



Embedding Partnerships The NW London Approach Prof Lis Paice

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What is co-production?

***“Co-production means designing and delivering public services in an equal and reciprocal relationship between professionals, people using services, their families and their neighbours.*”**

Where activities are co-produced in this way, both services and neighbourhoods become far more effective agents of change.”

NESTA (2009) *The Challenge of Co-production*



Levels of co-production

There are three levels of co-production and they are outlined below.

Policy / strategic level:

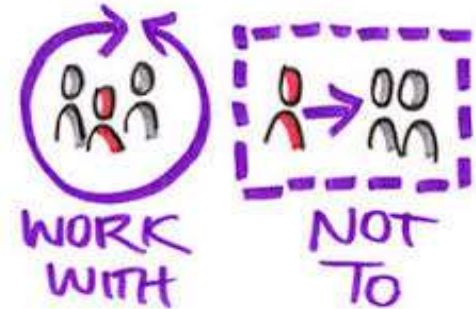
- Equal partners
- Lay partners influence decision-making

System / organisational level:

- Co-design with frontline staff
- New ways of working owned by frontline staff and service users

Individual level

- Individuals taking an active part in delivery of their own care
- Individuals having a conversation with care professionals – both actively listening
- Individuals empowered to manage their condition and own their goals



What experience have you had of coproduction?

In pairs share your experience and identify some barriers, enablers and benefits.

Co-production means doing this differently

Changing the way services are developed by:

- Identifying population needs
- Identifying the existing resources
- Working with people who use services to decide what services and support are needed
- Ensuring the people that are involved with services have a role to play in determining and assessing their success

Changing the way services are delivered:

- Enabling service users to shape their own care alongside professionals
- Ensure service providers are accountable to the people and communities that use them



Co-production at Policy and Strategy Level

How do you find people?

What qualities are you looking for?

What can we learn from people who have done it?

Co-production means doing things differently

Moving from 'them' and 'us' to 'WE'

From

To

Consultation



Working together to understand constraints and define possibilities

Asking 'user opinions'



Working together to develop the proposals from a blank sheet

Professionals determining what service users want



Shared responsibility for design and delivery

Token representation



Equal partnership

Service defined outcomes



User defined outcomes

What is the impact of working co-productively?

- ✓ 'Blue sky' thinking and breadth of perspective
- ✓ Individuals are at the centre of policy
- ✓ Instilling culture change

It's about being inclusive and reaching out to a broad spectrum of partners



Working in an accessible and people focused way

Barriers & challenges

Barriers

- Power sharing within long established hierarchies
- Pace and time commitment vs real partnership working
- Limited diversity in representation of the Lay Partners
- The need for in-depth systems knowledge for effective challenge

Challenges

- Recruiting a diverse group of people with the capacity, capability and commitment to do the job
- Developing a culture of coproduction among the professional staff
- Sustaining the group through recruitment and maintaining the culture of coproduction as new staff come in



**What one step will you
commit to taking as a
result of this
discussion?**