

Stronger Together

A co-production toolkit from Ageing Better



Welcome to Stronger Together – the Ageing Better co-production toolkit.

If you're using co-production to involve people in the design of services that impact them and their communities, then this toolkit is for you.

In this document, we introduce co-production, explain how to use the toolkit, and preview all the tools and resources you will find within it.

Whether you're just starting out with co-production, or looking to refine your methods to meet a specific challenge, we hope you will find plenty of useful insights and inspiring stories in the toolkit.

Vicky O'Donoghue
Co-production project lead
Ageing Better partners

Foreword

[The co-production toolkit
from Ageing Better](#)



Contents:

About co-production

About Ageing Better

**Introducing the
co-production toolkit**

A co-production glossary

Credits

Contents

The co-production toolkit
from Ageing Better

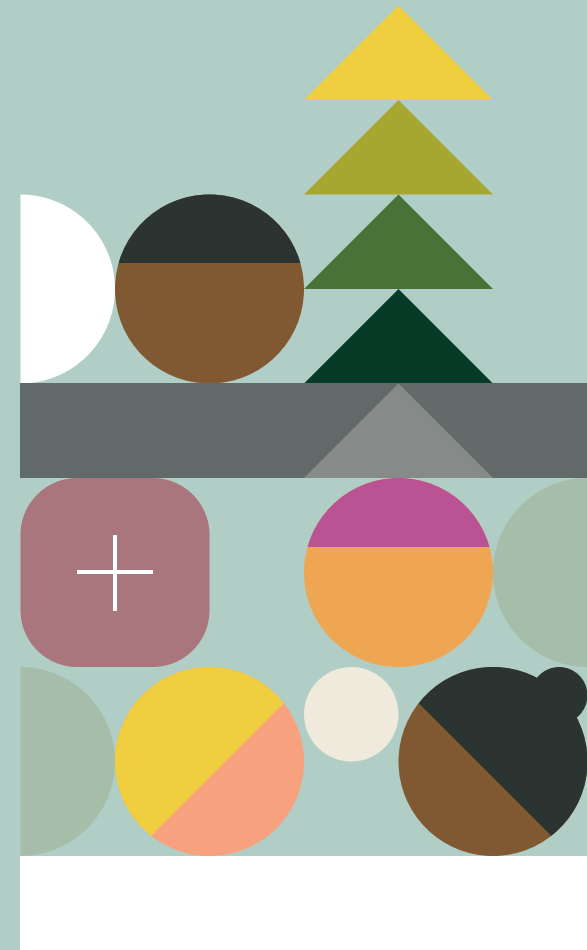


About co-production

About co-production

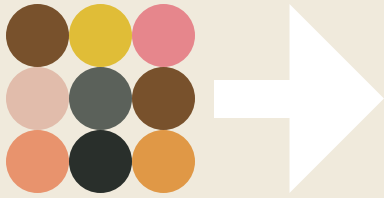
The co-production toolkit
from Ageing Better

Co-production is people working together to design and deliver services with meaningful and sustainable impact



About co-production

[The co-production toolkit](#)
[from Ageing Better](#)



Services developed for the community, by the community

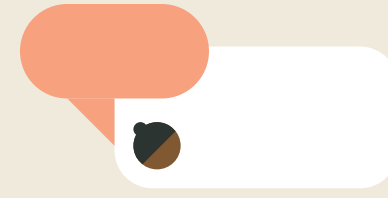
Co-production involves people coming together to find a shared solution or achieve a joint aim.

It challenges traditional ways of working by taking a collaborative, peer-led approach.



Understanding lived experience

Co-production recognises that services and initiatives require the skills, experience and knowledge of the people they set out to help, in order to have meaningful impact.



The value of feedback

Co-production gives a voice to everyone involved in the development of services.

It is a process that is committed to inviting input, and using that feedback to review and improve services.

Looking for more?

The National Lottery Community Fund explores co-production in depth in their report **[A Meeting of Minds: How co production benefits people, professionals and organisations.](#)**

About co-production

[The co-production toolkit from Ageing Better](#)

The core principles of co-production

About co-production

[The co-production toolkit
from Ageing Better](#)

1

Collaboration

At its heart, co-production is about working together.

Relationship-building is key for inspiring trust and creating powerful partnerships based on sharing skills and knowledge.



2

Diversity

Co-production is an inclusive approach. It is therefore essential that a diverse range of voices are heard and lived experiences valued when co-producing.



3

Respect

Safe, inclusive and accessible spaces are vital for enabling all participants to feel a sense of belonging and for their perspectives to be respected.

About co-production

[The co-production toolkit
from Ageing Better](#)




4

Empowerment

Every individual is empowered by and valued for the unique knowledge and experience they bring.

Hierarchies are neutralised and replaced with equal and balanced relationships.



5

Involvement

All co-production participants are involved at all stages of the process and get to influence the design, delivery, governance and evaluation of services.

