

## Guidelines for involving Co-production Group members in C4CC partner activity

C4CC has recruited a diverse group of people with experience of living with a long term condition to support co-production across the whole organisation.

We have an increasing number of requests from C4CC partners for co-production group members to participate in their work either by sharing case studies, speaking at events, participating in discussions and have therefore agreed to develop some guidelines to help us manage these requests. The checklist has been aligned with the steps set out in the [co-production model](#).

### Getting started

- Be honest about the purpose of involving people - what can people influence and what cannot be influenced **before** people are invited to get involved.
- Co-production works best when it is more than just a single 10 minute personal story. It needs to be part of the team's ethos – a commitment to sharing power and understanding of what co-production means.
- Try to avoid jargon in briefings and share information clearly.

### Planning ahead

#### Budgets

C4CC are able to support co-production group members to participate and can provide briefings and support however partners need to arrange their own budgets to cover the costs of involvement.

This will include:

- o enough funds to cover the participation fee of £150 per day per person
- o travel costs and overnight accommodation if needed.

Many organisations will have their own payment policies but C4CC uses the NHS England reimbursement policy, copies of which can be made available on request.

#### Access needs

It is important to consider a range of access needs when planning an event. Please get in touch with the C4CC Hub team if you need assistance with this.

#### Creating a culture which supports co-production to work well

Co-production usually has the most impact where the outcome of a meeting has not already been decided, and where there is scope for people's involvement to change the direction of a particular programme.

In the working environment respect may manifest itself in the following ways:

- o Meeting and greeting people when they arrive

- Ensuring the venue is fully accessible
- If an agenda has been co-produced agree changes in advance if changes need to be made
- Allowing enough time so that briefings for group members are not rushed

C4CC can provide briefing, training and support about co-production if needed.

### **Follow up**

It is important that Partners build in time to provide feedback on the impact of involvement – particularly where co-production group members spend time and energy to co-deliver events or workshops.

We are keen to track the impact of the group so blogs, case studies and follow up emails to confirm what difference the co-production has made are always welcome.

Co-production Model	What this means in practice for C4CC partners
<b>5 Values and Behaviours</b>	
Ownership, understanding and support of co-production by all staff	Staff are briefed about the co-production approach and are prepared to work differently to include the perspectives of citizens, carers and members of the community.
A culture of openness and honesty	
A commitment to sharing power and decisions with citizens	
Clear communication in plain English	
A culture in which people are valued and respected	○
<b>7 steps</b>	
Get agreement from senior leaders to champion co-production.	Decision makers are briefed about the co-production approach and are prepared to work differently to accommodate citizens, carers and members of the community.
Use open and fair approaches to recruit a range of people who use health and care services, carers and communities, taking positive steps to include under-represented groups	C4CC have recruited the group members through an open recruitment process and is constantly reviewing levels of diversity and widening the scope of involvement.
Put systems in place that reward and recognise the contributions people make.	
Identify areas of work where co-production can have a genuine impact, and involve citizens in the very earliest stages of project design.	

<p>Build co-production into your work programmes until it becomes 'how you work'.</p>	
<p>Train and develop staff and citizens, so that everyone understands what co-production is and how to make it happen.</p>	
<p>Regularly review and report back on progress. Aim to move from "You said, we did", to "We said, we did."</p>	