Co-production...

'no more throw-away people'

valuing each other
building on our strengths
developing peer-support networks
relationships of trust
mutuality & reciprocity

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Programme...

- Co-production – what & why?
- How co-pro are we: sharing good practice
- From outputs to outcomes
- Making it happen
Co-production – what?

an approach to public services which enables citizens and professionals to share power and work together in equal & reciprocal relationships
Co-production principles

value participants as equals and assets

build on strengths

develop peer-support networks

relationships of trust & reciprocity

facilitation not delivery
outcomes-focus
relationship-centred
asset-based
strengths-based
personalisation
citizen-directed
shared decision-making
freda principles

so what's new?
levels of co-production

basic
• acknowledges people's action is essential to the desired outcome

intermediate
• recognises what service users can offer services
• power imbalance between citizens & professionals remains in place

transformative
• citizens are equal partners in all aspects of commissioning, design, delivery, evaluation
• transforms power and control
1. economic theory

money economy

transactions

core economy

relationships

St Mungos Broadway
family, neighbourhood and civil society.

It runs on a thin stream of money – but it is primarily powered by our minds, our spirits, our hearts.

It runs on psychological energy: love and kindness, caring and compassion, encouragement and moral duty...
what does it produce...

It 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...
2. all systems model

equal and reciprocal relationships

governance
commissioning & procurement
design & delivery
evaluation & improvement
training
3. process

What services are you eligible for?
What are your needs?

How do you want to live your life?
What strengths can you bring?

How can we work together to achieve your goals?
4. aims

vibrant & confident core economy

shared power | shared responsibility

social justice
Co-production – why?
the problem...

decreasing budgets

greater demand

fewer staff
the bigger problem...

The world of helping others is built around one-way transactions which send two unintentional messages:

We have something you need, but you have nothing we need or want or value. The way to get more help is by coming back with more problems.

Edgar Cahn
we understand ourselves, our identities, through our relationships with others...

Nunkoosing & Haydon-Laurelut, 2013
one-way transactions >

reciprocal relationships

shared power | shared responsibility
Co-production – why?

because it works!
Beacon Estate, Falmouth

- post natal depression: down 70%
- child protection rates: down 42%
- childhood asthma: down 50%
- teenage pregnancy: down to zero
- overall crime rate: down 50%
- unemployment: down 71%
- educational attainment: up 100%
Beacon Estate, Falmouth

savings:

$1 < 3.8 - 6.4$

3 neighbourhoods

x 3 years: £1,414,242

'through dance

we can change ourselves, others,

and the community of which we are a part'
S.U.N. Service Users Network

A&E use down 30%

planned hospital admissions down from 725 > 596

unplanned hospital admissions down from 414 > 286

hospital bed day use down by 50%
from hotel model to...

"good places to live, love, dream, laugh, learn and connect with others...a true community"
personhood maintained through active participation
improved cognitive function
staff who say it's not like coming into work
family carers who are encouraged and involved
people previously in high cost nursing care homes now supported in residential care homes
Action in Caerau & Ely (ACE)

31,000+ hours volunteering / 80+ community groups
Community Ambassadors / community health strategy

73% greater quality of life
86% stronger networks
44% healthier. 26% less social care support
Action in Caerau & Ely (ACE)

50% of organisations

*improved services - same or fewer resources*

*future-proofing*

*asset-transfers . solar energy . community leaders*
Del's story...

I'd picked a wall to drive in to.
My body and mind were destroyed.
I'm a rock for my family now.
It's my mind that has changed –
having a purpose and living a life.
Co-production - impact?

on your organisation?

on staff?

on those you support?
Co-production – impact

- increased engagement & social capital
- genuine empowerment & ownership
- improved health & well-being
- stronger communities, lower demand
- more relevant, trusted & effective services
- sustainability & value for money
- happier, more fulfilled staff
How co-pro are we:
sharing good practice...
Co-production principles

1. value participants as equals and assets
2. build on strengths
3. develop peer-support networks
4. relationships of trust & reciprocity
5. facilitation not delivery
6. personal outcomes focus
From outputs to outcomes...

cooproduction > vision & values
personal outcomes > mechanism
personal outcomes

an evidence-based organisational approach which focuses on the outcomes that matter to those using services & support, and to their carers...

what matters to me

how do I want to be treated

what are my hopes & dreams
Scotland: Talking Points

what matters to me

feeling safe
having things to do
seeing people
feeling well
living where you want & as you want

how do I want to be treated

being listened to
having a say
treated with respect
treated as an individual
being responded to

what are my hopes & dreams

improved confidence
improved skills
improved mobility
reduced symptoms
improved wellbeing
Joseph Rowntree Foundation

'Simple but not Simplistic' evidence-based practice:

**Older people's outcomes framework**

security . continuity

purpose . fulfillment

belonging . significance
from personal to national outcomes:

<table>
<thead>
<tr>
<th>outcome level</th>
<th>example</th>
</tr>
</thead>
<tbody>
<tr>
<td>individual / personal</td>
<td>'I want to be able to get back to the bowling club with my mates.'</td>
</tr>
<tr>
<td>service/project</td>
<td>We work with older people to improve their ability to get out and about.</td>
</tr>
<tr>
<td>organisational</td>
<td>We will improve the social inclusion of the older people we work with.</td>
</tr>
<tr>
<td>national</td>
<td>We live longer, healthier lives. People are able to maintain independence as they get older and access support as they need it.</td>
</tr>
</tbody>
</table>
Making it happen...

- valuing each other
- building on our strengths
- developing peer-support networks
- relationships of trust
- mutuality & reciprocity
1. build the team
2. establish baseline
3. vision aims
4. pilot project
5. deliver
6. evaluate
7. disseminate
0. service commission

need for change
co-production process map

0. co-commission

1. link with networks

2. asset map

3. co-create vision aims

4. build team grow network

5. co-design co-deliver

6. co-evaluate outcomes

7. disseminate celebrate

need for change

co-commission

link with networks

asset map

co-create vision aims

build team grow network

co-design co-deliver

co-evaluate outcomes

disseminate celebrate
"restore warm humanity as the driving force for public services, rather than compliance with increasingly centralised and de-personalised processes and systems"

Nick Andrews, Swansea University
thank you!

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