

Co-production Impact Tool Measures

Welcome and Care

Indicator

- **Lived experience is heard, valued and respected**

What does this look like in practice?

All participants contribute to discussions in a way that is suitable and accessible for them and others. Participants include but is not limited to; children and young people, parents/carers/experts by experience, as well as service providers. Participants represent a range of roles within organisations e.g. not always senior managers. People's lived experiences are listened to, acknowledged and not dismissed.

Indicator

- **Environments feel emotionally and physically safe and secure for all participants**

What does this look like in practice?

Service providers actively try to reduce power imbalances within meetings e.g. remove lanyard, equal access to drinks. All participants feel the group is supportive. All participants feel motivated to achieve shared goals of project. Participants are 'curious not furious' in their approach. Where possible given choice about venue/location.

Indicator

- **Expectations are communicated early and with clarity**

What does this look like in practice?

Participants are provided with information on what they are contributing to and what they are not contributing to. A boundary is set outlining who has the final decision. Limitations are explained as to what can and cannot be coproduced.

Indicator

- **Projects begin with an open mind**

What does this look like in practice?

Responses are considered and respected. All participants are open to hearing all experiences. Constructive challenge and compromise is encouraged. Strengths are celebrated whilst acknowledging areas of improvement.

Value and Include

Indicator

- **Inclusive methods are used so everyone can take part**

What does this look like in practice?

Terms of reference for project created and shared with all participants. Participants have information of meeting notes and meeting agendas. Accessible timings and locations for participants. Hybrid meetings are offered. Reasonable adjustments are made where needed.

Indicator

- **Recognition and appreciation of everyone's involvement**

What does this look like in practice?

Previous experience is acknowledged and discussed, and vulnerability is acknowledged. People are invited to and wish to be involved in future projects. Remuneration is discussed and agreed on.

Indicator

- **Creative and flexible**

What does this look like in practice?

Responses to individual needs and changing circumstances are creative and flexible. Find innovative ways of genuinely involving as many participants as possible to ensure a wider cohort is represented. There is support for those whose voice may not otherwise be heard, and contributions are gathered in a range of ways to suit the needs of individuals and/or communities

Indicator

- **Developing skills and confidence**

What does this look like in practice?

Participants can identify the gains they have made. Participants can reflect on and articulate their journey and how they have/or will apply their learning elsewhere. Participants feel the group builds confidence, well-being and self-esteem.

Communicate

Indicator

- **Communication is inclusive**

What does this look like in practice?

Acronyms and jargon are limited, or a glossary is provided to explain and support understanding. All communications are in accessible formats and accessible language.

Indicator

- **Communication is accessible**

What does this look like in practice?

Reasonable adjustments are made to ensure the meeting and documents are accessible where appropriate, for example braille, sign language, assistive technology, interpreter

Indicator

- **Feedback mechanisms are actively used e.g. you said, we did**

What does this look like in practice?

Clear feedback loop with all participants. The journey through the project is reflectively noted and shared, including progress indicators. *Consistent feedback, review, ongoing, included in the processes, partners throughout the journey*

Indicator

- **Mutual Understanding**

What does this look like in practice?

All participants are open to hearing different views and perspectives and these are respected. There is an equal weighting to contributions. Strive to use positive and constructive language.

Work in Partnership

Indicator

- **Decisions are made collectively**

What does this look like in practice?

All contributions are valued. Contributions are recorded even when not used. Decision making is transparent and explained.

Indicator

- **Reasonable notice is provided for all commitments**

What does this look like in practice?

Participants are given enough notice to attend workshops/meetings. Documents are shared in advance to allow time to process and review. Efficient time is planned for the process. *Decision making process*

Indicator

- **Support, learning and training**

What does this look like in practice?

Participants are given support and training to be able to fully participate where applicable. Participants are given enough information to have a clear understanding and insight into service provision.

Indicator

- **Accountability**

What does this look like in practice?

There is accountability and commitment to continue moving forward. Decisions and actions are explained and the reasons behind them. All participants are reflective in their work, accepting mistakes can be made. Transparent about decisions and actions. Agreed actions are regularly reviewed and evaluated with all participants.