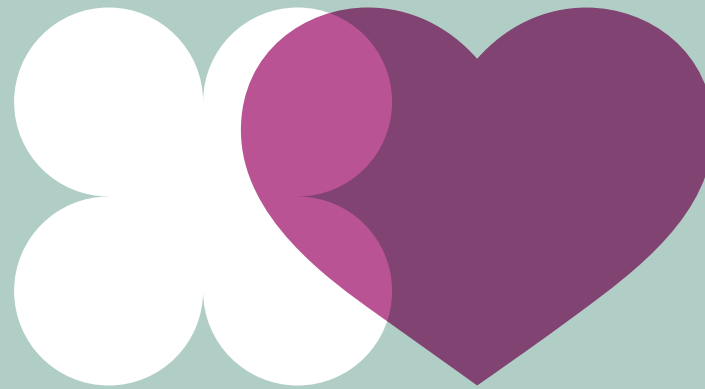
Want to learn more?

Explore the principles of co-production further with these two resources:

Co-Production Collective's **core co-production values** and
The National Institute for Health and Research's **five key principles**.

About co-production

[The co-production toolkit
from Ageing Better](#)



**Co-production is a meeting
of minds and hearts to reach
a shared solution**

About co-production

[The co-production toolkit
from Ageing Better](#)

Why co-produce?

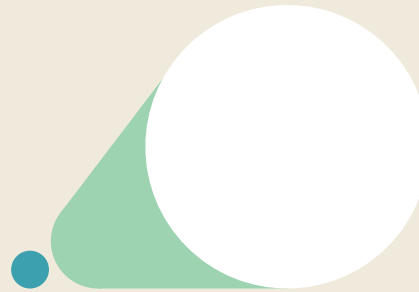
Co-production unites a diverse range of perspectives and experiences to achieve a shared end goal.

As such, there are benefits for individuals, professionals and services alike.



Benefits for individuals

- Feeling valued, respected and empowered
- Improved confidence and a sense of purpose
- Contributing to positive outcomes in their community
- Social connections and peer support



Benefits for professionals

- Better understanding of lived experiences of the people they support
- Greater sense of job satisfaction
- Opportunity to think differently and challenge established ways of working
- Ability to take a collaborative approach and learn from others



Benefits for services

- Greater authenticity and credibility
- Increased engagement, appeal and accessibility
- More responsive, relevant and useful services
- Ownership of services by users encourages their support

About co-production

[The co-production toolkit from Ageing Better](#)

About Ageing Better

**Ageing Better is a programme set up
by The National Lottery Community Fund,
the largest funder of community
activity in the UK.**



About Ageing Better

[The co-production toolkit
from Ageing Better](#)



Ageing Better aims to develop creative ways for people aged over 50 to be actively involved in their local communities, helping to combat social isolation and loneliness.

It is one of **five major programmes set up by The National Lottery Community Fund** to test and learn from new approaches to designing services which aim to make people's lives healthier and happier.

Adopting a 'test and learn' approach

The Ageing Better programme's 'test and learn' approach involves being flexible and agile in the way we work and the services we develop.

This means identifying and sharing when things have not gone as planned, as well as recognising successes, to ensure continuous learning based on findings.

Through 'test and learn' we can improve how activities to tackle loneliness are delivered and influence future programmes.

Maximising impact through co-production

By harnessing the knowledge, wisdom and lived experience of older people, together we developed a programme that was relevant and accessible in its approach to reducing loneliness and isolation in later life.

Discover more

Our **2018 briefing report**, explores the impact of our 'test and learn' approach.

Alternatively, **head to our website** to read more about the learning that has been achieved across the programme so far.

About Ageing Better

The co-production toolkit from Ageing Better

**Ageing Better helps older people
lead fulfilling lives through being
better connected to their
communities**



About Ageing Better

[The co-production toolkit
from Ageing Better](#)





About Ageing Better

The co-production toolkit
from Ageing Better



About Ageing Better

The co-production toolkit
from Ageing Better

Ageing Better
are 14 local
partnerships:



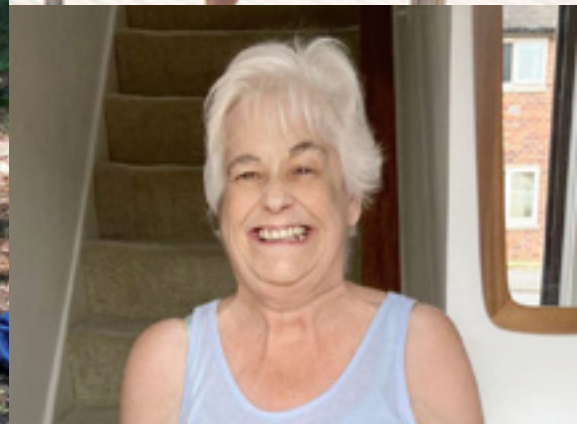
About Ageing Better

[The co-production toolkit
from Ageing Better](#)



