

Co-production – how far up the ladder are we?

26.04.2022

Speaker: Andrew Lord

What is co-production?

The Co-production Network (Social Care Institute for Excellence) says that:

> “Co-production is an approach where people, family members, carers, organisations and commissioners work together in an equal way, sharing influence, skills and experience to design, deliver and monitor services and projects.”

What is co-production?

The term co-production refers to a way of working, whereby everybody works together on an equal basis to create a service or come to a decision which works for them all.

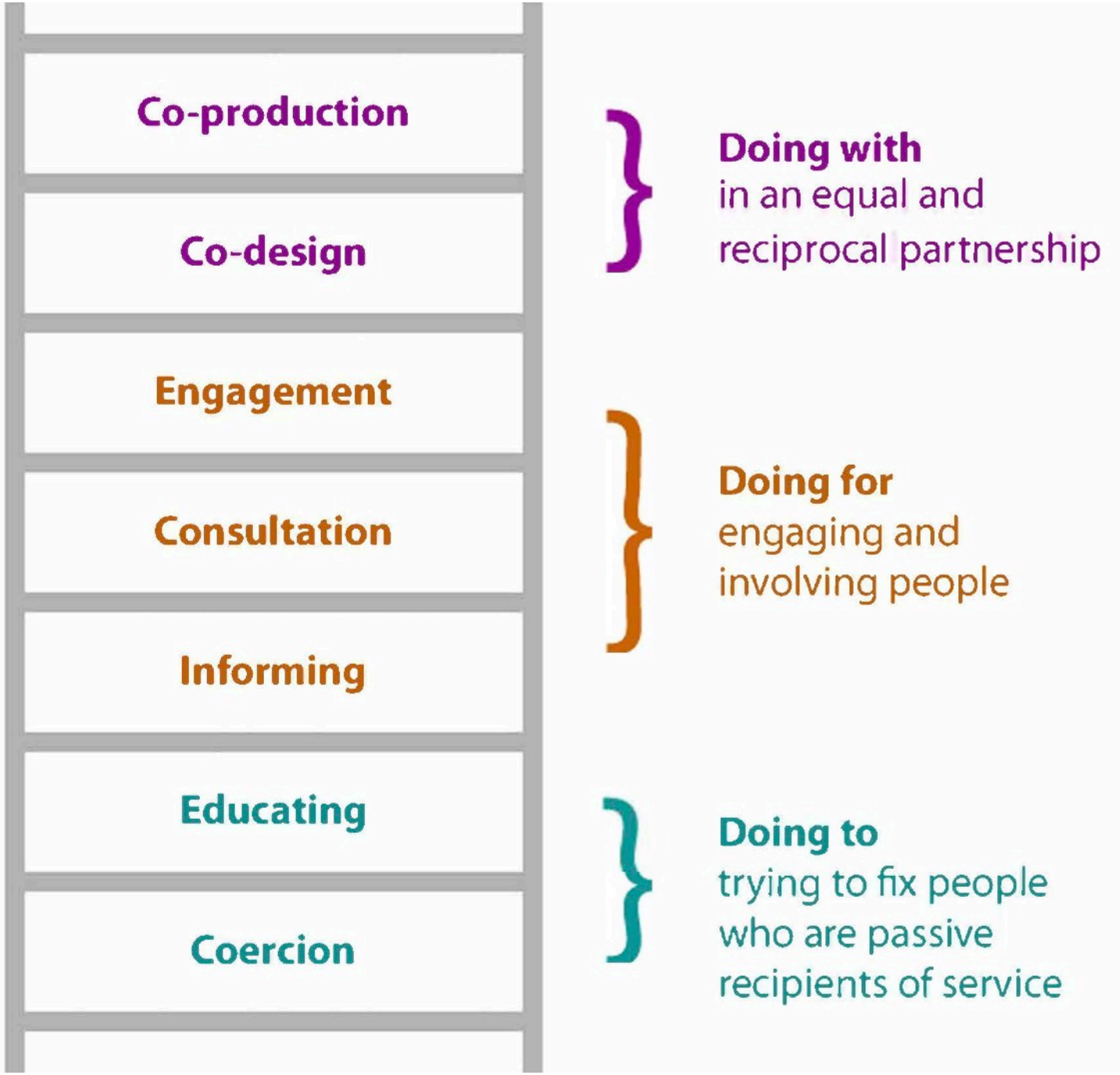
It is built on the principle that those who use a service are best placed to help design it.

