Rhwydwaith Cydgynhyrchu Cymru
Co-production Network for Wales
Pawb gyda'i gilydd
All in this together

Co-production: the essentials

Nothing about us without us

Ruth Dineen | Gordon Bell
Co-production Network for Wales
@copronetwales #coproduction

Today's Cunning Plan…

- **What it is / what it isn't.**

  Co-pro and you: building on strengths

- **Spectrum of interactions**

  Your experience: what works when

- **Why co-produce? What's the impact?**

  brain/tea/loo break

- **When & when not? Complexity theory**

  Co-pro and you: finding a fit

- **Measuring what matters**

  Your experience: outcomes & outputs

- **Why co-produce? What's the impact?**

- About the Co-pro Network

introductions

Breakout groups set 1.

Name

Organisation

R1. Where are you at with co-pro right now?

knowledge, skills, experience, feelings, actions…

R2. What made you smile in the past week?

Round robin technique

Rhwydwaith Cydgynhyrchu Cymru
Co-production Network for Wales
Pawb gyda'i gilydd
All in this together

Co-production...

What (and what not)

definition & principles

Co-production definition

People & professionals

pool their resources -

skills, knowledge, experience,

interests, passions, networks

and work together as

equal partners.

Co-production definition

People & professionals

pool their resources -

skills, knowledge, experience,

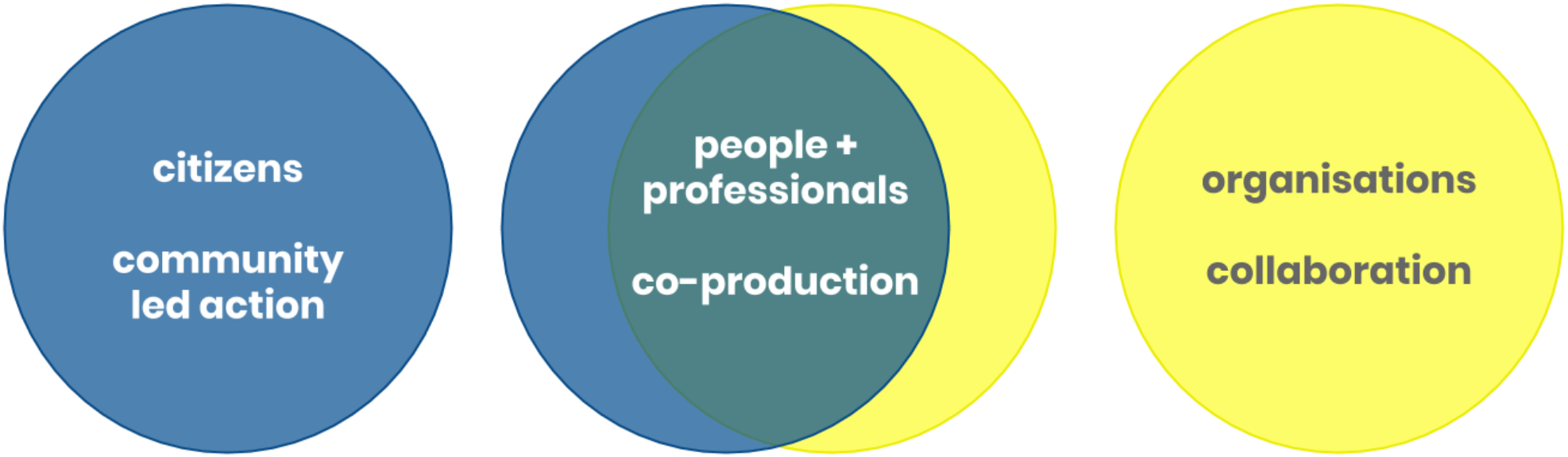
interests, passions, networks

and work together

as equal partners.

shared power and shared responsibility

What it's not…


citizens
community led action
people + professionals
co-production
organisations
collaboration

5 co-production principles

asset-based
people-centred

peer networks
work across silos

outcomes focused
doing what matters

relationships of trust

from delivering to enabling

5 co-production principles

asset-based
people-centred

peer networks
work across silos

outcomes focused
doing what matters

relationships of trust

from delivering to enabling

5 co-production principles

asset-based
people-centred

peer networks
work across silos

outcomes focused
doing what matters

relationships of trust

from delivering to enabling

5 co-production principles

asset-based
people-centred

peer networks
work across silos

outcomes focused
doing what matters

relationships of trust

from delivering to enabling

5 co-production principles

asset-based
people-centred

peer networks
work across silos

outcomes focused
doing what matters

relationships of trust

from delivering to enabling

5 co-production principles

asset-based
people-centred

peer networks
work across silos

outcomes focused
doing what matters

relationships of trust

from delivering to enabling

Rhwydwaith Cydgynhyrchu Cymru
Co-production Network for Wales
Pawb gyda'i gilydd
All in this together

Spot the principles…

organisational or team strengths

what do you do well?

what's the impact?

