

Co-production at the Booth Centre - an introduction to partnership working

With the  Booth Centre



- The basics – what is co-production; an overview of partnership working at the Booth Centre
- Culture –enabling factors for co-production
- Involving people – recruitment, support and time.

What does co-production mean to you?

What do others say?

Full co-production 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

What do others say?

Co-production 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

What do others say?

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

A ladder of co-production



Co-production

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 co-produce?

Individual

- Mutual learning and trust builds better relationships
- Open 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.
- Provides a sense of belonging, stability and pride which can be empowering.

Organisation

- 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 an additional resource.



A community centre run with and for people affected by homelessness



The Booth Centre is a community centre run with and for people affected by homelessness.

The Booth Centre provides a warm welcome, an opportunity to belong, to gain a purpose and rebuild lives. Our programme includes activities such as volunteering, creative projects and sports, as well as training and help to gain employment. We also support people to improve health and wellbeing, to access emergency accommodation, and to secure and maintain a permanent home.

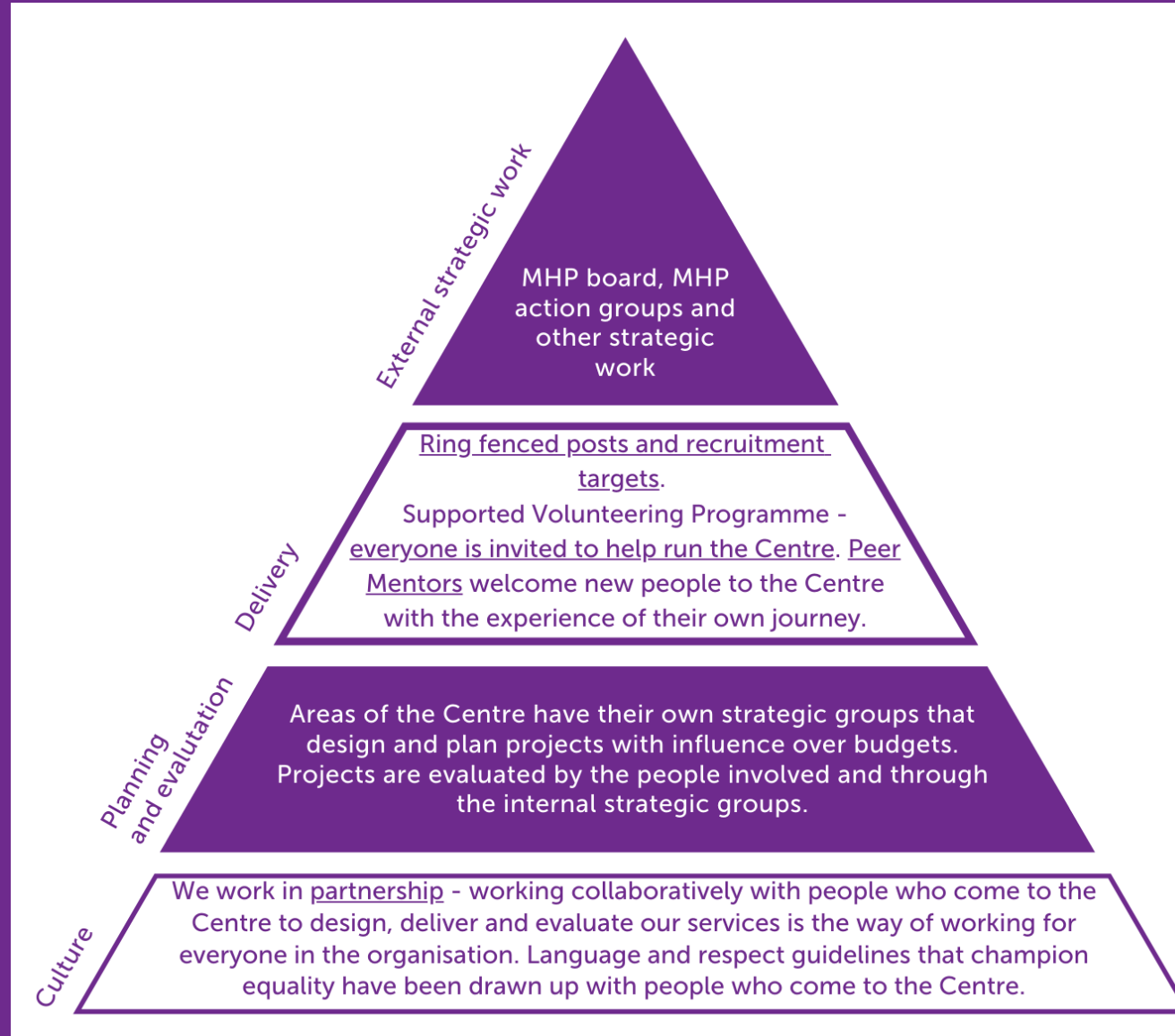
The Centre is run in partnership with the people who attend and they apply their skills and experience to influence strategic change.

Partnership



We recognise the importance of working collaboratively with people who come to the centre to design, deliver and evaluate our services. We work jointly with other organisations to achieve the best outcomes.

Partnership working at the Booth Centre



Culture

Enabling factors for co-production

- Embedding a co-productive ethos
- Commitment to organisational learning and adaptation
- Management (and funder) support
- Adequate resourcing
- Power sharing
- Established communication channels
- www.gmcvo.org.uk/publications/critical-success-factors-co-production-vcse-organisations



Skills for co-production

People should be willing to....

- Listen
- Learn from others
- Compromise
- Participate
- Adhere to formal arrangements
- Acknowledge and embrace their own expertise
- www.gmcvo.org.uk/publications/critical-success-factors-co-production-vcse-organisations



Processes for co-production

- Boundaries vs openness
- Use of informal and safe meeting spaces
- Use of a variety of communication channels
- Maintaining engagement with needs, and potential needs, of people over time
- www.gmcvo.org.uk/publications/critical-success-factors-co-production-vcse-organisations



Enabling factors at the Booth Centre

- Partnership working value since 1995
- Regular reflective practice sessions
- Ethos embedded in recruitment process for all staff
- Open and non-judgmental environment
- Working in partnership via groups is an integral part of job roles
- Established communication channels with people accessing the service

Involving people

Recruitment and communicating action

- Posters, text messages, personal invites – all internal
- Actions communicated and goals shared ‘This has changed because...’ ‘The kitchen group’s aims are...’ ‘Last week the activity group met to discuss...’

Induction and support

- Informal induction sessions and 1-1 mentoring.
- They inform people on the training available as well as the roles that can be undertaken and the expectations on both sides.
- Morning meetings are designed to get everyone ready for the day – work plans for the day are discussed.
- Thursday skills session (was Friday training).
- Volunteers organise social activities.

Flexibility and structure

- Built in flexibility. Job allocation and work plans for supported volunteers decided once people have arrived.
- People are trained on the different job roles that are essential to daily running of the Centre.
- Volunteer job roles are also flexible and can be developed to suit an individual's skills, and interests. This allows for a flexible entry point that can be built on.
- Actions from meetings are followed up informally when people are in the Centre.
- Structured 20 week volunteer programme with awards every 5 weeks.

Thank you

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