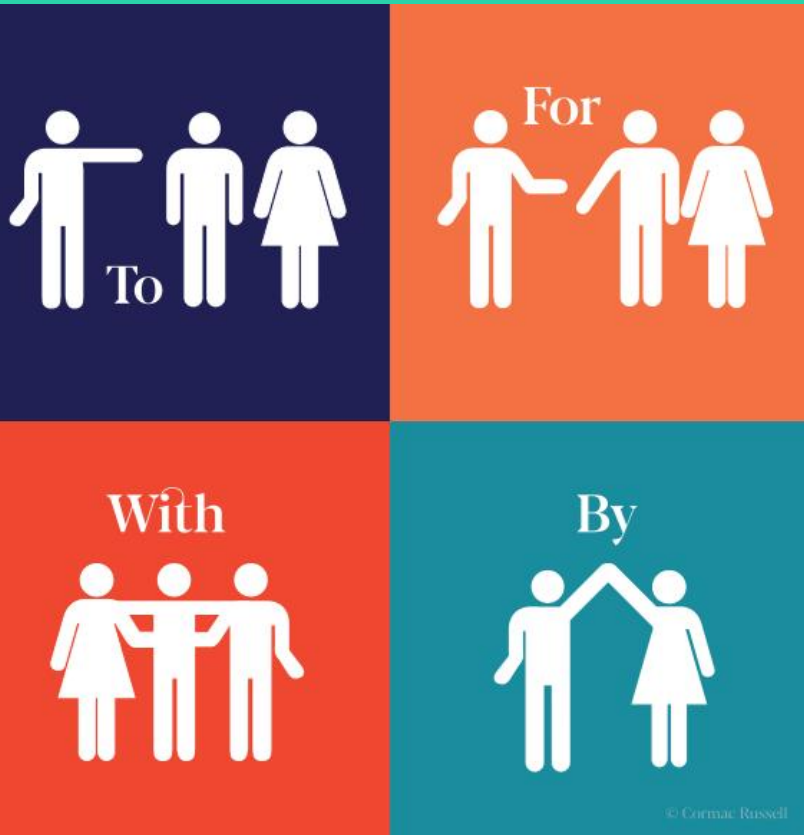


Co-production and engaging people



Co-Production

WHAT IT IS



An asset-based approach to public services which enables citizens and professionals to

share power & work together in equal and reciprocal relationships



the core economy



The core economy is made up of countless under-valued and priceless human and social assets that make it possible for society to flourish

[Neva Godwin & Edgar Cahn]



the core economy

'...provides care to infants, children, teenagers, families, seniors.

It provides safe, vibrant neighbourhoods, community, democracy, civil society.

It produces love and caring and coming to each other's rescue and sharing. That's all...'

Edgar Cahn



‘Social networks make change possible. Social networks are the very immune system of society. Yet for the past 30 years they have been unravelling, leaving atomised, alienated neighbourhoods where ordinary people feel that they are powerless to cope with childbirth, education or parenting without professional help. Risk averse professional practices and targets imposed by government have exacerbated the trend.’

(New Economics Foundation, 2008, Co-production: A Manifesto for growing the core economy)