Round robin technique…

Rhwydwaith Cydgynhyrchu Cymru
Co-production Network for Wales
Pawb gyda'i gilydd
All in this together

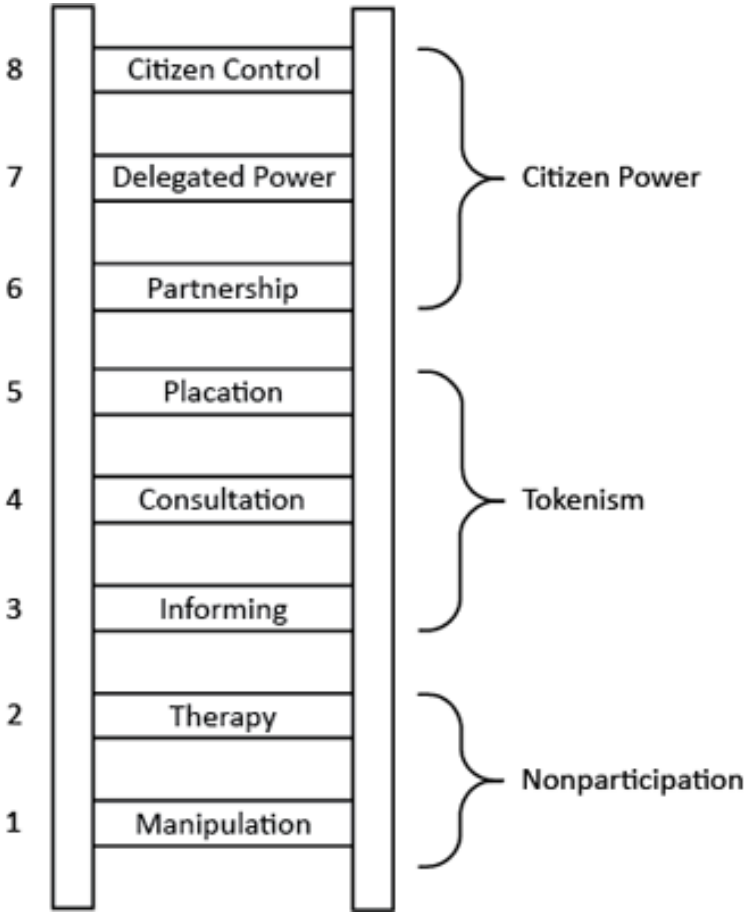
Co-production...

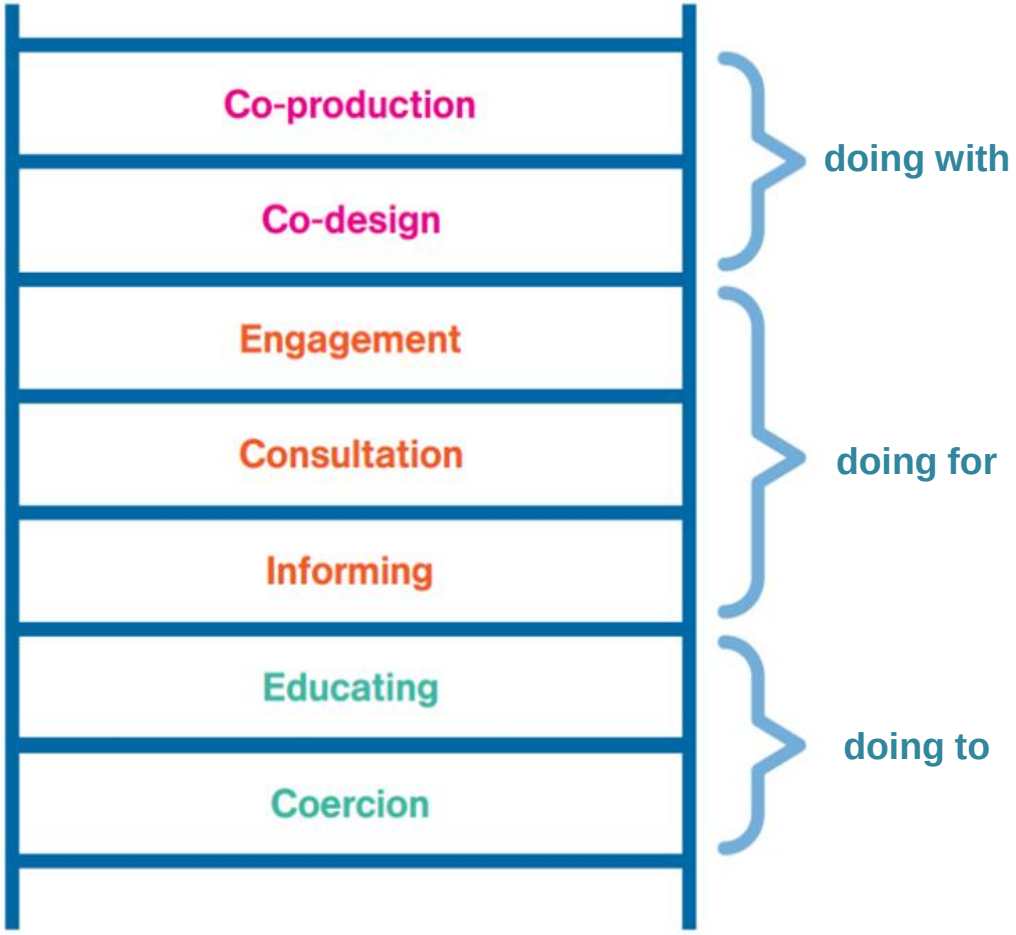
What (and what not)

