

## Fulfilling Lives: supporting people with multiple needs

Big Lottery Fund is investing £112 million of National Lottery funding in 12 partnerships across England which support adults with experience of substance misuse, homelessness, offending and mental ill health. People with first-hand experience of these issues are at the heart of the partnerships, using their insight to design local services that are better connected and easier to access.



# Opportunity Nottingham Co-production Information Sheet

**Co-production is about “working together, taking risks and being responsible together and solving problems together”**

## What does Co-production involve?

Co-production is about people with lived experience and service providers:

- rebalancing the power structure and creating a level playing field
- recognising each other's assets
- problem solving together
- educating each other
- debating with each other and listening
- making things better.

## Case Study: Valuing Lived Experience in the Workforce

West Yorkshire Finding Independence (WY-FI) held an employment event with staff and people with lived experience to develop a set of principles and a good practice guide that workplaces could follow to become 'recovery friendly'. These were adopted by the project's Core Partnership Management Board.

Outcomes included:



## Example of good practice

Opportunity Nottingham has a team of Expert Citizens (existing and former Beneficiaries of the project). They participate in all elements of the project from strategy to delivery. A regular Expert Citizen meeting is well-attended and the agenda will often involve guest consultations with recent visits including Crisis and the DWP.

A key piece of fully co-produced work is *The Pledge*. It focuses on the improvement of Beneficiary and staff experiences across all services. A number of workshops and meetings with Expert Citizens and service staff took place in order to create *The Pledge*. It considers what Beneficiaries would like from a service, how they would like to be treated, and how they will engage with services and treat service staff. At its core are honesty, understanding and belief.

The aim is that *The Pledge* will be adopted by other services in Nottingham, and set a level of service delivery and interaction that everyone can work towards.

## It's time to listen

People who have lived experience have a wealth of knowledge to offer and often their assets are hidden behind the labels of addict, offender, mental ill health, homelessness and complex needs.

Asset-based models consider the whole person and by looking beneath the surface people with lived experience have valuable ideas, beliefs and practicalities to share. Having conversations with people who have used services can be an empowering moment for all involved.



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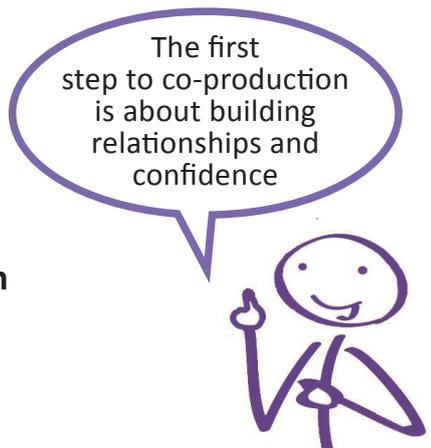
The Fulfilling Lives programme is funded using money raised by National Lottery players for good causes.

# Ideas to kick off Co-production

## Finding the assets

Everyone has assets they can use to help others but sometimes a lack of confidence and the labels someone may carry can mask their value.

The best outcomes are achieved when we build trusted working relationships, listen to each other and bring out hidden assets and specialist points of view. Once you have built a positive reciprocal relationship it's time to think about which areas of work the person wants to collaborate on...



The first step to co-production is about building relationships and confidence

### 1 Co-design, including planning of services

- Plan and produce training for services together
- Develop a new project or piece of work together e.g. rebranding, creating a new service
- Volunteers treated as equals to staff e.g. having the opportunity to lead activities and groups and act as peer mentors
- Invite service users to meetings e.g. board meetings, team meetings

### 2 Co-decision making in the allocation of resources

- Work on developing job roles and adverts together
- Work on the shortlisting process together
- Invite service users onto an interview panel
- Offer service users involved in the interview process the opportunity to contact the successful/ unsuccessful candidates following a job interview
- Offer lived experience as an equal to qualifications on the person specification of a job advert
- Involve service users in work with Commissioners

### 3 Co-delivery of services, including the role of volunteers in providing the service

- Involve service users in the delivery of training
- Treat volunteers as equals to staff. For example, provide the opportunity to lead activities and groups, and act as peer mentors

### 4 Co-evaluation of services

- Ask service users for their feedback
- Collect feedback from peers together
- Analyse feedback and data together
- Involve service users in the presentation of evaluation reports



But this is just a starting point... co-production doesn't stop here

To find out more visit  
[biglotteryfund.org.uk](http://biglotteryfund.org.uk) and search  
for 'Fulfilling Lives Programme.'