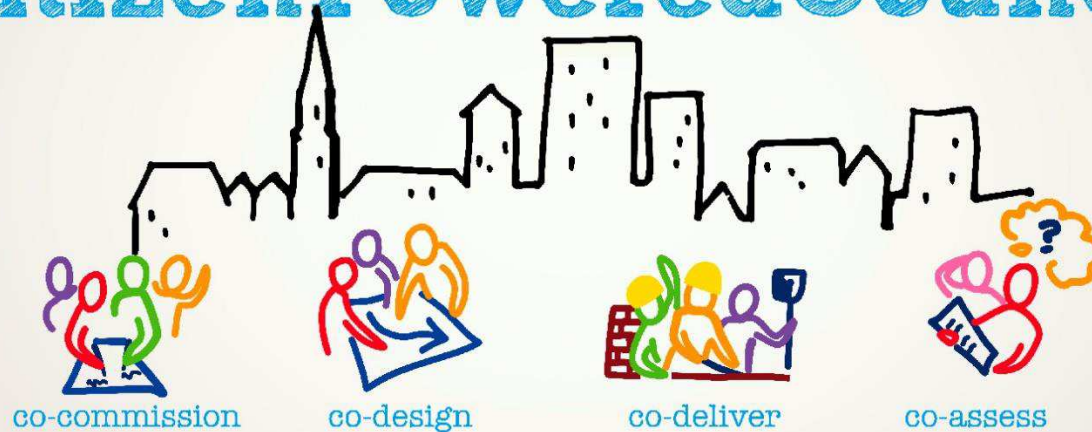




Citizen Powered Council



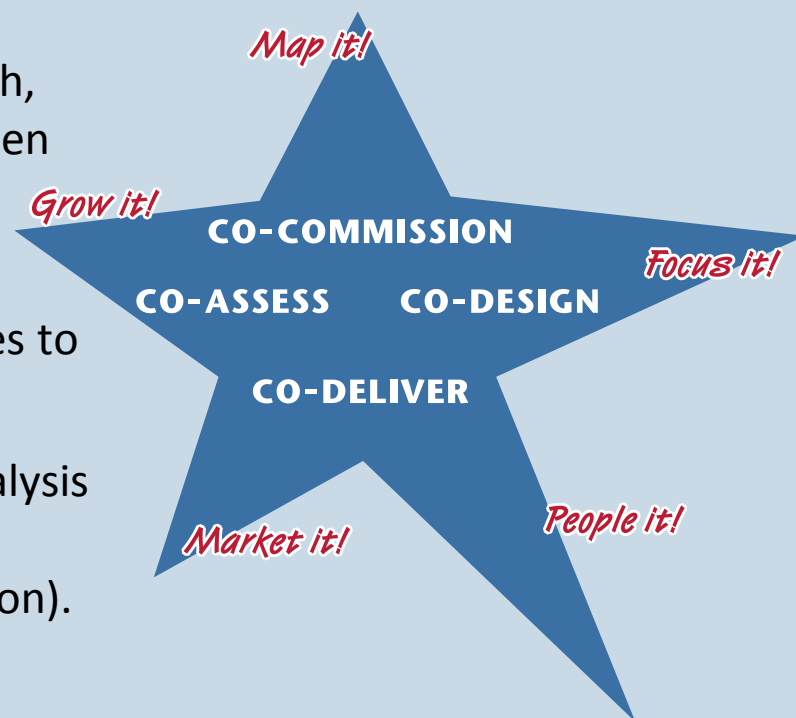
The role of the co-operative councillor in shaping the future of civil society
Cooperative Councils Innovation Network, Annual Meeting and Co-operative Showcase
5 & 6 September 2017 – Oldham Civic Centre



About Governance International

www.govint.org

- A leading provider of co-production training, research, study visits and consultancy projects to improve citizen outcomes - <http://www.govint.org/our-services/co-production/>
- Supporting local authorities and other public agencies to make effective use of the *Co-Production Star* toolkit
- Evidence-based citizens surveys and cost-benefit analysis of co-production (DCLG, Welsh Government, Joint Improvement Team Scotland, Bertelsmann Foundation).
- Good Practice Hub <http://www.govint.org/good-practice/> provides international co-production case studies, many also featured on the OECD Observatory Public Sector Innovation website.





