



CO-PRODUCTION: It's a long-term relationship!

Co-production

Co-production is an equal relationship between people who use services and the people responsible for services. They work together, from design to delivery, sharing strategic decision-making about policies as well as decisions about the best way to deliver services.

Co-design

People who use services are involved in designing services, based on their experiences and ideas. They have genuine influence but have not been involved in 'seeing it through'.

Engagement

Compared to the consultation step below, people who use services are given more opportunities to express their views and may be able to influence some decisions, but this depends on what the people responsible for services will allow.

Consultation

People who use services may be asked to fill in surveys or attend meetings; however this step may be considered tokenistic if they do not have the power to influence or affect change.

Informing

The people responsible for services inform people about the services and explain how they work. This may include telling people what decisions have been made and why.

Educating

The people who use services are helped to understand the service design and delivery so that they gain relevant knowledge about it. That is all that is done at this stage.

Coercion

This is the bottom rung of the ladder. People who use services attend an event about services as passive recipients. Their views are not considered important and are not taken into account.

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What is the ladder of co-production?

The ladder describes a series of steps towards co-production in health and social care. It supports greater understanding of the various stages of access and inclusion before full co-production is achieved.

Co-production operates at many levels: strategic, service design and development and individual.

TLAP's ladder of co-production is used to describe co-production at strategic commissioning level, but it can be adapted to any of the other levels as well.

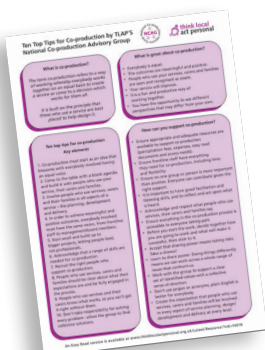


What is TLAP?

Think Local Act Personal (TLAP) is a national partnership of over 50 organisations working together with people who use services, carers and family members to transform health and care through personalisation and community-based support.

What is NCAG?

The National Co-production Advisory Group (NCAG) is a team of people who use services, carers and families. Members work with the TLAP partnership to make sure that TLAP's work is fully co-produced. They also offer other organisations support with co-production.



Other documents available include:

TOP TEN TIPS FOR CO-PRODUCTION

www.thinklocalactpersonal.org.uk/Latest/Top-Ten-Tips-for-Co-production-One-page-profile-and-Easy-Read-version

PEOPLE NOT PROCESS – CO-PRODUCTION IN COMMISSIONING

www.thinklocalactpersonal.org.uk/co-production-in-commissioning-tool



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