



Our Coproduction Charter for Improving Services Together

- I know you will explain your organisation and how my contribution fits into the overall structure and aims that we are trying to achieve.
- I understand how I can contribute and give value.
- I know we can plan meetings days & times so that I can make the arrangements I need, to be able to attend.
- I know we can plan to meet at venues that are comfortable and welcoming for me.
- I know before I come, how I can easily claim expenses and that I will receive prompt payment.
- I know that when I arrive I will feel welcomed and made to feel comfortable.
- I know my contribution will be recognised publicly in any opening and welcoming address.
- I know that it's okay for me to take time out if I need to and that there will be a quiet area I can go to have some space.
- I know that I will be an equal contributor along with professional staff who may be more formally dressed.
- I know you will keep jargon to a minimum and where it is used, you will remember to explain what you mean so I can understand what is being discussed.
- I know that you value my lived experience and the time I am giving to support co-production and to improve services together in real partnership.

- I know that you will explain how discussions are recorded so I understand when and how I will see what is happening next and how my contribution has made a difference.
- I am able to see the outcomes of my involvement in any reports, feedback and developments made.
- I know that there is someone I can speak to if I feel that the discussion is having a personal impact on me and I feel safe to talk to that person.

Written in coproduction with Suffolk service users and SUF Members
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