Co-Production Works – Working in CoProduction

Pete Fleischmann, Lead Consultant voiceover:

When I was using mental health services, the services were just not right for me , they didn't really help me and sometimes they actively made my problems worse. I sort of realised that people who use services have something to say about how services work and then I noticed that there were similar things, not only in mental health services, but in services for people with physical disabilities, for care leavers, for people with learning difficulties and across all public services.

Co-production is about working together in equal partnerships and doing what we can to make sure those partnerships are truly equal and everyone has their say. Making sure that everything we do is accessible so that everybody can participate and some people, because of disability or impairment may need support to participate and it's important to make sure that that support is there.

It's important to have as diverse a group as possible and that means being very proactive about involving people that may be seldom heard. Perhaps people from ethnic minority groups or LGBT people; really making sure that everybody who needs to be around the table are there and thinking about who isn't there.

Reciprocity is all about mutual benefit, and if you put something in you get something out. That's a really important principle of coproduction.

I think the difference in co-production from maybe service user involvement is that there is an acknowledgement that the expertise, the experience and the knowledge of staff is really really important and they're really vital to services but, their skills and knowledge and expertise needs to be valued equally along side people who use service care.