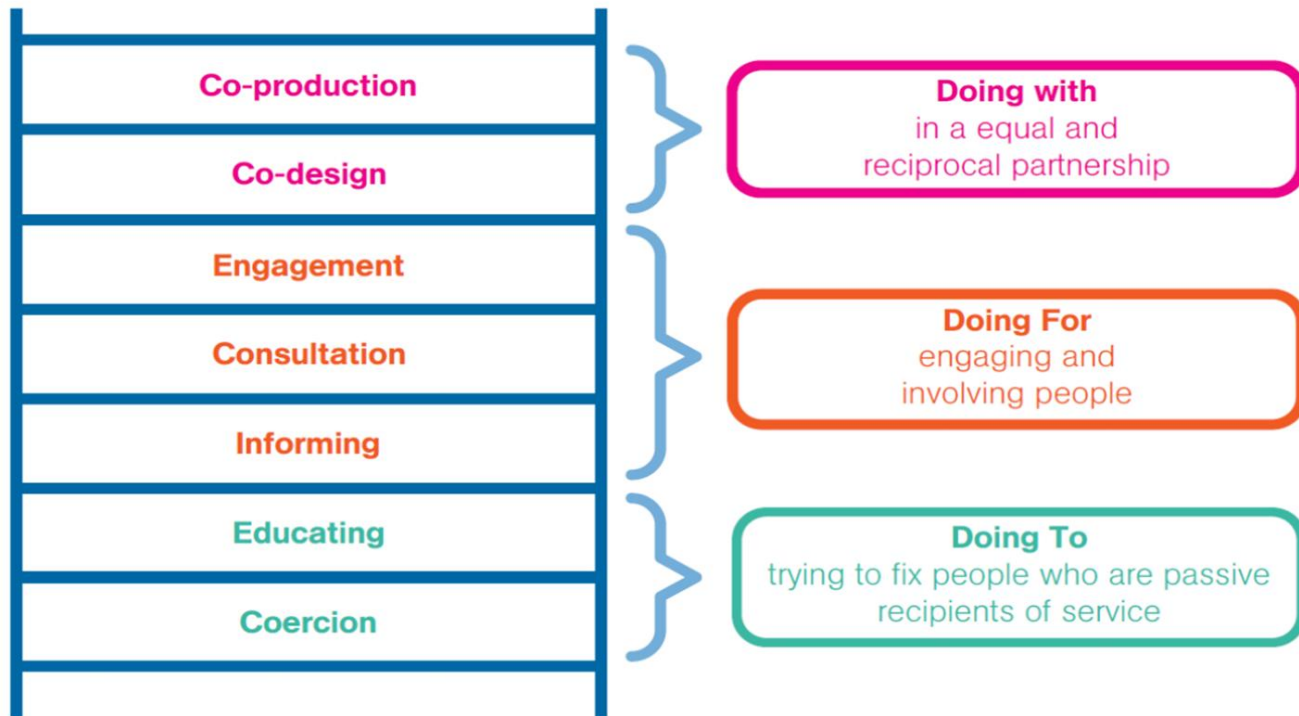
Levels at which coproduction can take place

- *At the level of the individual – understanding people's hopes, needs, goals and aspirations, making sure that they are planning and directing the care and support they need*
- At local community level where a range of people (including those who need support) groups and organisations come together to discuss, plan and codesign solutions to any given problem/issue (including services), looking at what is and is not currently working in a local area

Ladder of coproduction

It's just another word for... engagement / participation

Engagement ladder: who has the power? whose agenda is it?