**We have come together
to help people in later life...**

**feel less isolated
and lonely**





**get actively involved
in their communities**



About Ageing Better
The co-production toolkit
from Ageing Better

**engage in the design
and delivery of services
that improve their social
connections**

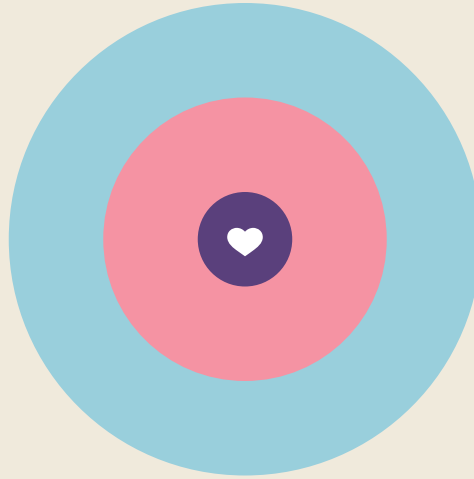




**be recognised for their
positive contribution
to society**



About Ageing Better
The co-production toolkit
from Ageing Better



**Ageing Better use co-production
to put the over-50s at the heart
of everything they do**

About Ageing Better

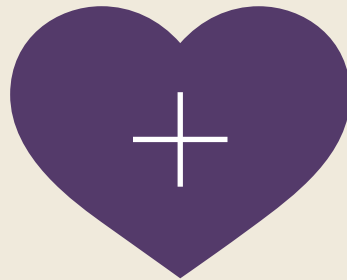
The co-production toolkit
from Ageing Better



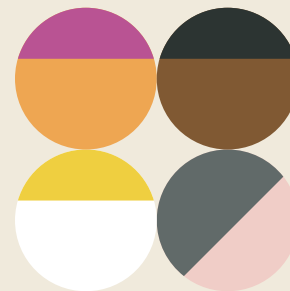
**134,000 over-50s have
been reached through
Ageing Better**



**1 in 22 participants
are LGBT+**



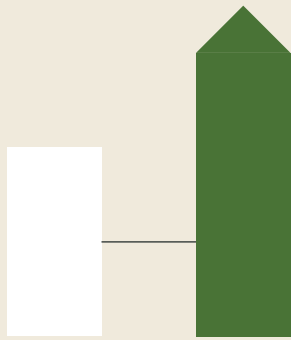
**22% of participants
are carers**



**1 in 4 participants
are Black, Asian or
minority ethnic**

About Ageing Better

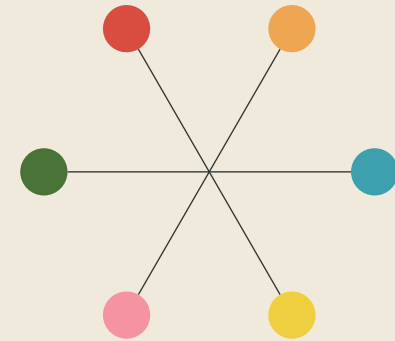
The co-production toolkit
from Ageing Better



59% felt Ageing Better improved their quality of life



57% participants had greater wellbeing



51% felt less lonely and less isolated following participation

About Ageing Better

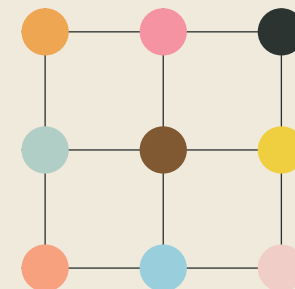
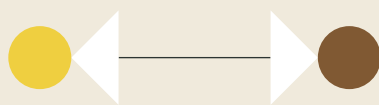
The co-production toolkit from Ageing Better

Introducing the co-production toolkit

About this toolkit

[The co-production toolkit
from Ageing Better](#)

A complete guide to co-production



This toolkit has been co-created with steering group representatives from across the Ageing Better network.

Our aim was to develop a user-centred, one-stop resource for anyone looking to co-produce services or projects.

Whether you are completely new to co-production or wanting to develop existing knowledge, this toolkit contains insights, guidance and lessons learnt from real-life case studies.

About this toolkit

[The co-production toolkit from Ageing Better](#)

A fully-accessible toolkit for any co-production project



We have developed this toolkit to be accessible, relevant and transferable to a diverse range of people, places and projects.



While the primary focus of Ageing Better is to use co-production to tackle loneliness and isolation in older people, we want this toolkit to reach as many people and organisations as possible in order to inspire and aid any evolving co-production project.

About this toolkit

[The co-production toolkit from Ageing Better](#)

The toolkit will be particularly useful if...

you are:

- A community development worker or community builder
- A large-scale service funder or community micro-funder
- A commissioner, governance lead or policy maker
- A clinical health or wellbeing lead or provider of community-based projects/services
- A community volunteer or community activist
- Looking to set up a community group or respond to a crisis, such as Covid-19
- Interested in co-production and wanting to link with trusted sources of information and support

you want:

- Information, tools and resources for understanding what co-production is and how to put it into practise
- Inspiration for a specific vision or redesign current ways of working
- Advice or evidence of good practice from a trusted source
- To develop a collaborative approach to setting up self-sustaining peer-led groups, services or projects
- To allocate funding that will support the design and delivery of co-created services
- To ensure my service, project or activity is inclusive and fully representative of the people within your community area
- To become a co-production leader or influencer

you need help to:

