

## CBF Good Practice: Co-Production Example

See below a case study where the above principles have been put into practice at the CBF:

### **Co-producing Trauma Awareness Training**

#### Background:

The CBF was asked to work with partners to develop a trauma awareness raising resource for professionals, to inform them about the trauma experienced by family carers trying to get the right support and services for their relatives. The commissioners envisaged this as a set of PowerPoint slides that could be delivered by anyone.

#### Co-production – how we did it:

The first step for the CBF was to recruit a steering group of family carers with lived experience. This group was part of the overall steering group for the project. It was suggested that they did not need to be members of the overall steering group, but CBF insisted they were.

The Terms of Reference (ToR) were presented to the Steering Group and members were asked to sign up to them. The CBF explained that the ToR had to be mutually agreed – and that all members should have a say in this. The ToR were jointly agreed with all inputting.

#### Working together, deciding what to do and how to do it:

The CBF facilitated the family carer group to ask them – how can we raise awareness of the trauma experienced by families interacting with the system? What are the key messages and how should they be shared? Families were clear that PowerPoint slides would not be appropriate – they were impersonal and could be open to interpretation. They were clear that they should share their experiences in their own words, as they wanted them shared. It was agreed that this should be through a series of short films, taking the workshop attendees through a narrative, with opportunities to discuss what was shared.

This required amendments to the budget and timescales- CBF supported the approach and “making the case” with the commissioners and other partners.

## Decision making:

Throughout the production of the films and workshop materials, the family carers were in control – of the messages, the film clips, editing and how messages were delivered. The films were constructed using filmed clips of families sharing their experiences and messages, with quotes from families from the CBF trauma survey, and with specially designed graphics. Family carers worked with the CBF staff to design graphics to illustrate particular points in the film.

The family carers signed off the final edits and materials – 4 film clips, shown in sequence with facilitated discussion after each film. The families also agreed the method of delivery, modelled on the CBF approach of co-facilitation – a family carer trainer and clinician trainer – modelling the working in partnership messages that ran throughout the films.

“*Co-production is not just a way of working, its a way of being. Working on this project has been a journey of recognition that as a professional, I am not always the expert in the room and this was not my story to tell. It has taught me that empathy, humility and openness are the foundational building blocks of co-production.*

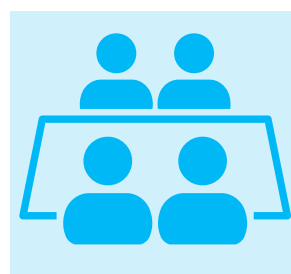
- Linda Hume, Registered Nurse: Learning Disability



Co-Designing



Co-Decision-making



Co-Delivering



Co-Evaluation

## Refining the resource & agreeing key principles:

Once the training resource was piloted, the feedback (which was that the training was impactful and should be widely shared) was reviewed. Many people who attended suggested that the workshop needed more time for discussion (it was originally a 2-hour workshop).

The CBF convened a group of family carers, including those who had participated in the original resource, to work together to co-produce additional materials for the discussions after each film – developing it into a four-and-a-half-hour workshop.

This original group of families were encouraged to set out key principles about the resource's use, and they agreed: that it should always be co-presented with a family carer; that the films should not be available other than in training situations; that the co-facilitators received training and support to deliver the workshops (including pre and post-delivery support) and were paid equally; that the resource should not be used to generate funds other than to pay for the delivery, development and promotion of the messages in the resource.

### Keeping connected:

The CBF keeps all participants in the original resource up to date with developments, and people are as involved as much or as little as they want to be – some co-present the workshops, some provide input in other ways.

### Conclusion:

This example of co-production illustrates that this way of working produces better outcomes – the final resource was far more impactful than the original PowerPoint idea. There were times when there was pressure, and it would have been easier, to revert to traditional ways of working – gaining input for part of the process (for example, participating in the filming) but not in others (e.g. the editing, the graphics etc) but the end result proved the importance of sticking to a co-production approach. **Co-production is not just about listening when people are saying what you want to hear – it is about listening when people are saying what they want to say.**

*This example relates to our co-produced 'Trauma Awareness' workshop, you can find out more information about the workshop here: [Workshops - what we offer - Challenging Behaviour Foundation](#). You can read more about the Broken Report : [Broken report - Challenging Behaviour Foundation](#).*

If you want to read more about how we do co-production at the CBF, see our 'Nothing Without Us' resource.