

WHAT IS CO-PRODUCTION?

At Fulfilling Lives our aim is to change systems and services by co-producing with people who have experienced them.

We think that Co-production is meaningful when people with lived experience are valued by organisations as equal partners, can share power, skills and experience and have influence over decisions made.

The relationship between services and those who use them can be seen as steps on a ladder, the higher we climb on the ladder, the more equal the relationship is.

LADDER OF INVOLVEMENT

In FLSE co-producing means working with people who are experiencing or have experienced Multiple and Complex Needs as equal partners in a project, which can be small (an information leaflet) or quite large (training for a whole organisation). Co-production is achieved by involving people with experience of Multiple Complex Needs at all stages- including planning, deciding, designing, doing, delivering and evaluating together

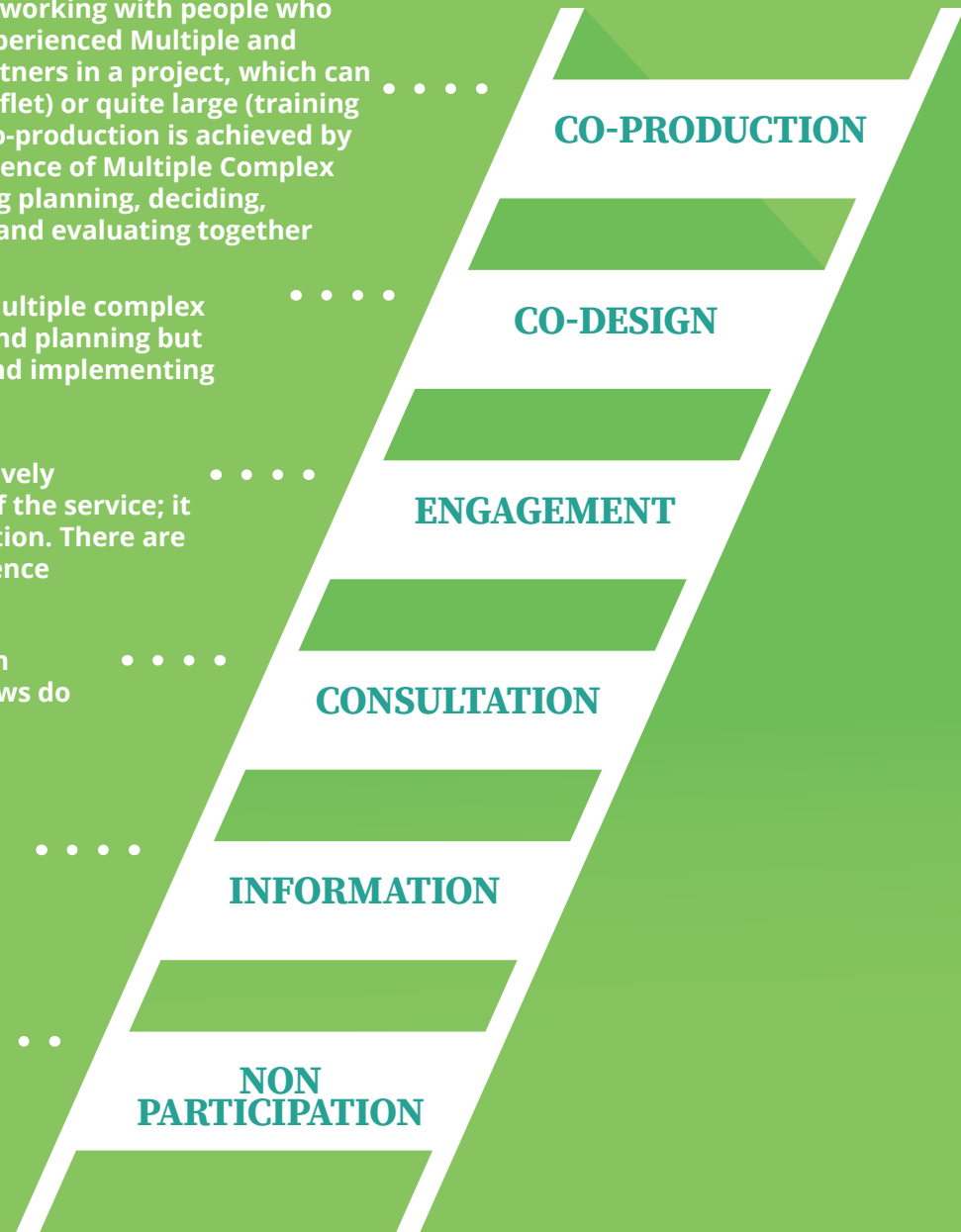
people with experience of multiple complex needs are part of deciding and planning but do not take part in 'doing' and implementing

People have a chance to actively participate and being part of the service; it is more a two way conversation. There are more opportunities to influence

People can give their opinion about services, but their views do not always affect change

People who use services are informed about how they work

People who use services are seen as passive recipients. Their views do not count



FLSE CO-PRODUCTION VALUES

RECIPROCITY

- The impact of our work is shared with everybody involved and we ensure there is ongoing feedback and communication throughout.
- We draw from each other's skills and experiences (people bring in much more than their lived experience), by using an assets-based approach, finding strengths in people, and helping them develop skills and find their voice.

EQUITY, CHOICE AND VALUING DIVERSITY

- We find creative ways to include the diverse voices, including those with the most complex needs in our work.
- Different activities will require different levels of involvement, participants should be given a choice where and how they want to be involved.
- The project ensures that all participants have support and resources to contribute equally to the process; including practical aspects such as checks before and after meetings, travel tickets, reimbursements and appropriate provision for volunteers (refreshments, lunch, etc).
- Activities are facilitated to maximise participation. This includes considering each individual's needs and preferences.

ACCESSIBILITY

- We consider participants' workloads and other projects which may be happening at the same time.
- All language is accessible and as jargon and acronym free as possible.
- We ensure that venues are accessible to all and spaces for participation are trauma-informed.
- The purpose and aims of meetings and tasks are available beforehand so that all participants are aware of what needs to be prepared and what they will be able to contribute to.

ONGOING LEARNING

- We create regular spaces to reflect, learn and continue developing our practice.
- We are open to be challenged and to change direction.

PIONEERING SPIRIT

- We explore new ideas, alternative ways of working: be courageous and take positive risks! It's important to develop a sense of adventure, without losing sight of the long-term vision.

COLLABORATION

- Co-production is a collaborative process that involves nurturing equal relationships.
- We come together around common goals with a shared sense of purpose, ownership, and responsibility.