- Define and understand co-production, navigate the professional language and terminology, and articulate its benefits
- Easily access actionable, practical tools and 'how to' guides
- Connect co-production concepts and principles to delivery aims and outcomes
- Motivate others to invest in this way of working
- Embed co-production into organisational culture and values, ensuring it is authentic and not just lip service
- Empower everyone to work together, share power and move away from an expert-driven hierarchy
- Develop sustainable projects, services and activities by developing an initial framework, which allows a peer-led approach to evolve

About this toolkit

[The co-production toolkit from Ageing Better](#)

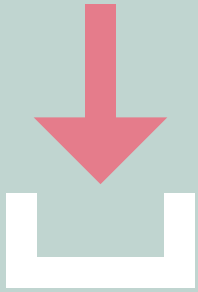


Our resources

- **A wealth of resources is available in this toolkit.**
- **Authored by Ageing Better programme partners, you will find inspirational co-production stories, informative videos, case studies, podcasts and interviews.**
- **The toolkit also includes useful ‘how-to’ guides, infographics and learning resources for every element of your co-production journey using our insightful ‘test and learn’ approach.**

About this toolkit

[The co-production toolkit
from Ageing Better](#)



How to use this toolkit

- **You can find the resource library here: [Stronger Together: A co-production toolkit from Ageing Better](#). *This link will open in your web browser – be sure to bookmark it for future reference!***
- **The toolkit provides resources centred around 12 co-production themes.**
- **The remainder of this document introduces each of the themes, with a link that takes you to a folder full of resources and tools on that theme.**
- **Browse the folder and access whatever looks interesting or useful – view them in your browser, or download and save – it's up to you!**
- **Webinars on the themes are available on [our YouTube channel](#)**

We've also included a **[glossary of terms](#)** used in co-production – you can find this at the end of this guide, just after the themes.

About this toolkit

[The co-production toolkit from Ageing Better](#)

Theme 1

Creating a co-production culture



Older people are valuable not vulnerable: Ageing Better in Camden

Ageing Better in Camden is a wonderful example of how the principles of empowerment and power sharing underpin a co-production culture.

From the beginning, the older people of Camden were involved in shaping a funding bid to develop a programme that addressed the issues they felt most strongly about.

Once funding was awarded, an Older People's Advisory Group (OPAG) was established to discuss, advise and influence the programme. A key outcome of the OPAG was the Warm Welcome approach – a method for fostering a culture of participation and power sharing.

Theme 1

The co-production toolkit
from Ageing Better



**A co-production culture
is inclusive and welcoming.**

**It enables people to thrive
through feeling that they
belong and their voices
are heard.**

Theme 1

The co-production toolkit
from Ageing Better



In this toolkit, learn more about the Warm Welcome approach and gain access to a practitioner's guide for ensuring community groups and activities are as welcoming as possible for older people.

Our resources are based on the experience and expertise of practitioners – including group leaders, teachers, centre managers and outreach workers – and the experiences of the older people involved in our programmes.

**Learn more about creating
a co-production culture**



Theme 2

Community development through micro-funding



Putting control back into the hands of the community

Micro-funding enables people to design, deliver and fund local projects. The Ageing Better programme uses micro-funding to develop commissioning groups and to return control for developing services and steering activities back into the hands of the community.

Micro-funded projects are also more relevant and accessible to marginalised communities. Participants are responsible for reshaping services, informing policies and running their own activities. This helps to make sure that projects bring about meaningful change.

Theme 2

The co-production toolkit
from Ageing Better



Micro-funding empowers communities by enabling them to shape the services they need.

Theme 2

The co-production toolkit
from Ageing Better



Many Ageing Better partners have introduced micro-funding for programmes co-produced by older people – from setting up a funding panel to reviewing funding applications and awarding small investments.

This toolkit explores our experience of micro-funding within the Ageing Better Programme. Here, we share our learning and recommendations, providing valuable insight for funders as well as individuals and community groups looking to apply for funding.

Explore community development through micro-funding



Theme 3

Tackling ageism through co-production



Changing perceptions: Time to Shine, Leeds

Time to Shine in Leeds co-produced the Age Proud campaign with community partners and local older people to raise awareness of age discrimination and counter negative perceptions of ageing.

A diverse range of people came together for this behaviour change campaign, including:

- the Age Friendly Steering Group, a group of older people who originally endorsed the idea
- older people of Leeds, who became the 'faces' and 'voices' of the campaign through photoshoots and podcasts
- representatives from Leeds City Council, Age Friendly Leeds, the NHS, the Centre for Ageing Better, and Leeds Teaching Hospitals
- third-sector organisations, such as Leeds Neighbourhood Networks.

Theme 3

[The co-production toolkit from Ageing Better](#)

“Older people wanted the legacy of Time to Shine to include the fostering of a more positive view of older people.

We used co-production to tap into the strengths and skills of our partners and community to respond to that.”



Age Friendly Communities: The Isle of Wight

The Isle of Wight was the first rural area in the UK to become 'Age Friendly'. An Age Friendly Island Steering Group was established to listen to and act upon the challenges, experiences and ideas put forward by older people.

As a result, 43 organisations pledged their commitment to supporting older people to live safely, enjoy good health and be actively involved in their community.

The Age Friendly Island Steering Group was the driving force of this project, made up of 32 organisations from the public, private and voluntary sectors. This partnership worked together using co-production methods which has resulted in strategic change and influenced cultural attitudes.