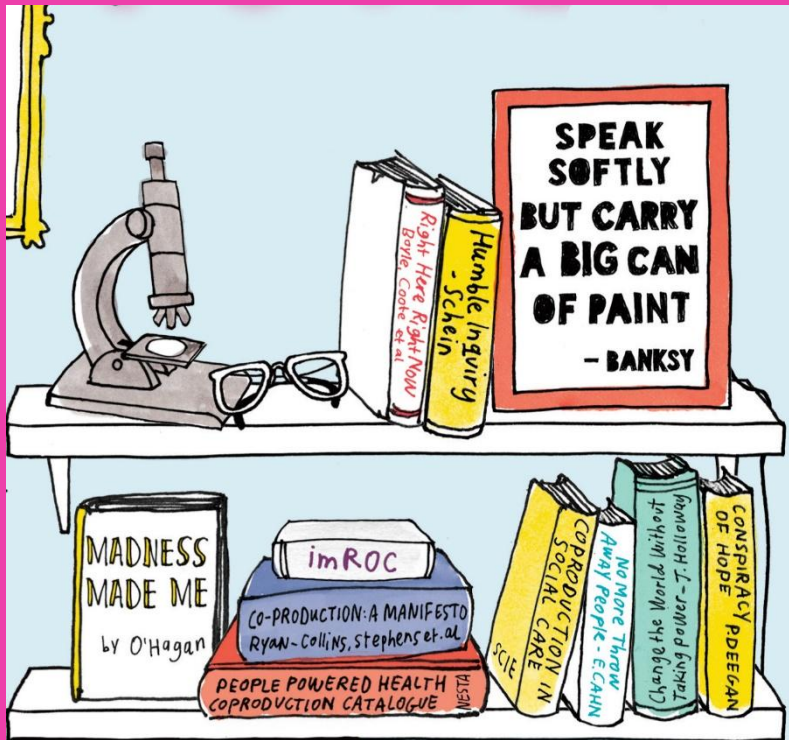




Foundations of listening to people



Co-production principles

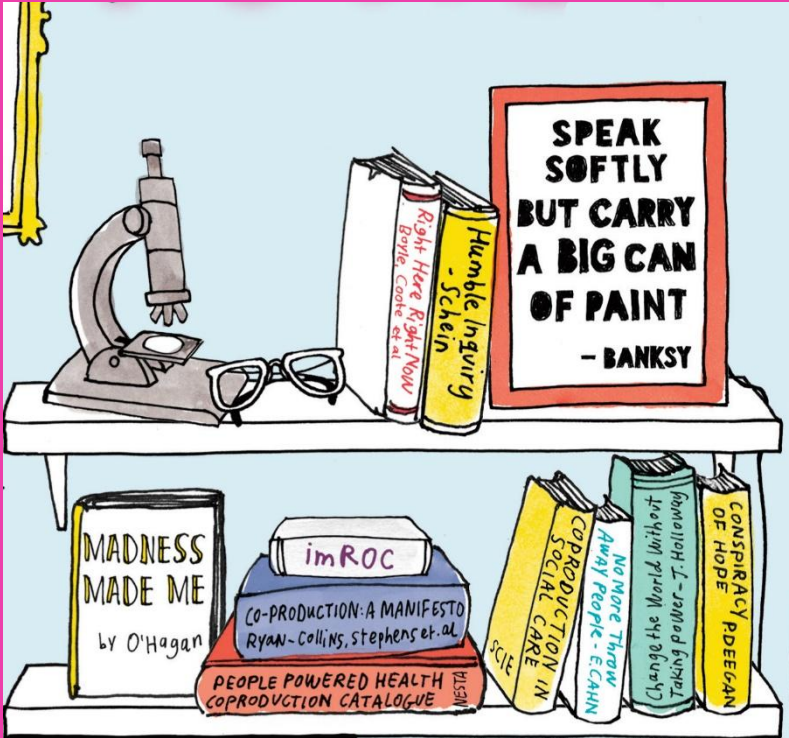


1. **Take an assets-based approach:** People as equal partners in designing, delivering and monitoring services – not passive recipients.
2. **Build on people's existing capabilities:** Recognise and grow people's capabilities and actively support them to put these to use at an individual and community level.
3. **Reciprocity and mutuality:** Offer people a range of incentives to work in reciprocal relationships with professionals and with each other, where there are mutual responsibilities and expectations.



Co-production principles

4. **Peer support networks:** Engage peer and personal networks alongside professionals as the best way of transferring knowledge.
5. **Blurring distinctions:** Remove the distinction between professionals and recipients, producers and consumers of services, by reconfiguring the way services are developed and delivered.
6. **Facilitate rather than deliver:** Enable public service agencies to become catalysts and facilitators rather than being the main providers themselves.





Essential elements for coproduction to work

- People as assets not recipients of services
- Share power and responsibility
- Be honest and open about what is possible
- Determine how you will work together – what values bring you together?
- Know what it is you are coproducing!
- Commit to action and collective decision making/problem solving





Flist



Let's just take a moment to thinking about 'consultation meetings/processes' (about services)

Our experience:

