

The Coproduction Express



Our journey map of how we will all develop Growth in Action together.

September 2023 – 2027

Coproduction is more than just a word; it is **a process** in which all people with the same interest **work together as equals** to combine their expertise and experience to shape and improve services.

- Torbay Growth in Action Coproduction group

Safety and wellbeing are our priority on the coproduction express, which we will talk about throughout our plan.

What is it?

This strategy sets out our aspiration for the development of co-production within Growth in Action.

About this strategy

Why do we need it?

Coproduction is a great idea because it brings together the people who use services and the professionals who provide them, giving everyone an equal say in how things are done. When we coproduce, we can create services that truly meet the needs and preferences of the people they are designed for. It helps us build stronger, more effective services by combining our knowledge, experiences, and ideas.

We can point to some good examples of co-productive practice across Growth in Action, but we want to embed it across everything we do, which we need a plan for.

Who developed it?

This strategy was co-produced with the Torbay Co-production Group with support from an independent organisation called Davis and Associates. This group met every two weeks and includes people with lived experience who access the Alliance services as well as staff from across Growth in Action including Torbay Domestic Abuse Service (TDAS), Torbay Recovery Initiatives (TRI) and Torbay Council's Hostel.

All aboard!

An introduction to coproduction

Coproduction is more than just a word; it is a process in which all people with the same interest work together as equals to combine their expertise and experience to shape and improve services.

Growth in action's definition of coproduction



Coproduction looks like:

People with lived experience (which may include friends or family members) as well as people working in services sharing their knowledge and skills at all stages of service development, including problem-solving together and making decisions. Coproduction includes developing mutual respect for the strengths all individuals can bring in developing services.

What does coproduction actually look like?

Making rules together:

This can sometimes be called ‘policy development’. Coproduction in policy development means that people who use a service and the people that deliver it work together to make the rules or guidelines for how the service should work. For example, a survivor’s group might team up with people who have experienced abuse to create rules about how survivors can get involved, so everyone's ideas count when decisions are made.

Making services better:

This is often called ‘service design’. In coproduction it means that people who use the service, staff, and others work together to make the service work even better. For example, a mental health service might team up with people who use the service to make the first steps of getting help easier and more helpful for each person.

Learning together:

In training and development, coproduction means that the people who use the service and the staff work together to create training programs. For example, a substance use recovery program might team up with people who have gone through recovery to make training sessions about issues with drugs and/or alcohol. They use their own experiences to make the training better.

Making the system better:

This can be called ‘quality improvement’ and in coproduction means that the people who stay at a homeless shelter and the staff work together to make the shelter better. They might create a team to check how things are, listen to suggestions, and make changes to improve the place where people stay based on what everyone thinks.

What we've achieved already



One example of coproduction is the way that we developed this document. All of the ideas that we have included came from a group of people with lived experience, staff and managers. That included what we will include, how we word things and what the document should look like. We have all worked together to create this.

Another example is the Alliance itself and what it should be called. We all worked together to think of ideas for a name, tag line and logo. A smaller group took these ideas and worked with someone who specialises in branding to help bring them to life

Why is coproduction important for Growth in Action?

When we coproduce, we can create services that truly meet the needs and preferences of the people they are designed for. It helps us build stronger, more effective services by combining our knowledge, experiences, and ideas.

Planning the journey

Our principles



Passengers

Making sure everyone has what they need to get involved.



Our approach



Tickets

Making sure everyone knows how to get involved.



Mind the gap

Making sure everyone can get involved safely.

Our coproduction principles



When we talk about principles in coproduction, we mean **the key ideas and values that help us all work together** to make things better. These principles are like our guiding lights.

Listen Actively: We pay close attention to each other, valuing everyone's input.

Respect: We treat each other with kindness and consideration.

Clear Communication: We share information in a way that's easy to understand.

Take Action: We turn ideas into real improvements.

Learn Together: We share knowledge and experiences to enhance services.

Transparency: We are open and honest in all we do.

Feedback Loop: We keep the conversation going, ensuring everyone is heard.

Celebrate Success: We recognise and appreciate our achievements.

Flexibility: We adapt to different needs and situations.

Ownership: We take pride in making things better, together.

The drivers cabin.

This cabin is for people who are the most involved in coproduction. They might be involved in facilitating groups for example. They're the people keeping our train going; like drivers and engineers.

The regular commuters cabin.

This cabin is for people who want a lot of involvement in how Growth for Action develops. They are likely to be our 'Co-Pro Patron's'.



The quiet cabin.

This cabin is for people that we aren't hearing from very much at the moment, but they might want to still know what is going on.

The day trippers cabin.

This cabin is for people who want to have their say about how Growth in Action develops but aren't involved on a day to day basis.

Making sure our passengers have what they need on board.