Everyone can play their part in tackling age discrimination by being more inclusive. We are stronger together.



Theme 3
The co-production toolkit
from Ageing Better



Time to Shine's Age Proud campaign shows what can be achieved when all community partners work together to co-produce an initiative that not only benefits older people but the whole community.

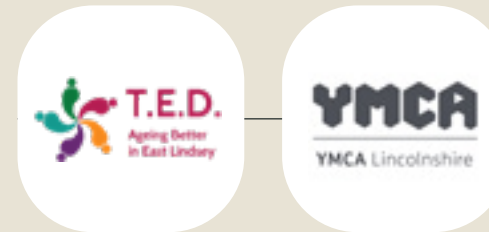
At the centre of this campaign was the creation of an Age Friendly Charter and business guide for making Leeds the best city to grow old in, as well as a Dementia Friendly Community.

Discover more about [Age Proud](#), [Age Friendly Business](#) and [Age Friendly Communities](#)



Theme 4

Co-production with coastal and rural communities



Engaging dispersed communities: Talk, Eat, Drink, East Lindsey

Talk, Eat, Drink (TED) in East Lindsey, Lincolnshire, grew from initial 'Teas with TED' gatherings in 2016 to a full programme of self-sustaining Friendship Groups, specialist projects and an Age Friendly Business Award.

Initially, the programme attempted to 'do' co-production by formally appointing a panel of stakeholders aged 50 and over. However, using the 'test and learn' approach it soon became clear that a new 'working with' approach was needed.

This involved TED members and wider stakeholders co-producing activities and remote services to meet the specific needs of coastal and rural communities.

Theme 4

[The co-production toolkit
from Ageing Better](#)



The ability to be flexible and agile is key to co-producing relevant, wide-reaching services and activities for everyone – no matter where they live.

Theme 4

[The co-production toolkit from Ageing Better](#)



Our toolkit shows how we have engaged older people and built relationships to understand the needs of those in dispersed communities.

This includes information about profiling communities, the role of a Quality Mark, a checklist of considerations for setting up groups and activities, and signposts to sustainability.

[Read more on co-production with coastal and rural communities](#)



Theme 5

The impact of co-commissioning



Tackling loneliness through co-commissioning: Brightlife, Cheshire

Brightlife commissioned more than 50 projects in Cheshire West and Chester to tackle loneliness and social isolation in older people.

As part of the programme, the Older People's Alliance (OPA) – a small advisory group of committed and enthusiastic individuals aged 50 and over – were nominated as the project commissioners and formed commissioning panels assessing all bids for funding. They and their peers were encouraged to provide input across all aspects of project development.

This included encouraging older people to come forward with 'Bright ideas' for their communities, to make sure commissioned services were inclusive and designed to fulfil the needs of those using them.

Theme 5

The co-production toolkit
from Ageing Better

Co-commissioning services empowers communities to make meaningful investments where they need them most.



Theme 5
The co-production toolkit
from Ageing Better



This section of the toolkit provides a wealth of resources exploring co-commissioning; from case studies and evaluation reports to videos and podcasts.

Here, you will also find details for the Bright Ideas process and how to apply this when co-producing projects.

[Explore the impact of co-commissioning](#)



Theme 6

Empowering communities through partnership working



A sense of belonging: Ageless Thanet Club

The Ageless Thanet Club was developed in response to requests from older people for a space where they could meet on a regular basis and engage in activities of their choosing.

With support from Ageless Thanet, members were encouraged to take ownership of and shape how they wanted 'the Club' to operate. In order for the club to be successful and sustainable, it was essential that residents were involved at every stage of its development, including setting up a committee and becoming a constituted group, governance, promotion, connecting with other organisations in the district, and identifying funding opportunities.



Social prescribing: Brightlife, Cheshire

Working with community partners, Brightlife in Cheshire co-produced a Social Prescribing service also known as 'community referral', so older people had access to activities tailored to their specific needs, interests or skills.

Co-production was integral to making Brightlife's Social Prescribing initiative a truly person-centred offering. Each participant's voice and involvement gave authenticity to the support and activities sourced by the service, as well as long-term benefits to individuals such as improved confidence, feelings of belonging and a sense of purpose.

[Read more on social prescribing](#)





The first step in any successful co-production journey is to truly listen to, understand and respond to the needs of the community.

Theme 6

The co-production toolkit
from Ageing Better



Meet the people behind the Ageless Thanet Club and read their stories in this toolkit.

You will also find in-depth analysis of key learnings and a report detailing the funding of the club.

Discover more about empowering communities through partnership working





Theme 7

Co-researching with the community

Community research:

Co-production involves people and partners from across the community being involved at all levels of a project, including its evaluation and research.

Community researchers played a key role in the evaluation projects by Bristol Ageing Better (BAB) and the University of West England. As older people themselves, the community researchers brought valuable lived experience to the research project.

BAB equipped the team with skills and confidence to operate more independently, but also encouraged researchers to use their insight to direct their involvement with the community. As a result of recognising these unique experiences, community researchers felt valued for their participation.