Co-production

‘The Ladder of Participation’

S R Arnstein. (1969) Journal of the American institute of Planners.

(Think Local Act Personal: https://www.thinklocalactpersonal.org.uk/co-production-in-commissioning-tool/co-production/In-more-detail/what-makes-co-production-different/)



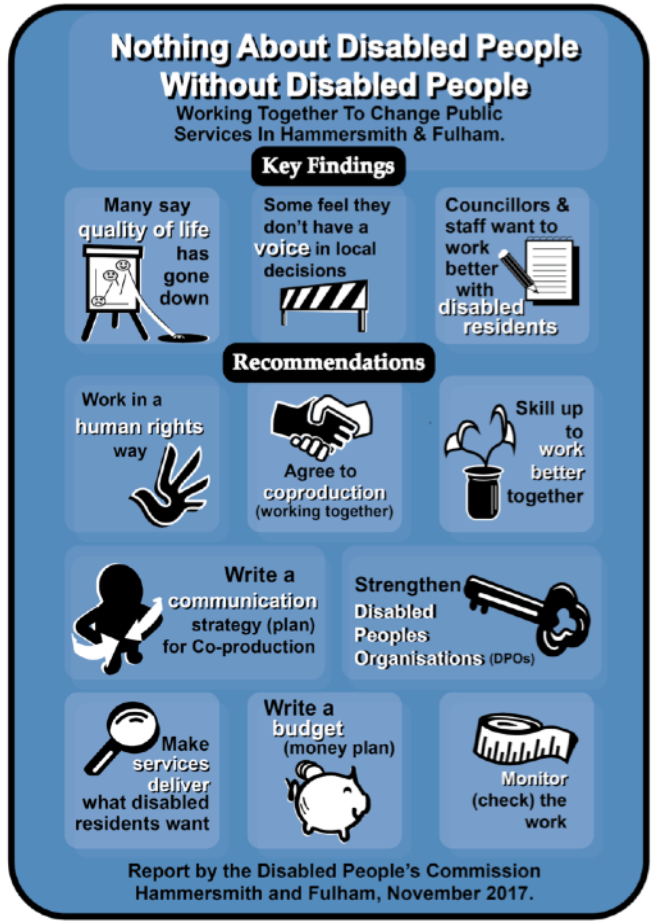
Case study
London Borough of Hammersmith and Fulham (LBHF)

lord consultants ltd
inclusive design

Co-production in LBHF

LBHF has made a commitment to co-produce policies and services with **disabled residents**:

"Co-production (working together) means that **Disabled residents** and decision makers are working together in an active way to plan, design and review policy and services that affect our lives, to get rid of the barriers we face."

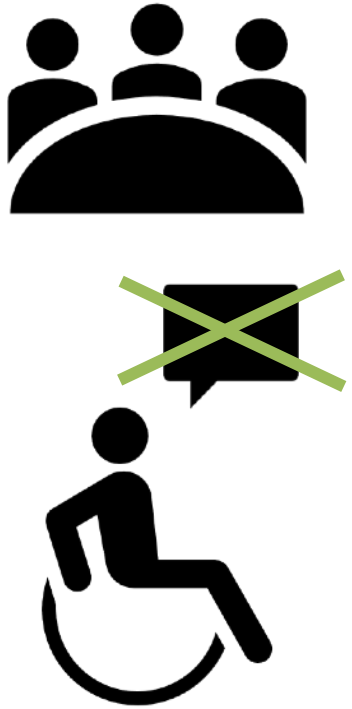


(https://www.lbhf.gov.uk/councillors-and-democracy/resident-led-commissions/disabled-people-s-commission)

LCL lord consultants ltd
inclusive design

Why is LBHF focusing on disabled residents?

