlife and a former resident of UTA, both of whom design the meeting and take responsibility for different elements.

## How does culture facilitate coproduction?

All members of the group understand the value of discussion and challenge around their preconceptions about what should be done about UTA. The way the Action Group is organised and chaired is done with residents of UTA at the front of our minds.

It is also understood that sometimes people with lived experience of UTA don't want to attend, or forget, so we try to consistently communicate with people who've said they might be interested in attending and make sure it's as clear as possible what the purpose of the group is and the importance of what they can bring to it.

## Top three strategies for coproduction success

- Talk to people with lived experience who might be interested to come and listen to what they want to get from the group.
- Close the feedback loop and make sure people are told about progress when it happens.
- Make sure people actually have a role in the group and feel like they can contribute. To do this, put in the time before groups and invest in relationships with all members of the group to make it a success.

# Emergency Accommodation Action Group

## Why Coproduce?

Everyone brings valuable things to the table - experience of living in Emergency Accommodation, experience of running Emergency Accommodation, experience of supporting people to access or move on from Emergency Accommodation, experience of commissioning the services. Together we can come up with the best solutions.

If we come up with an agreed vision of what we want to achieve and the steps we need to take to bring this about then we can all be working in the same direction and this way we are more likely to achieve our aim. We have an ambitious aim and we need everyone's help to achieve it.

## What does coproduction look like for you?

- Actively inviting all stakeholders including the accommodation providers, people who are or have been living in the accommodation, support services and commissioners.
- Trying to make sure everyone makes a contribution, including giving people the opportunity to talk about their personal experiences at every meeting.
- Making the most of what each person can contribute and making sure there are follow up actions that everyone can take. People don't want to attend meetings for meetings sake but want to see practical things happening as a result.
- Making things accessible - as well as producing a long Minimum Standards document we also worked together to produce a more accessible summary poster.
- Celebrating achievements and successes and thanking people for their contribution.
- People wanted their voice to be heard, so we made a video and a Radio 4 documentary and held a launch event where 10 people spoke about their personal experiences and their hopes for the future.

## How does culture facilitate coproduction?

Holding meetings in accessible venues where people feel comfortable and where brews, lunch and smoking breaks are all built in. An inclusive and non judgemental space is created so that people can feel comfortable to share their experiences. People are encouraged to come to meetings, prepared in advance and followed up afterwards. If people choose to attend they are supported to do so and to make a contribution. We have also organised practical things for people to do, so it's not all meetings, like making posters, making up conference packs, setting up meeting rooms etc.

## Top three strategies for coproduction success

- Coproduction requires time. Allow time to plan and follow up from meetings and to talk to people before and afterwards.
- People need to see the impact of their contribution - share progression towards outcomes and recognise talent.
- Involve everyone and make it clear that everyone can add value. Communication is key; have a number of ways of reaching people and keep on sharing, talking and inviting people.

# Mental Health Action Group

## Why Coproduce?

Because it makes sense!

Having voices and perspectives from all sides of an issue allows for better understanding and greater potential for the finding of effective solutions.

## What does coproduction look like for you?

The co-chairs come from both sides of the issue – from working in the area, and from having lived experience of mental ill health and homelessness.

There is no upper cap or restrictions on meetings – if someone has a passion for change on the topic, they are welcome to come along and we will adjust the meeting(s) accordingly. If people don't want to/are unable to attend a meeting in person they are able to contribute via email or phone or to meet one of the co-chairs in person if they wanted to.

There are no wrong questions, everything is considered. Actions are on a consensus basis and all disagreements are heard and discussed.

## How does culture facilitate coproduction?

Everyone who is part of MHAG agrees about how the group runs. There is a huge amount of positive feedback about how everyone is listened to and can speak equally. It's a community more than a general meeting. We also have all the meetings over a lunchtime allowing people to eat together, which immediately breaks down barriers.

We use a variety of styles in the meetings – discussions, workshops, debates... we try to be creative and inclusive without too much reading or writing, allowing everyone to get as involved as they would like or feel comfortable doing so. We don't wear lanyards or lead with job titles/why people are in the room. Everyone is there because they want change – what led them to want that change is not important and they don't have to say so unless they want to.

## Top three strategies for coproduction success

- Be patient. Coproduction isn't a fast process and making decisions can take time.
- Listen. Nobody in the room has more authority or a bigger say than anyone else. Nobody is more right or more wrong than anyone else.
- Be prepared to make and admit mistakes. Coproduction isn't easy, sometimes corners will be cut, sometimes something will be overlooked. The worst thing you can do is deny or defend it. It's ok not to get everything right all the time.

**What next?**



**Thank you**

Our next shared learning event will take place on **Tuesday 28th April** and will focus on good practice in day centres. For more information contact [charlotte@boothcentre.org.uk](mailto:charlotte@boothcentre.org.uk)