BAB linked forces with Ageing Well Torbay (AW Torbay) to contrast and compare co-research approaches across both cities.

Theme 7

[The co-production toolkit
from Ageing Better](#)

Co-produced research enables the creation and delivery of new services, evaluation of existing services or the capturing of underrepresented voices.



Theme 7
The co-production toolkit
from Ageing Better



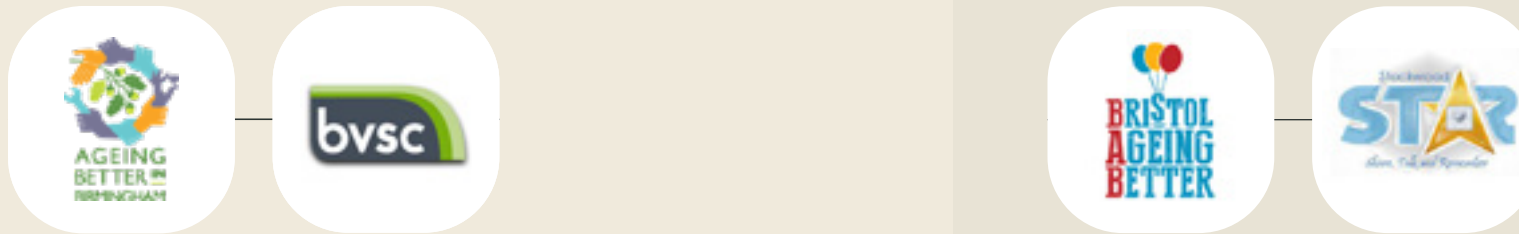
Inside this toolkit you will find a comprehensive how-to guide to support anyone wishing to undertake co-research, guiding you through the approach and principles taken by Community Researchers (BAB) and Citizen Evaluators (AW Torbay), as well as exploring how volunteers worked in tandem with academic institutions to support them through the process.

Explore co-researching with the community



Theme 8

Growing sustainable groups



Self-sustaining projects: Ageing Better, Birmingham, and Stockwood STAR, Bristol

A key aim of the Ageing Better programme is to support community groups, projects and activities to be sustainable and to create lasting change.

As part of the Ageing Better in Birmingham project, Birmingham Voluntary Service Council (BVSC) and local partner organisations took an ‘experts by experience’ approach to service design and delivery – that is, identifying a group of older people with lived experience of isolation to create sustainable services with meaningful impact.

Bristol Ageing Better took a similar people-centric approach, using the skills and experience in the community and supporting residents to set up and run their own activities.

One such initiative was the Stockwood STAR (Share, Talk and Remember) – a peer-led bereavement support group. Stockwood STAR not only provided a valuable model for creating self-sustaining groups but is also a key example of scalable growth with subsequent groups rolled out nationally and internationally.

Self-sustaining support groups, projects and activities places long-term and meaningful change firmly in the hands of those who use them.



Theme 8
The co-production toolkit
from Ageing Better



This toolkit details the inspirational stories of how Birmingham's Ageing of Experience Group and Bristol-based STAR group began and an overview of their peer-led models, together with top tips on how to set up, develop and sustain a community support group.

[Find out more on growing sustainable groups](#)





Theme 9

Diversity and inclusion

Inclusive co-production: Connect Hackney and Ageing Better, Birmingham

Diversity and inclusion are integral to Ageing Better to ensure initiatives are co-produced with the people who truly represent the communities that they serve.

Ageing Better in Birmingham, in particular, embraced the rich mix of cultures, identities, faiths and beliefs of its diverse communities, structuring activities that cultivated inclusive environments for older residents.

Similarly, Connect Hackney developed their programme to be accessible to those from underrepresented groups who were at an increased risk of loneliness and isolation due to the systemic barriers they already faced in society.

Theme 9

[The co-production toolkit from Ageing Better](#)



Focusing on inclusion in service delivery and development embeds real change and enriches the experience for every individual.

Theme 9

The co-production toolkit from Ageing Better



The resources in this toolkit have been developed to share insight for working with and reaching a diverse range of people. Ageing Better in Birmingham's 'Co-producing with Diverse Communities', for example, explores inclusive programme delivery, including:

- Community organisations supporting priority groups and localities
- A service directory for older people
- Co-produced strategic, locally determined investments in each priority area
- The Ageing Better Fund
- Evaluation and learning

Explore diversity and inclusion



Theme 10

Creativity in co-production



Embracing a creative approach: Age Better in Sheffield

Sheffield is a city renowned for its creative spirit – a spirit that Age Better in Sheffield (ABiS) were keen to embrace in their development of activities and projects.

As well as working with local musicians, artists and theatres, ABiS embedded creativity into every aspect of its co-produced programme development and delivery. By listening to the voices and experiences of older people, ABiS employed a creative approach to co-production by:

- Working with local people to create 'Neighbourhood Toolkits'
- Empowering delivery partners to shake up formal processes by placing community experts in charge of change
- Hosting vibrant meetings with the core partnership, who co-govern the programme
- Holding melting pot lunches to hear what experiences local people would like us to commission

Theme 10

[The co-production toolkit from Ageing Better](#)

Embracing creativity can have a profound, transformational impact by ensuring everyone's experiences are valued and needs met.