"A key and striking message that came out of the Disabled People's Commission report is that Disabled residents are **almost nowhere to be seen in making decisions** about the support and services that affect their lives. So we will work with Disabled residents **first** to build an effective partnership for change."



LCL lord consultants ltd
inclusive design

Further quotes from LBHF guidance

”The Council is committed to ‘Doing things with residents and not to them’ and co-production should help to make this goal a reality, enabling everyone to working inclusively with residents in a respectful manner, ensuring that everyone is valued for their unique experiences.”

“Co-production is also about sharing power, so we will need to be constantly aware and honest about who has the power in relation to decision making. If residents are not having significant influence, then the quality of the co-production process will be weaker. The balance between residents and professionals’ contributions will need to be reviewed."

LBHF project specific co-production strategy



- Disabled people involved in commissioning;
- Co-production with residents steering group;
- In house team and resident steering group training;
- Regular review of communications and presentation material;
- Regular updating of Co-production checklist;
- Liaison with LBHF strategic Co-production leads;
- Periodic liaison with LBHF cross project Strategic Co-production Group;
- Pre-planning sessions with LBHF Disability Forum Planning Group; and
- Engagement with local groups / stakeholders.

LCL lord consultants ltd
inclusive design

Disabled People's Housing Strategy 2021



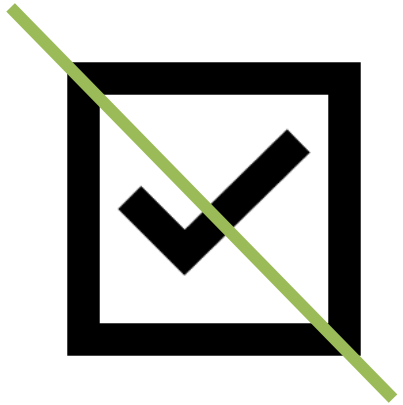
A co-produced strategy.

LBHF are setting up a delivery group made up of disabled residents to work on the action plan for the strategy.

LCL lord consultants ltd
inclusive design

Choosing a co-production approach

- No single approach will be right for all projects; and
- Projects affecting a smaller number of residents may find it difficult to recruit residents to co-produce with in general – so a specific disabled residents' group may not always be feasible.



However, regardless of the model chosen:

- Disabled residents **must** be included within the agreed co-production approach; and
- This **must not** be tokenistic – e.g. one disabled resident is not sufficient to ensure meaningful representation.

Enabling residents to co-produce

- Agree inclusive terms of reference for any group and for meetings;
- Residents (disabled and non-disabled) will likely need training in order to be able to co-produce, e.g.
  - Co-production itself;
  - General meeting etiquette;
  - The planning process;
  - Understanding construction drawings;
  - Disability Equality Training; and
  - Inclusive Design.
- All types of engagement including digital must be accessible.



LCL lord consultants ltd
inclusive design

Difficulties with co-production in housing

- Lack of council / client side staff experience or training;
- Needs in house support on client side;
- Long term relationship - needs to be embedded in all project stages;
- The speed at which some projects move;
- Maintaining a steering group; and
- COVID and the benefits and drawbacks of virtual meetings.

LCL lord consultants ltd
inclusive design

Benefits of co-production in housing

- It operates at many levels: strategic, service design and development and individual;
- Social model of disability - the co-production process itself helps to remove disabling barriers;
- Benefits for individuals as well as society;
- Places accessibility and inclusive design at the heart of a project rather than an ‘add-on’;
- Ensures greater consideration of everyone’s needs e.g. neurodiversity, safety and inclusive sustainability;
- Allows for greater consideration of how people will live when works are being carried out around them;

LCL lord consultants ltd
inclusive design

Benefits of co-production in housing

- Helps access consultants and disabled residents to amplify each others' voices;
- Reduces levels of frustration and fosters better relationships;
- Creating mutual benefit for those who won't gain direct benefit;
- Identifies simple things that could get missed;
- Ensures clients put in place support and resources; and
- New London Plan Housing Design Standards draft guidance – direct reference to engagement.

LCL lord consultants ltd
inclusive design

Any questions?

LCL lord consultants ltd
inclusive design