

# Coproduction – how are we doing?



This is something we've developed for local authorities, integrated care boards and organisations who support people directly. The aim is to help you reflect with people who draw on care and support about how well you are doing in making coproduction a reality.

Our starting point is the Social Care Future vision.

**We all want to live in the place we call home with the people and things that we love, in communities where we look out for one another, doing things that matter to us.**

**That's the social care future we seek. #socialcarefuture**

It is based on the four values of coproduction as described by Edgar Cahn in his book, *No More Throw-away People: the Co-production Imperative 2000*:

- Recognising and treating people as equal human beings
- Redefining work – so that it includes and respects everything it takes to get things done and build strong communities
- Reciprocity – so people can give as well as get support
- Social capital – weaving webs of relationships and support




There have been many definitions and explanations since then, but we feel that these original four values keep things real.

This is our attempt to give people some 'shape' to coproduction on which to reflect. It is very much the first draft, and we'd welcome your thoughts about making it more useful, as well as your examples of insights you have gained through using it.

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# 1. Recognising and treating people as equal human beings

People are valued and involved as equal partners, and use their experience, knowledge, and skills to design, run and evaluate care and support...simply seeing/treating people as **human!**




	<p><b>You really haven't got this if...</b></p> <ul style="list-style-type: none"> <li>• You think and talk about people as victims, patients, service users, clients, customers, problems.</li> <li>• You believe you are the experts.</li> <li>• The person's illness or impairment is the most important thing you consider.</li> </ul>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
	<p><b>You're getting there if...</b></p> <ul style="list-style-type: none"> <li>• You understand that people know about the care and support that works – and doesn't work – for them, and what they know can help make things better for other people.</li> <li>• You listen to what people tell you about what works for them, and they have some say about the way care and support is designed, run and evaluated e.g., through structured forums, focus groups, consultation/listening events</li> <li>• You work with people in different ways, like helping to run training or being part of a peer support group.</li> </ul>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
	<p><b>You're doing really well if...</b></p> <ul style="list-style-type: none"> <li>• The way staff work demonstrates daily that you listen to people, value what they have to say and the skills they bring as human beings and experts in their own lives. This is clear in the way their direct support is planned and organised and in how services are commissioned and run.</li> <li>• Your ways of working demonstrate that you value the contribution people make as equal to that of paid staff, and people with lived experience hold paid roles.</li> <li>• People are formally involved in every aspect of recruitment and training of staff.</li> <li>• People with lived experience are decision makers at all levels – in their own lives, in how the organisation runs and in the development of policy and how budgets are set and spent.</li> </ul>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<p><b>Reflections...</b></p>		

## 2. Redefining work – so that it includes and respects everything it takes to get things done and build strong communities

We usually think about ‘work’ as something we do that earns money, but this idea in co-production helps us think about ‘work’ as anything that is an activity we need. This is often activity driven by our hearts and minds, and our care and compassion and love for people close to us. It includes the unpaid work of bringing up children, supporting our families and volunteering.

If we want to make coproduction work, we need to recognise, value, and use the gifts and skills people have, and find ways to recognise and reward this activity.




While paying people in cash for their contribution is an important principle, sometimes benefit rules means it is complicated for people to be paid, or someone doesn't want cash payments. There are lots of other ways to recognise and reward work that are not just about paying people in cash – for example: free places on training courses; free meeting rooms and venues for events; office space to work from; a laptop or other equipment to help people to contribute; acknowledgement of people's work in reports, newsletters, or celebration events.

	<p><b>You really haven't got this if...</b></p> <ul style="list-style-type: none"> <li>• There is no way of recognising any contribution people bring to the organisation, other than through the formal payroll.</li> <li>• People are not able to contribute to any development because benefit rules mean they can't be paid.</li> <li>• There's no flexibility in how the organisation is run to recognise the other roles people and staff have e.g., as parents or family carers</li> </ul>	<input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>
	<p><b>You're getting there if...</b></p> <ul style="list-style-type: none"> <li>• People can join a structured forum or focus group and have their expenses paid.</li> <li>• People contribute their time and skills as volunteers, and this is recorded and celebrated on a regular basis.</li> <li>• There is some flexibility in how the organisation is run to recognise the other roles people and staff have e.g., as parents or family carers</li> </ul>	<input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>
	<p><b>You're doing really well if...</b></p> <ul style="list-style-type: none"> <li>• People and workers at all levels contribute to the design, running and evaluation of care and support. The work that they do is formally recognised and recorded and they are rewarded in ways that are useful to them and their lives.</li> <li>• People with lived experience have paid roles throughout the organisation.</li> <li>• There is complete flexibility in how the organisation is run to recognise the other roles people and staff have e.g., as parents or family carers.</li> </ul>	<input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>
<p><b>Reflections...</b></p>		

