

Ways to involve people in decisions and change

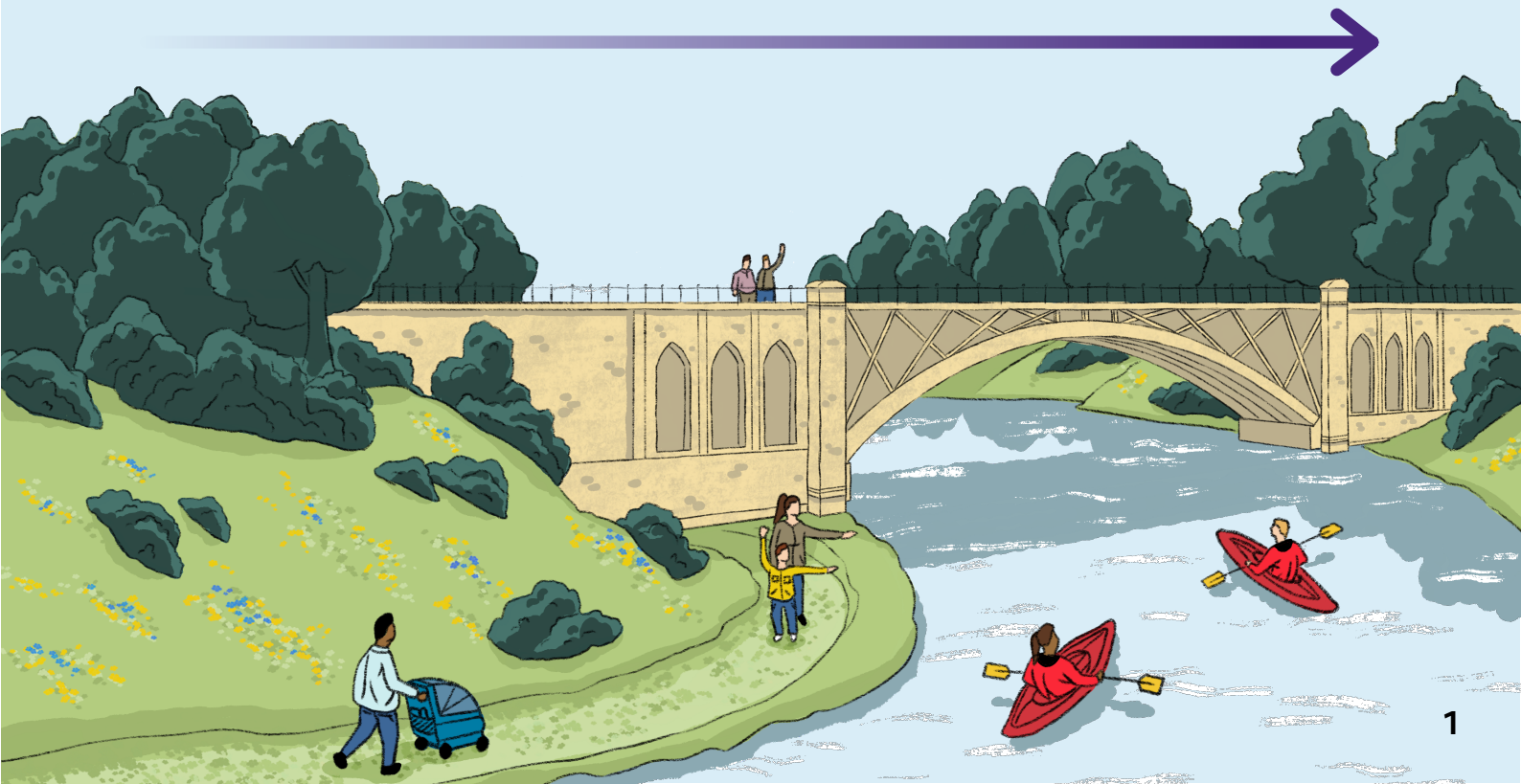
These approaches vary depending on how much influence people have, what stage your work is at, and what you want to achieve. All have their place.

You can think of them as a spectrum, with increasing levels of shared influence and decision-making:

Consultation

Co-design

Co-production



Consultation

Consultation is when you ask people for their views, experiences or opinions to help inform understanding or decisions. The final decisions usually remain with the organisation.

For example, a feedback survey could help a country park learn about the experiences of visitors. The park can then identify what works well and what needs improvement and use this information to inform changes.



Co-design

Co-design is where people affected by design decisions are involved in the design-making process. Instead of organisations designing something on their own, they work in partnership with people who have direct lived experience, so the outcomes are more relevant, practical and effective. It brings together different experiences, knowledge and expertise to create something tangible.

For example, if the country park's survey highlights that disabled people struggle to fully access a particular area, the park could work with a group of disabled visitors to co-design solutions.



Co-production

Co-production goes further than consultation or co-design. It involves sharing power and responsibility with people across the whole process, from planning through to delivery and evaluation.

A complete co-production process may include co-planning, co-design, co-decision making, co-delivery and co-evaluation, with people involved at every stage.

Co-production at the country park might involve disabled visitors in:

- planning the whole involvement process
- writing survey questions
- analysing the survey results
- agreeing priorities for action
- designing solutions
- awarding contracts
- signing off work
- evaluating improvements
- identifying next steps



The park might establish a formal co-production group with terms of reference, certain powers and responsibilities, and links to a management team and board of trustees.