Your views on co-production

From a Co-Production Star Workshop for Aberdeen City Health and Social Care Partnership

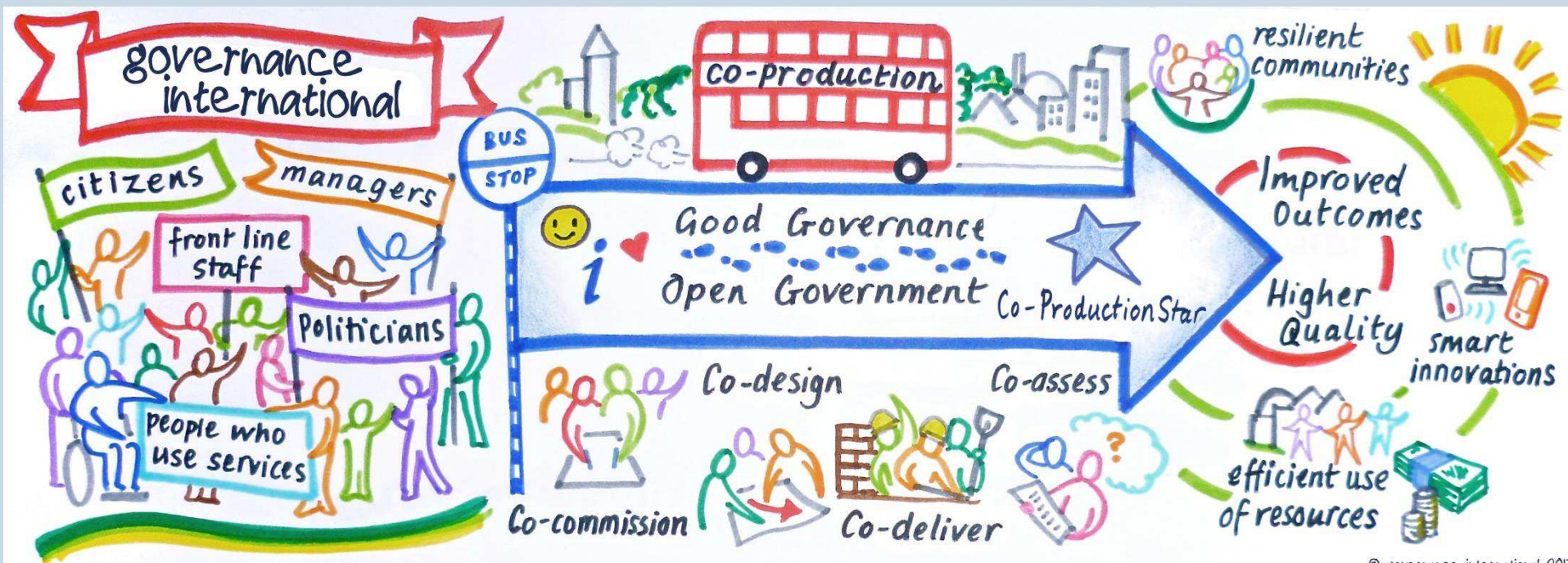
The Governance International Co-Production Star



