



Co-production policy and procedure

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Issued: February 2025

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POLICY

1. Policy statement

- 1.1 This policy sets out how we ensure that our activities are co-produced by enabling open relationships between clients and our staff so that all voices are heard.

2. Scope

- 2.1. The scope of this policy is to describe how clients and staff are involved in designing, developing and providing insight in all aspects of decision making and improve communication and engagement.

3. What is co-production?

- 3.1 Co-production gives all our clients an equal opportunity to be involved in the overall design and running of our services, by combining the lived experience of our clients and the knowledge of our staff at all stages, to achieve the best outcome for all.
- 3.2 Co-production is a **strengths-based approach** that means empowering clients with lived experience to recognise that they have strengths and talents, and that our staff recognise their feedback.

4. What is the objective of co-production?

- 4.1 Co-production works by ensuring that all ideas and feedback are properly considered and discussed. Co-production does not mean that all ideas suggested will be implemented, but that co-producers should feel heard and respected for their voice.
- 4.2 When co-producing, no idea is deemed trivial but a valid, worthy contribution. Feedback received will be considered for potential impacts (positive and negative) with balanced, informed conclusions being drawn about the possibility of implementation. These conclusions will then be shared with all involved to ensure that questions can be posed, answered and agreement reached about next steps. This will enhance self-confidence, self-esteem and in turn empower co-producers to share their voice again in the future, while also learning more about the organisation where they live or work.
- 4.3 Co-production is a style of practice, rather than a token activity to be included when convenient. Staff need to be well-informed of this way of working and endeavour to implement co-production principles where possible.
- 4.4 Certain elements of policies and procedures cannot be changed for a range of reasons such as health and safety, budgets, sustainability and external contracts with suppliers. In line with co-production principles, these reasons need to be explained to clients or staff as appropriate, allowing them to develop a better understanding.

5. How co-production works

5.1 Co-production is based on our commitment to deliver client and staff involvement activities in our organisation. These can be broken down into three key areas:

- organisational
- service
- individual

At each of these levels, there are a range of ways in which clients and staff are able to share their feedback.

5.2 **Organisational wide** – feedback on policies, procedures and strategies. Clients and staff can engage through:

- client engagement team
- staff council
- organisational forums e.g. equality, diversity and inclusion forum; or green group
- surveys including the annual client survey
- quality assurance visits
- contribution to case studies
- planned co-produced sessions on policies, procedures and strategies

5.3 **In service** – feedback on ways of working and local practices. Clients and staff can engage through:

- becoming a client representative of the client engagement team or a staff representative of the staff council
- resident, client or team meetings
- quality assurance visits
- contribution to case studies
- “Tell us” forms and service suggestion boxes
- speak to staff in services
- exit interviews

5.4 **Individual** – person-specific feedback. Clients and staff can engage through:

- **MyJourney** – through support plans, safety plans, and outcome stars
- supervision and reflective practice sessions
- residents or clients’ meetings
- team meetings
- contribution to case studies
- **“Tell us”** forms and service suggestion boxes
- discussions with client engagement team and staff council members



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6. Principles of co-production

6.1 The key principles of co-production which we consider when delivering co-produced activities are:

- **Include everyone** – there should be no “us” and “them”, everybody is treated equally, and representation needs to come from all groups involved. Clients should be included at all stages in their journey and given any necessary support to make this happen.
- **Communicate** – Do not use acronyms or jargon, we must use language everyone can understand. Be honest about what can and can’t happen. Any limitations must be discussed and ensure that everyone involved understands this. Continuous feedback means everyone knows what is going on.
- **Trust and respect** - good relationships are key to making this work, there should be genuine trust and respect between clients and staff.
- **Be open** - listen to all ideas. Provide equal opportunity for everyone to be heard. Listen and make sure that people know they are being listened to. Get input from everyone who is involved. Provide opportunity for real power sharing – decisions are not to be made behind closed doors. Decisions are made together.
- **The wider picture** - don’t just focus on a few issues, be prepared to look at a service as a whole. Why is the service there? Is it working? What needs to change?
- **Take action** - Be focused on the direction you are going in and make a collective positive impact. Have measurable goals, action plans and deadlines. Don’t give up.
- **Develop skills** - value peoples’ contributions and encourage their development. There should be training opportunities for staff and clients. This is an opportunity for personal development. Recognise peoples’ input i.e., **MyRewards**, Extra Mile etc.

6.2 Our equality, diversity and inclusion policy and procedure underline our commitment in all areas of service delivery, and how we want to create a safe, inclusive, and cohesive environment with all our partners and contractors. Our policy will be shared with partners and contractors, where applicable, to support treating everyone fairly, and with dignity and respect.

7. Staff responsibilities

7.1 All **staff** will use co-production principles to involve clients in activities and support the design of the support and service we deliver.

7.2 Our **operational support team and client engagement team** will use quality assurance visits and staff and client feedback to assess co-production in services and encourage and support our staff to identify ways in which they can improve co-production in their service.



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8. Links to other policies/procedures

- [MyJourney](#)
- [Quality assurance, performance and monitoring policy](#)
- [Tell Us](#)
- [Equality, Diversity and Inclusion policy](#)

9. Policy Review

- 9.1 This policy will be reviewed at least every three years by the business development and improvement manager or when circumstances change.