People on the coproduction express might need a certain set of skills, behaviours, and knowledge to get involved. This might be different depending on how involved they want to be. **It is everyone's choice which cabin they want to get on**, and people can join any cabin at any time. They can even change cabins. We have options in each cabin to help people to develop the skills, knowledge and behaviours that might be helpful for them, like a snack trolley with options for people in each cabin. And like picking snacks its all based on people's own choices around which learning and development opportunities they pick to get involved in. We will just make sure our snack trolley always has the options!



Tickets

Making sure everyone knows how to get involved.

Growth in Action Co-Pro Network

The coproduction network is a space for peer support and gathering voices from across the 'Coproduction Express'. The network is made up of our 'Co-Pro Patron's'. It meets regularly, with face to face and virtual options, and works with all parts of Growth in Action to support all of the decisions that need to be made.

Community listening spaces

Our co-pro patron's all have their own groups and communities that have valuable views that could help Growth in Action to develop. Our patrons are the conduit between the wider community and our alliance.

Service listening spaces

Growth in action is made up of three organisations working together as one service. Although we coproduce all together, sometimes there are really specific things that each service might want to focus on. Each organisation will have its own coproduction space.



Mind the gap

Prioritising safety	<p>We commit to creating an environment where everyone feels physically and emotionally secure throughout any coproduction activity. Our approach is characterised by proactive measures to prevent harm, protect physical and emotional wellbeing, and ensure inclusivity. To support this, we will:</p> <ul style="list-style-type: none">• Create a coproduction safeguarding policy.• Create an induction process for people involved, but particularly our co-pro patrons.• Provide non-group and anonymous opportunities to get involved for those who do not feel safe meeting people they don't know well.
Emotional wellbeing	<p>We recognise that coproduction can be an intense and deeply personal experience, especially when addressing issues related to substance use, domestic abuse, and homelessness services. We are committed to prioritising the emotional wellbeing of everyone involved. In addition to the above we will:</p> <ul style="list-style-type: none">• Create supportive, inclusive atmosphere's where everyone can participate by helping our co-pro patrons to develop supportive facilitation skills.• Ensure we have pathways in to support services so that anyone involved in coproduction that needs specific support can access it at any time.
Inclusive approach	<p>Inclusivity means making sure that everyone, no matter who they are, feel welcome, valued, and part of coproduction. It's about including people from all different backgrounds, experiences, and perspectives so that nobody feels left out.</p> <p>Inclusivity is the cornerstone of effective coproduction. We are committed to creating an inclusive environment where every voice is heard, valued, and respected. We will:</p> <ul style="list-style-type: none">• Work hard to make sure we reach out to all communities across Torbay and invite them to come aboard.• Provide a range of options and different ways for people to get involved so that people with additional needs, whether its physical mobility or sensory needs, don't experience any barriers to getting involved.
Trauma informed.	<p>A trauma-informed approach means that we understand that some people may have experienced difficult or painful things in their lives. We make sure to treat everyone with care, respect, and kindness. We are aware and will acknowledge beforehand, that discussion and exploration of topics can trigger painful memories and emotions. We will actively inform people of potential triggers and offer support to all to manage distress and emotions in a positive and healing way, thereby allowing distress to transform into a source of learning and empowerment to the individual and the whole group.</p>

Our end destination



By 2028, our destination is a future where everyone (including people with support needs, staff, and leaders) work seamlessly together, driving innovation and transformation across the **Growth in Action Alliance**.

Our stops along the way

- Set up the Co-Pro Network.
- Recruitment of a coproduction coordinator.
- Begin Co-Pro Patron training and development.
- Map out virtual solutions.

- All groups across Growth in Action include people with lived experience and staff.

Final stop

Mobilisation junction

Inception station

Collaboration terminal

Implementation depot

- Develop coproduction strategy.
- Agree resource for training/development and coproduction coordinator.
- Develop coproduction raising awareness plan to get everyone on board.
- Develop coproduction safeguarding policy.

- Elected Co-Pro Patrons integrated into governance groups.
- Identify diversity gaps and plan to increase representation.
- Evaluate and monitoring of the coproduction strategy.

- Co-Pro Patrons elected on to Growth for Action governance groups.
- Virtual solutions for the network
- Map Co-Pro Patrons listening spaces and develop feedback loop into the Network.

How we will know we have succeeded

Monitoring our strategy

For everything we have said we will do in this plan, we will create some indicators that we can keep checking on to make sure we are doing what we have said. We will make an action plan for each of our stops so we know exactly how we will do things, and when.

Evaluating whether our plan has had an impact.

Growth in Action has an overall plan for developing the service. This strategy should mean that this plan and the implementation of it is all completely coproduced. We will continuously review and evaluate whether that happens, which will let us know whether this strategy has been effective, or not.