Theme 10
The co-production toolkit
from Ageing Better



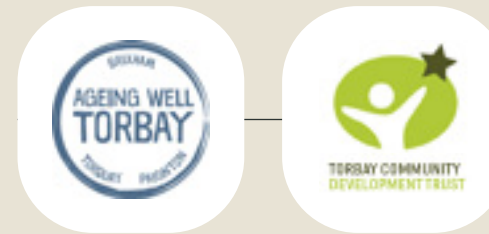
Hear the experiences of Age Better in Sheffield's community experts through videos and podcasts in this toolkit, and view resources that were co-designed to measure financial wellbeing among older people in a mindful way.

Learn more about creativity in co-production



Theme 11

Asset-based community development



People-focused community development: Ageing Well Torbay

People-focused community development unites individuals by building on the strengths in a community, driving connection by asking what works and understanding what the community wants to achieve.

Ageing Well Torbay (AWT) held conversations with older residents across 30 neighbourhoods to identify what they enjoyed doing, where their favourite places were, and what memories were evoked by their communities.

By listening to these experiences, really listening, AWT gained valuable insight into the lives of older people, and their hopes and dreams for their neighbourhoods. These in turn informed community development projects, in partnership with community builders, to create spaces that older people really want.



A people-centric approach puts the needs and aspirations of the individual at its heart to develop projects with meaningful impact.

Theme 11

The co-production toolkit
from Ageing Better



Learn how to build connections and drive meaningful change with our top tips for tried and tested asset-based community development in this toolkit.

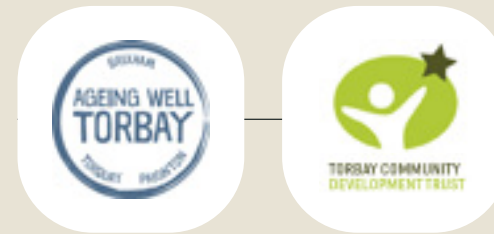
Here, you will also find insightful case studies to explore the approach in greater detail and understand how it works in action.

Discover more about asset-based community development



Theme 12

Co-production in a crisis



Co-production in times of crisis: Ageing Well Torbay

Through working collaboratively and at a local level, Ageing Well Torbay (AWT) enabled communities to support each other and provided targeted help to keep people connected when times are tough.

The Covid-19 pandemic posed significant risk to social isolation and loneliness. But communities in Torbay responded to this challenge swiftly, working together locally to reach out to others and provide support. Hubs and community networks were set up to offer quick-response solutions and enhance partnership working, while small grants were awarded to increase community reach through AWT's Good Neighbour Networks.

“Co-operation is the thorough conviction that nobody can get there unless everybody gets there.”

Virginia Burden

The collaborative nature of co-production empowers communities to come together to tackle times of crisis head on.



Through co-production, AWT strived to build capacity and maintain community independence during a time of crisis, while also applying all the learning they had gained from previous work.

[Find out more on co-production in a crisis](#)





Theme 12

The co-production toolkit
from Ageing Better

A co-production glossary

ABCD

Asset-Based Community Development.

This is an approach to community development that looks for the strengths, skills, knowledge and experiences present within a community, rather than focusing on what is 'lacking'. It encourages people to recognise what they can offer and connects people so that they can combine their strengths and work together.

Asset-based

A way of working which views individuals and communities as having a variety of existing strengths, skills, knowledge and experiences which can be brought together to make the community stronger.

Asset-mapping

A process of finding out the strengths, skills, knowledge and experience present within a community or group of people.

BAME

Black, Asian and Minority Ethnic.

Capacity building

Developing the strengths of an organisation or community group, so that it can more effectively achieve its aims and objectives in the longer-term.

Co-delivery

When a co-production approach is applied to delivering an activity, project or service.

Citizens or other stakeholders will carry out the tasks involved in delivering the activity alongside professionals.

Co-design

When a co-production approach is applied to designing or planning an activity, project or service.

Citizens or other stakeholders will design the activity alongside professionals.

Co-facilitation

When a co-production approach is applied to facilitating an activity, project or service.

Citizens or other stakeholders will facilitate an activity alongside professionals, for example the co-facilitation of a training workshop or launch event.

Co-governance

When a co-production approach is applied to the governance and management of an activity, project or service.

Citizens or other stakeholders will share responsibility for the governance of an activity alongside professionals.

Co-production

An approach that can be applied to a wide range of different contexts.

It involves professionals, citizens and other stakeholders sharing power to achieve something together, recognising that both have valuable contributions to make.

Examples of co-production include co-delivery, co-design, co-facilitation, co-governance and co-research.

Co-research

When a co-production approach is applied to a research setting.

Each co-research project will apply the approach slightly differently, but all will involve a wider group of people beyond professional researchers.

Commissioning

A process of planning, designing, funding and monitoring services, projects or activities.

Communities of interest

A group of people who share a common characteristic, experience or interest, rather than being a geographical community.

Community

A group of people who have something in common, for example a particular geographical place, characteristic, experience or interest.

Community development

A process where members of a community come together to take action that is important to them, usually working together to make the community stronger or more resilient. ABCD (Asset-Based Community Development) is one approach to community development.

