The Do’s and Don’ts of Co-Production

**This template has been taken from** [**‘A Guide to Co-Production’ from the Tameside and Glossop Integrated Care Trust**](https://www.coalitionforpersonalisedcare.org.uk/resources/a-guide-to-co-production/)

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| Do…. | Don’t… |
| Be prepared to do things differently. Embrace positive risk-taking and a willingness to learn from mistakes. Think creatively outside of existing systems and processes. | Set an initial timescale, simply develop opportunities as they arise |
| Let people, that are not professionals, lead | Come to the table with a pre-determined agenda – let the ideas evolve and develop over time with everyone’s input |
| Ensure appropiate and adequate resources are available e.g., local people’s expenses, easy read documents, necessary translators | Rush when building relationships – trust takes time and communication to grow |
| Create a culture of openness and honesty where people feel safe to share and ask questions | Allow professionals to take on the traditional role of providing answers. Let the group collectively solve problems and make decisions together |
| Be patient and listen properly, allowing all voices to be heard | Use jargon ‘work phrases’ or acronyms. Communicate in plain English, both orally and written/ Commit to using language that all understand |
| Ensure that frontline staff have the time and flexibility to be involved | Always jump in immediately during discussions, especially difficult conversations. Allow room for thoughts to evolve and for people to reflect |
| Ensure any ‘lanyards are left at the door’/ Set the tone of the group working together as fellow citizens, rather than as services or service users. | Allow feeling overwhelmed to stop you from trying. Co-production is as easy as having a conversation, and making small and simple changes over time really adds up! |