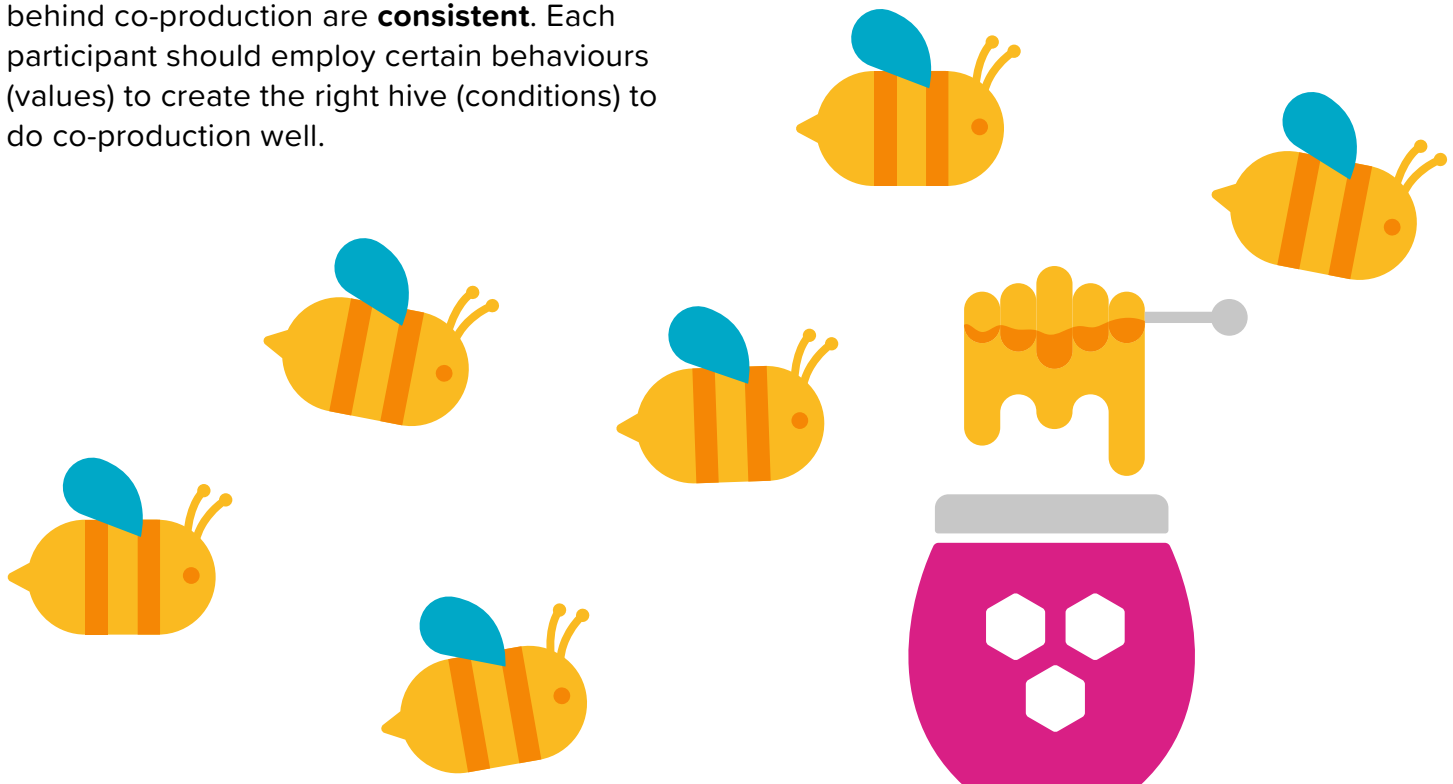


HOW TO CO-PRODUCE WELL

Co-production done well is like making a pot of honey. Like bees in a hive, co-production relies on participants demonstrating a set of behaviours and working in a specific way to produce an **outcome that works for everyone**.

While people's experiences of co-production may be different, the **values and skills** that sit behind co-production are **consistent**. Each participant should employ certain behaviours (values) to create the right hive (conditions) to do co-production well.



VALUES AND BEHAVIOURS

Our hive of co-production is a way of thinking about the values and behaviours of good co-production. These could be individual or organisational.



EXAMPLES OF GOOD VALUES AND BEHAVIOURS ARE:



- **Co-chairing, facilitation and coaching skills**

Working in an inclusive and co-productive way requires a range of skills and abilities.



- **Clear communication – no jargon**

The way we communicate is important to working with people as equals. It is all too easy to slip into our own way of saying things, or to assume knowledge.



- **Learning, reflecting and improving**

Co-production rarely feels comfortable – it is a continual process of examining how we could do it better.



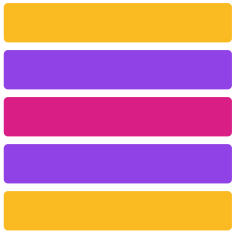
- **Involving the right people at the right time**

It can take time to build trust and give people proper opportunity to participate. Planning for this is important to ensuring that a wide range of relevant people can get involved in co-producing services.



- **Being patient and listening well**

Respect and value others' contributions and truly listen. Everyone involved should feel their voice is heard and views are included throughout the process.



- **Ensuring organisational commitment**

Co-production should be part of organisational culture – however, it is important to ensure there is Senior Management buy-in from the start and to be realistic and honest about what can / cannot be influenced.



- **Awareness of, and adjusting to, other people's needs and differences**

Knowing the needs of people involved and how to meet them is important so that people can be involved equally, at the right time.



- **Ability to share power**

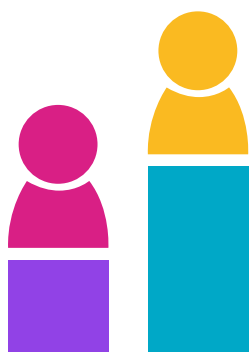
Sharing power means entering an equal partnership, in so far as possible, and sometimes letting go. It can involve sharing resources and decisions and is rooted in a deep appreciation and value of the particular skills and abilities that all participants can contribute.

APPROACHES AND MODELS

There are many different approaches and models which can help people understand and do good co-production. These include the Social Care Institute for Excellence's [whole system 'jigsaw' model](#) and NHS England's [five values and seven steps model](#), developed with the Coalition for Collaborative Care.



What these have in common is a focus on embedding co-production values and behaviours within organisational culture – throughout structures and operations. This means:



Co-production is championed at a senior level



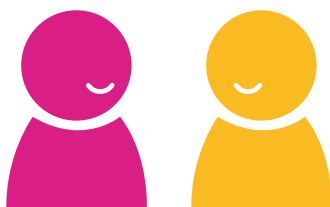
People's contributions to co-production are recognised and rewarded



There are clear priorities for co-production which have genuine impact



Co-production is built into work programmes and is 'the norm'



There is a shared understanding of what co-production is, and how to make it happen

**YOU SAID, WE DID
WE SAID, WE DID**

There is a move from 'you said, we did' to 'we said, we did'

Building on these and other sources, Adults' Health and Care has worked together with 'experts by experience', including service users and carers, to produce a resource to support good co-production in Hampshire.



**FOR MORE INFORMATION, AND TO
PARTNER WITH US, PLEASE VISIT:**

hants.gov.uk/coproduction