What do YOU think ... ?	Strongly Agree	Agree	Disagree	Strongly Disagree
Involving citizens in the commissioning of public services will help to identify lower priority services.	●●●●●●●●●●	●●●●●●●●●●		
Harnessing the ideas and insights of citizens and front-line staff in service design will trigger innovations.	●●●●●●●●●●	●●●●●●●●●●		
Giving citizens a bigger role in the delivery of public services will make big efficiency savings.	●●●●●●●●●●	●●●●●●●●●●	●●●●●●●●●●	●●●●●●●●●●
Involving citizens in the assessment of public services will bring big improvements in quality.	●●●●●●●●●●	●●●●●●●●●●		
Front-line staff are keen to enable citizens to contribute actively to public services.	●●●●●●●●●●	●●●●●●●●●●	●●●●●●●●●●	●●●●●●●●●●
Most citizens do not want to get engaged – only the usual suspects.	●●●●●●●●●●	●●●●●●●●●●	●●●●●●●●●●	●●●●●●●●●●
Citizens trust politicians to do what is good for their wellbeing.	●●●●●●●●●●	●●●●●●●●●●	●●●●●●●●●●	●●●●●●●●●●
Public sector managers already understand how to support citizens to solve problems for themselves.	●●●●●●●●●●	●●●●●●●●●●	●●●●●●●●●●	●●●●●●●●●●

