



# KALEIDOSCOPE CO-PRODUCTION STRATEGIC REPORT 2024

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Kaleidoscope Co-Production Staff Survey Report



Kaleidoscope  
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# INTRODUCTION

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In March 2024 we decided to survey our staff to gain a baseline of knowledge and understanding of Co-Production, to enable us to measure how co production is developing across the organisation. We asked 5 open questions designed to elicit the information needed to inform our baseline of knowledge. The responses would also give us guidance on how we could improve the development of co production across the organisation through a set of recommendations.

The 5 questions we asked were:

- 1.What do you understand by the term Co-Production?
- 2.How does it feel for you to see peers and service users working alongside you in Kaleidoscope services?
- 3.Is there anything we could do to make you feel more involved in Co-Production across Kaleidoscope?
- 4.Are there any challenges we need to be aware of while Co-P services and how could we address these?
- 5.What do you believe the benefits of Co-Production are to a service or organisation?

Co-Production is not just a methodology but a transformative approach that enhances service delivery and community involvement. By emphasizing the mutual benefits of working closely with service users, co-production aims to elevate the quality of our services and strengthen community ties. Through this survey, we aim to gauge the depth of understanding and the emotional engagement of our staff with co-production practices, ensuring that these collaborative efforts are effectively resonating within our organization and contributing positively to our service outcomes.





# WHAT DO YOU UNDERSTAND BY THE TERM CO PRODUCTION?



“Co-production refers to a collaborative process in which multiple parties, often including both service providers and service users or beneficiaries, work together to create or deliver a service, product, or outcome. In co-production, individuals who are the recipients of a service actively contribute their insights, resources, or skills alongside professional service providers to develop solutions or achieve desired outcomes. This approach recognises the expertise and knowledge of all involved parties and aims to create more effective, responsive, and sustainable services by leveraging the diverse perspectives and capabilities of both professionals and service users. To improve the quality and relevance of services and enhance the engagement and empowerment of service users.”

“Ensuring that those who use our service form part of the decision making process and are able to provide feedback on both positive and negative experiences in order to shape the future of services to benefit those who use them.”

90% of Staff Surveyed had comprehensive explanations for how Co-Production works to improve services for both clients and employees.  
10% Stated they were unsure.





# HOW DOES IT FEEL FOR YOU TO SEE PEERS AND SERVICE USERS WORKING ALONGSIDE YOU IN KALEIDOSCOPE SERVICES?



“ It has always been a positive experience , where I have gained much more insight and knowledge and I would hope this has been reciprocal. ”

“ It makes me feel driven and positive that we can make a positive influence on an individual’s life. ”

“ I’m inspired by these good folk, their stories, journeys and passion. I sometimes feel quite humble, and that I lack something essential because I have never ‘walked in their shoes’ and had the life experiences they have had. ”

Over 70% of staff surveyed stated that Co-Production is a vital aspect of support services in Wales.

“ 100% feel this is fundamental as part of a service. ”





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# IS THERE ANYTHING WE COULD DO TO MAKE YOU FEEL MORE INVOLVED IN CO- PRODUCTION ACROSS KALEIDOSCOPE?

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18% of staff surveyed said they did not feel any changes needed to be made.

“Mandatory co production training, staff surveys where staff can give an honest opinion. Workshops to allow staff to learn and embrace the culture of co production”

“I can consider reaching out to the GDAS Peer Academy. The Academy is responsible for the development and coordination of co-production across the service, ensuring that the voice of service users is heard and that they are involved in service design, delivery, and review in a meaningful way. The Co-Production Lead is responsible for recruiting members to the group and managing volunteers so meeting with them. “





## ARE THERE ANY CHALLENGES WE NEED TO BE AWARE OF WHILE CO-PRODUCING SERVICES AND HOW COULD WE ADDRESS THESE?



There needs to be a transparent flow of information, especially around risk management and the communication between colleagues, so that staff and lived experience colleagues are protected and able to make informed decisions, there needs to be a robust supervisory support, and a non judgemental approach, training and coaching would also be helpful as there would be have to be a conscious shift in how we adapt to being case workers to colleagues, as it might need some adjustment.



Co-production can be a powerful approach to delivering services, but it is not without its challenges. Some of the key barriers to implementing co-production include issues of inequality, as those who would benefit most are often those who are less able to engage, Organisational culture, cost, and communication can also be barriers to implementing co-production



22% of respondents said they were unaware of any challenges at this time



# WHAT DO YOU BELIEVE THE BENEFITS OF CO PRODUCTION ARE TO A SERVICE OR ORGANISATION?



“The benefits of co-production to a service or organisation are transformative. Firstly, co-production allows for a deep sense of ownership and engagement among all stakeholders, including service users, staff, and the wider community. By actively involving all in the design, delivery, and evaluation of services, co-production ensures that solutions are not only responsive but also reflective of diverse perspectives and needs. This leads to enhanced relevance and effectiveness, as services become more tailored and aligned with the lived experiences of those they aim to support. Co-production promotes innovation and creativity by harnessing the collective wisdom and resources of all involved parties. Collaborative problem-solving and knowledge-sharing generate insights and solutions that can drive continuous improvement. Co-production strengthens trust and collaboration between service providers and service users, fostering stronger relationships and respect. By embracing co-production, the organisation can cultivate a culture of inclusivity, empowerment, and accountability, resulting in more resilient, sustainable, and impactful services that meet the needs of the community.”

“Designing approaches with people with lived experience is crucial to shaping what's needed, learning from lessons and putting a sense of urgency into everything we do. professionals can get lost in the abstract issues and can become risk averse”

“To maintain a person-centred perspective. Development and enhancement of skills”

Staff surveyed communicated overwhelmingly positive outcomes from the introduction and implementation of Co-Production



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## RECOMMENDATIONS FOR IMPROVEMENT

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- Develop targeted training programs across Kaleidoscope in order to enhance staff understanding and implementation of co-production principles.
- Working on fostering a culture of inclusivity by actively involving service users in all stages of service design and delivery of Co-Production
- Implement regular feedback mechanisms to address and mitigate biases, ensuring a person-centered approach.
- Increase staff engagement and commitment through workshops and continuous education on the benefits of co-production.
- Encourage cross-departmental collaboration to share best practices and strengthen co-production efforts across services.





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# THANK YOU

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Kaleidoscope  
Co Production