Community sector

Non-profit organisations or community groups who operate on a local or community-level.

These are usually largely dependent on volunteers, in contrast to organisations in the voluntary sector who tend to have paid staff.

CVS

Council of Voluntary Service. These organisations help to support and coordinate voluntary and community organisations, usually within a certain geographical area.

Empower

Supporting an individual or group to have more power or control over something that affects them.

Evaluation

An assessment of the extent to which a project, service or activity has met its objectives.

Grant

A gift of funding which does not need to be paid back.

LGBTQ+

Lesbian, Gay, Bisexual, Transgender, Queer or Questioning (the plus sign refers to being inclusive of a range of other identities and communities for example intersex, asexual, pansexual, gender queer, and many others).

Microfunding

This can mean different things in different contexts.

Within this toolkit, microfunding refers to small funding grants, usually up to a maximum of £2,000 although in some cases this could be up to £10,000.

Monitoring

The collection of information about a project, service or activity.

NGO

Non-governmental organisation (usually non-profit).

Peer-support

When people draw on their experiences to provide mutual support for each other.

Public sector

A range of organisations and departments providing government services that are available to everyone, for example healthcare, education, emergency services or social care services.

Qualitative

Information or data that uses words or images.

Quantitative

Information or data that uses numbers.

Service user

Someone who is currently involved in using a service, participating in a project or activity, or has done so in the past.

Social enterprise

A business whose objectives are of public benefit, and who reinvests profit back into the business in order to further achieve those objectives.

Social prescribing

Social prescribing services involve local organisations or professionals connecting (or ‘referring’) an individual to a social prescribing link worker.

The link worker supports the individual’s health and wellbeing through connecting them to other services, community groups and activities.

Stakeholders

Groups or individuals with a vested interest in a project, service or activity.

Sustainable

The ability for something to continue at a certain rate or level, for example a group being able to exist on its own without external support.

VCSE sector

Voluntary, Community and Social Enterprise sector.

Voluntary sector

Organisations who are independent from government and local councils, who are not profit-making and whose purpose is of public benefit.

Credits

Credits

The co-production toolkit
from Ageing Better

The following Ageing Better Partners have contributed resources to the toolkit:

Lead organisation of the co-production national project:

Age Better Sheffield

led by [South Yorkshire Housing Association](#)

Bristol Ageing Better

led by [Age UK Bristol](#)

Ageing Better in Birmingham

led by [Birmingham Voluntary Service Council](#)

Ageing Well Torbay

led by [Torbay Community Development Trust](#)

Ageless Thanet

led by [Social Enterprise Kent](#)

Brightlife Cheshire

led by [Age UK Cheshire](#)

Talk Eat Drink

(T.E.D) East Lindsey

led by [YMCA Lincolnshire](#)

Ambition for Ageing

led by [Greater Manchester Centre for Voluntary Organisation \(GMCVO\)](#)

Time to Shine Leeds

led by [Leeds Older People Forum](#)

Ageing Better in Camden

led by [Age UK Camden](#)

Connect Hackney

led by [Hackney CVS](#)

Age Friendly Island (Isle of Wight)

led by [Age UK Isle of Wight](#)

Ageing Better in Middlesbrough

led by [Middlesbrough and Stockton Mind](#)

Credits

[The co-production toolkit from Ageing Better](#)

A big thank you to all Ageing Better programme areas and the Stronger Together co-production Steering Group members, which included Ageing Better volunteers, programme delivery partners, research partners, and programme teams from across the Ageing Better programme network – all of whom worked on the design and development of the content for this toolkit.

With recognition to the Age Better in Sheffield team with support from H Plow Films and Wrap Up Media for their work behind the scenes.

Credits

The co-production toolkit
from Ageing Better

Thanks also to:

If Collective – the design team for this resource – for their innovative idea to create a toolkit that is unique and user-friendly as well as inspiring for others to use and benefit from.

Co-Production Collective for contributing their guiding principles for best co-production practice and for permission to include their ‘co-production stories’ which feature insights from people with co-production experience from across their co-production network, as part of their groundbreaking work.

Co-Create – South Yorkshire Housing Association’s consultancy arm – who work with organisations to support, mentor and instil the values of co-production, helping to develop ways to make co-production happen in a holistic way.



The National Lottery Community Fund

who provided the funding for the national Ageing Better programme over the course of seven years (2015–2022) and funded the project which enabled the development of this toolkit as well as the programme’s fantastic co-production achievements through the flexibility to work this way, using a test and learn approach.

Strategic investments in England

Credits

The co-production toolkit
from Ageing Better

And thanks to you, the users of this toolkit, who will enable the Ageing Better programme legacy to be taken forward in the spirit for which it is intended – mobilising this way of working and showing that working with people and not ‘doing for’ or ‘doing to’ is the best possible way of creating the very best opportunities and outcomes.

Please contact customercollaboration@syha.co.uk if you:

- have any questions about **Stronger Together – a co-production toolkit**
- would like to get in touch with any of the organisations mentioned in the toolkit
- would like to host the toolkit on your own website

Credits

The co-production toolkit
from Ageing Better