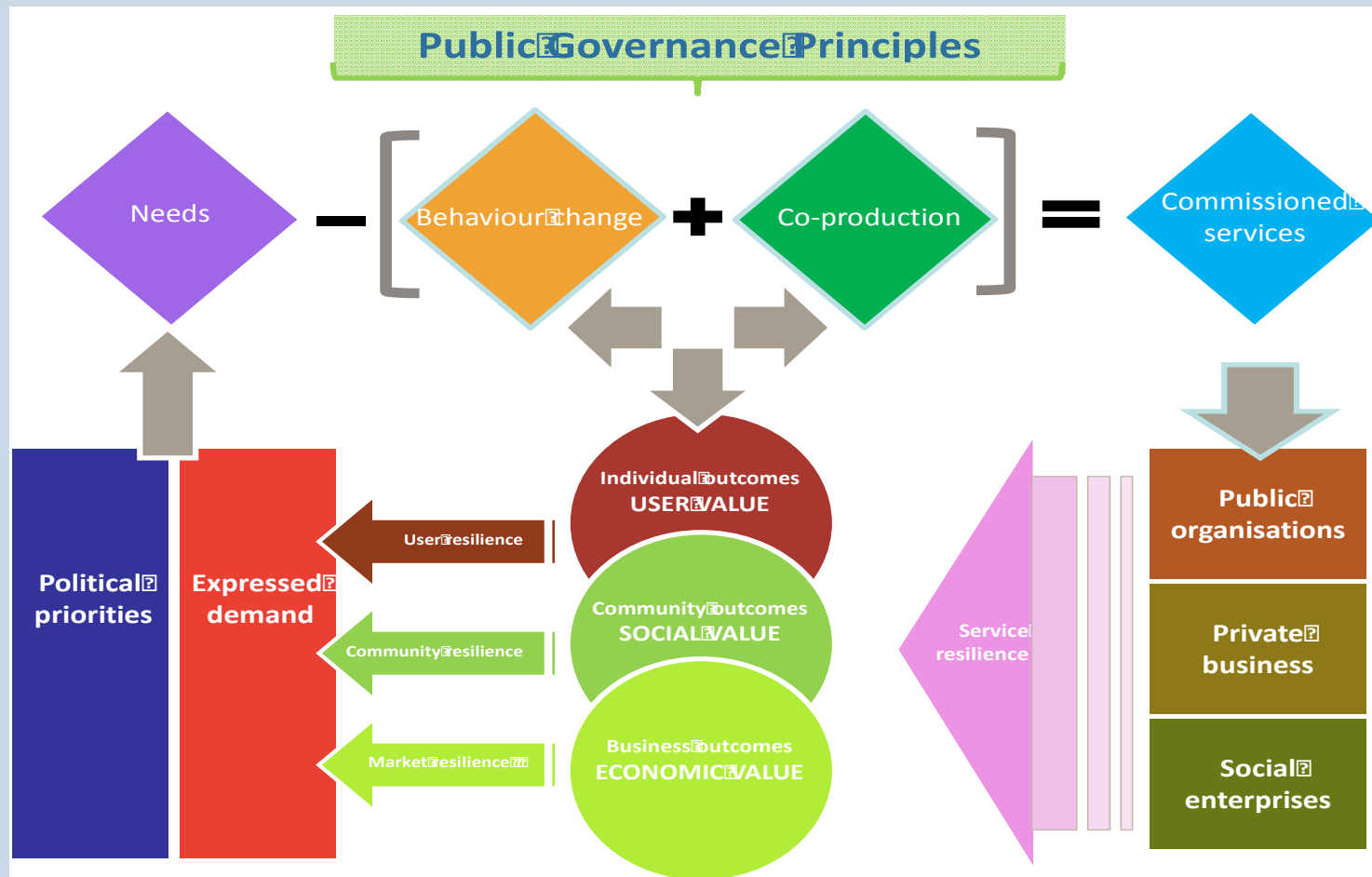


How can we support local councillors to enable effective citizen voice and action for better outcomes?





Our Public Value Model





The Governance International Co-Production Star toolkit





Case study: Outcomes-based commissioning and co-production of Young People's Services in Surrey County Council

-
- Co-commissioning:** Surrey CC developed an outcomes-based system of objectives involving young people and local partners
- Co-designing:** Surrey CC developed a communication platform with young people.
- Co-delivering:** Young people are involved in the governance and projects of youth centres, based on agreements between Surrey CC and service providers.
- Co-assessing:** Surrey CC engages in conversations with young people to get their feedback on outcomes achieved.
-
- Results:**
- A 60% reduction in the number of young people who were NEET (2012–2014)
 - A 90% reduction in the number of young people who were first-time entrants to the criminal justice system (2009-2013)



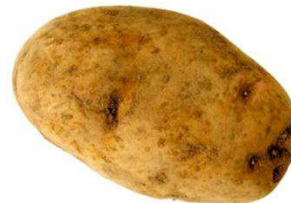
What is co-production about?

"User and community co-production is about public services and citizens making better use of each other's assets, resources and contributions to achieve better outcomes or improved efficiency."

<http://www.govint.org/our-services/co-production/>



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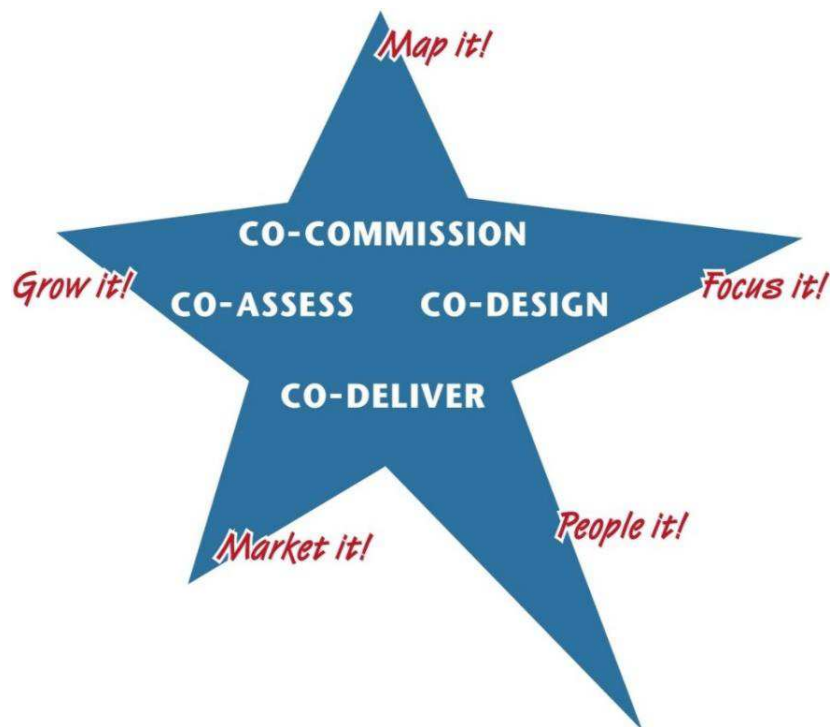
See-What-You-Can-Do in your community