### 3. Promoting reciprocity so people have a chance to ‘give’ as well as ‘get’ support




This is about making sure that people are not just seen as, treated as, or expected to behave as *‘people who need help’*. Support that works in this way builds on what people are good at and expects everyone who draws on support to (at some point) offer it to someone else. Everyone needs to be needed and valued. Feeling needed and valued builds our self-esteem and makes us stronger.

Giving support could include things like a person offering peer support to someone in a similar situation, being a ‘buddy’ to someone new to the organisation, helping someone write their care and support plan, or joining in with preparing lunch at an event.

	<p><b>You really haven’t got this if...</b></p> <ul style="list-style-type: none"> <li>• Management of risk and safeguarding policies preclude you encouraging people to support each other.</li> <li>• You believe that only paid staff have the necessary skills and expertise to offer information, advice, or support.</li> </ul>	<input data-bbox="1364 667 1428 734" type="checkbox"/> <input data-bbox="1364 763 1428 831" type="checkbox"/>
	<p><b>You’re getting there if...</b></p> <ul style="list-style-type: none"> <li>• People can support each other but it is not actively encouraged.</li> <li>• Some people who present less risk are supported to do voluntary work with carefully selected organisations as part of their care and support plan.</li> <li>• Staff facilitate peer support groups that enable people to share their ideas and expertise in a formal and safe setting.</li> </ul>	<input data-bbox="1364 902 1428 969" type="checkbox"/> <input data-bbox="1364 999 1428 1066" type="checkbox"/> <input data-bbox="1364 1095 1428 1162" type="checkbox"/>
	<p><b>You’re doing really well if...</b></p> <ul style="list-style-type: none"> <li>• Part of every worker’s job description is to connect people to each other in every situation at every level.</li> <li>• Anyone who draws on support is offered peer support and is also asked how they will offer support to someone else down the line.</li> <li>• There is a strong peer support network that offers training and mentoring as well as insight to inform (and challenge) strategic decision making.</li> </ul>	<input data-bbox="1364 1227 1428 1294" type="checkbox"/> <input data-bbox="1364 1323 1428 1391" type="checkbox"/> <input data-bbox="1364 1420 1428 1487" type="checkbox"/>
<p><b>Reflections...</b></p>		

#### 4. Social capital – weaving webs of relationships and support

This is about remembering that people build and sustain communities and you have to be present to be included. Support is not about simply ‘*getting a service*’, but about people living gloriously ordinary lives. Organisations need to see themselves as part of communities and play an active role in connecting people – NOT cut them off from anything but paid care and support.

	<p><b>You really haven’t got this if...</b></p> <ul style="list-style-type: none"> <li>• If you see care and support as simply about the tasks needed to feed, dress, toilet someone and keep them safe.</li> <li>• Professional boundaries overrule human connection and create a clear separation between ‘professionals’ and ‘service users’.</li> <li>• Where care and support is located and how it runs is not relevant to or part of the wider community.</li> </ul>	<input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>
	<p><b>You’re getting there if...</b></p> <ul style="list-style-type: none"> <li>• there are regular focus groups held in community venues and other opportunities for local people to meet and talk with workers.</li> <li>• good news stories are shared in local media.</li> <li>• workers are encouraged to take ‘volunteering days’ working with people in the local community.</li> <li>• You invite local people and organisations to celebration events.</li> </ul>	<input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>
	<p><b>You’re doing really well if...</b></p> <ul style="list-style-type: none"> <li>• Workers directly supporting people really get to know the communities where people live and what’s going on....and local people know them.</li> <li>• Supporting people to have friends and relationships is seen as the biggest success of great care and support.</li> <li>• Any care and support that is commissioned must show genuine partnership with local communities on a day-to-day basis.</li> <li>• Organisational policies do not get in the way of workers using their own networks to help people build relationships and strengthen connections.</li> </ul>	<input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>
<p><b>Reflections...</b></p>		