

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](#)

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 appropriate 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!