**Identify with the person sitting next to you
a capability, which is currently underused
(at work, at home or in their social life)
and which could be used more to help
others.**



How can we equip local leaders with the skills and abilities they need to drive real transformation?

The Five Steps of the Co-production Star





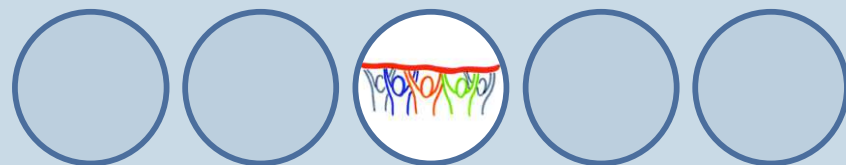
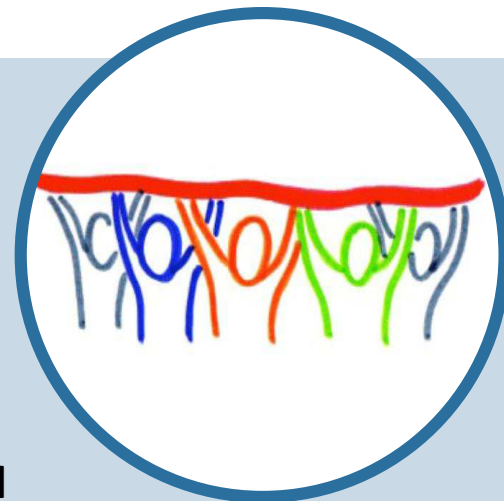
Step 3: People it

Community Surveys to find out

- what local people are already doing
- what more they would be prepared to do

Capabilities assessment – map systematically what your service users are doing already, or are prepared to do in future, that might help other users (to complement needs assessment and support planning)

Co-production Labs to bring together local people and public services who are interested in delivering the prioritised co-production projects.





The 'See What You Can Do' Tool to assess the capabilities of service users

Positive
conversation
about
outcomes
sought by
service user

*'See What
You Can Do'*
conversation in
support planning
process

Development of
'offers' the
individual is keen
to make and
identify conditions
(e.g. transport)

Matching the
'offer' to an
opportunity



Three ways into the CitizenPoweredCouncil ...

1. CitizenPoweredCouncil Club

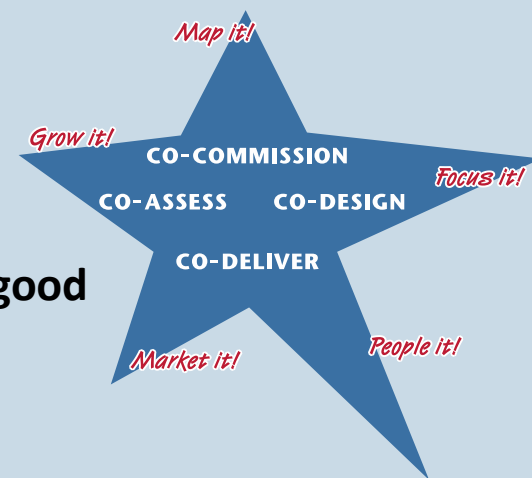
... exchange experiences with co-production, learn from good practice and discuss how to overcome obstacles

2. CitizenPoweredCouncil Labs

... experiment with outcomes-based co-production approaches

3. CitizenPoweredCouncil Training

... equip local councillors, public managers and their communities to use each other's strengths and capabilities more effectively





#COPRODUCTION #JUSTDOIT

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Citizen Powered Council