- Gladiatorial
- Offers more heat than light
- Builds frustration



Tools

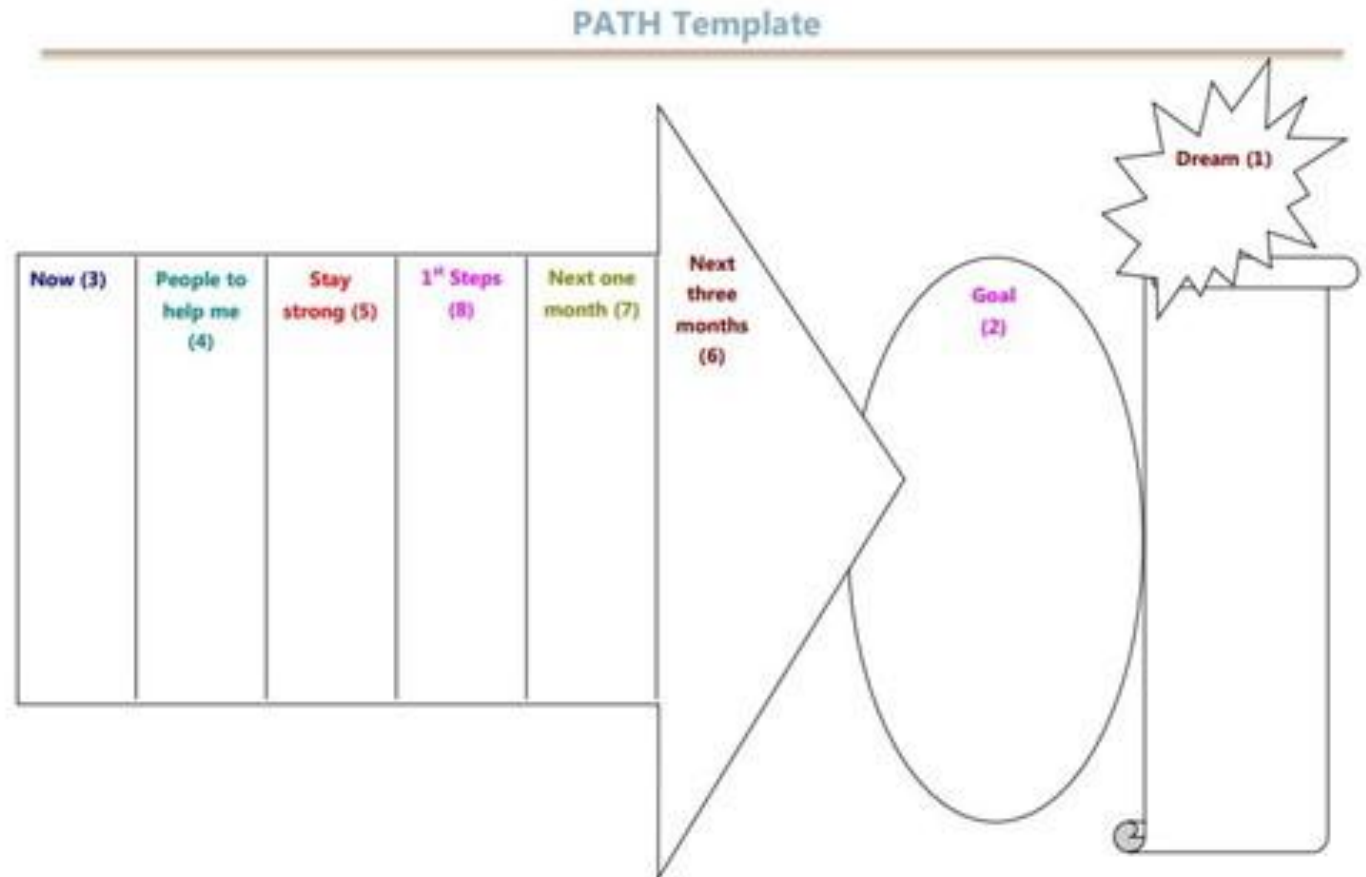
A very fast introduction to 3
coproduction/planning
processes



PATH
(PLANNING ALTERNATIVE
TOMORROW'S WITH
HOPE)



A naked PATH !



Open Space

Open Space is a technique for running meetings where the participants create and manage the agenda themselves. 5 -2000 people. This is idea if you want participants to gain ownership of an issue and come up with solutions. Participants agree on the areas of discussion that are important to them and take responsibility for facilitating the sessions.

Mind

Open Space

- Whoever comes is the right person
- Wherever it happens is the right place
- Whatever happens is the only thing that could have
- When it's over, it's over
- The 'law of mobility' /the law of 'two feet' applies

World Cafe

A structured conversation process for knowledge sharing, where participants discuss a topic at small tables café-style, encouraging open and intimate conversation and linking ideas within a larger group to access collective knowledge.

World Café

- Set the theme
 - Create a hospitable space
 - Explore questions that matter
 - Encourage everyone contribution
1. Discuss a topic. Record it on the table cloth
 2. Move to a new table and review other people's conversation
 3. Respectfully add to it



Building a vision with the community

Age UK Wirral

- Commitment to listen to as many voices as possible
- Chose world café (invitation to contribute and be valued, range of voices, reduces conflict, builds team listening skills)
- Mapped and understood communities to go into and listen – about a dozen conversations
- Recognised conflict
- Welcomed the unexpected
- Drew a vision and a plan from the conversation records
- Gave away all the information gathered

Age Uk Bradford

- Open space
- Developed staff skills
- The walls at Asda
- The market place
- Groups within the existing community
- Drew a vision from the information gathered
- Gave away all the information
- Reacted with braveness – gave notice on service, didn't go for contracts, focused into people's communities



Desire Lines

Olifantenpaadjes



Final thought....

“If it feels too comfortable, it
isn’t co-production”

Anon

