

## Fulfilling Lives: supporting people with multiple and complex 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.



## Focus on: Co-production

**Co-production is about “working together and taking risks and responsibilities together to solve 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

### Example of good practice

The West Yorkshire Finding Independence (WY-FI) Co-production and Innovation Fund pilot housed Kirklees' beneficiaries at the Basement's Sober Living Project. One of the beneficiaries from this pilot was interested in using her cooking skills and wanted to help those who had been through a similar experience to herself. With the support of others she hopes to set up a cookery class for patients in detox in hospital. The sessions aim to improve the health and wellbeing of those in recovery by sharing nutritional information and creating a safe space to talk and find out about community services they can access.

### 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:



### 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 health, homeless, complex needs etc.

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.



#nothingaboutuswithoutus

#coproweek

#NationalLottery

@BigLotteryFund

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

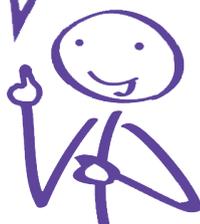
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## Ideas to kick off co-production

### 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 a 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
- Involving service users in work with commissioners

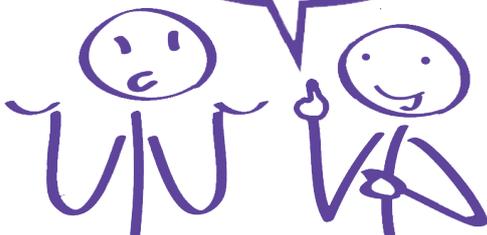
### 3 Co-delivery of services, including the role of volunteers in providing the service

- Service users involved in the delivery of training
- Volunteers treated as equals to staff e.g. having the opportunity to lead activities and groups and act as peer mentors

### 4 Co-evaluation of the service

- Ask service users for their feedback
- Collect feedback from peers together
- Analyse feedback data together
- Service users presenting an evaluation of feedback to others

You can find out more in  
our co-production toolkit at:  
[www.??????.org.uk](http://www.??????.org.uk)



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