participation & engagement

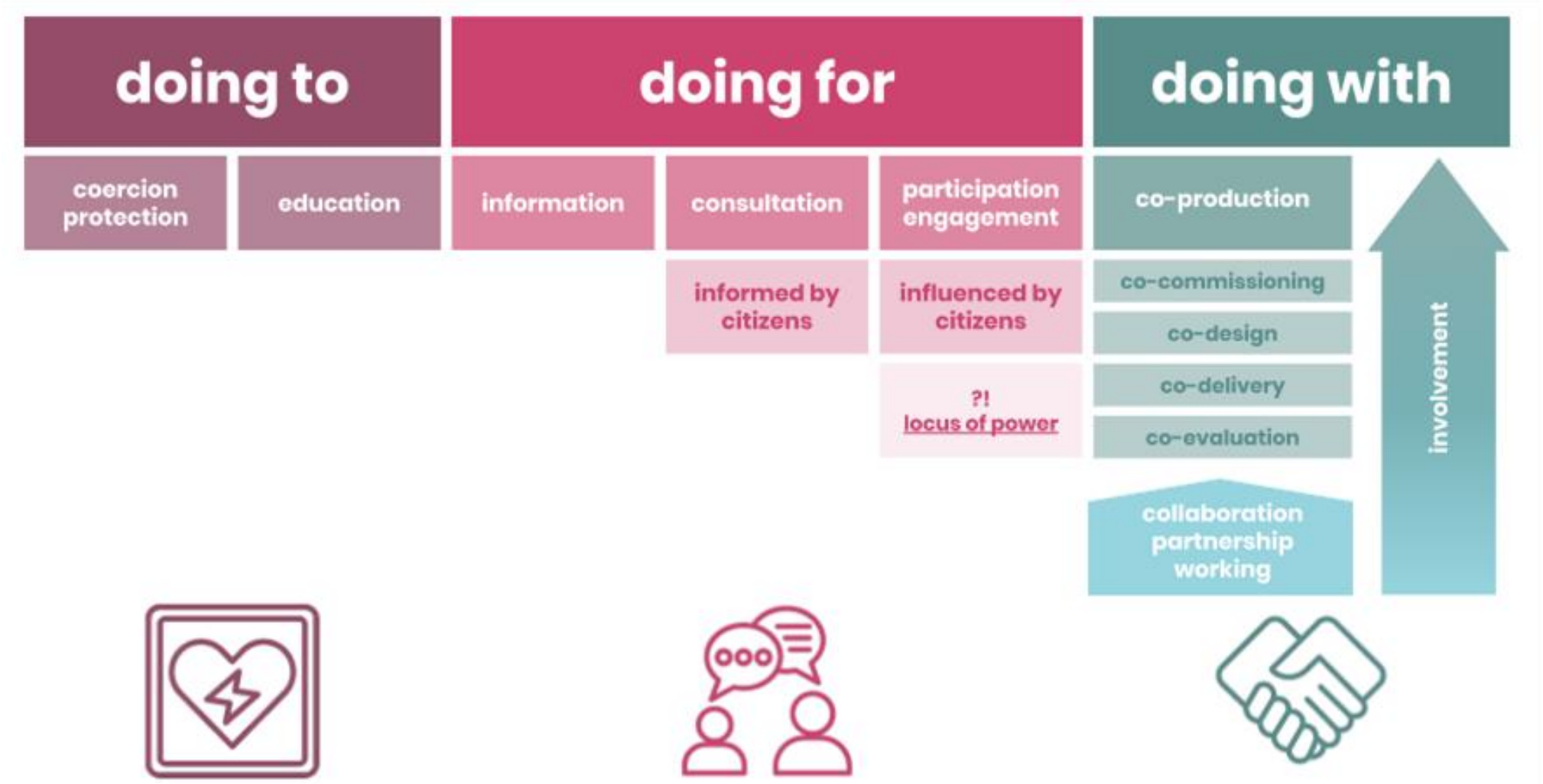
Ladder of participation

(Arnstein, 1969)

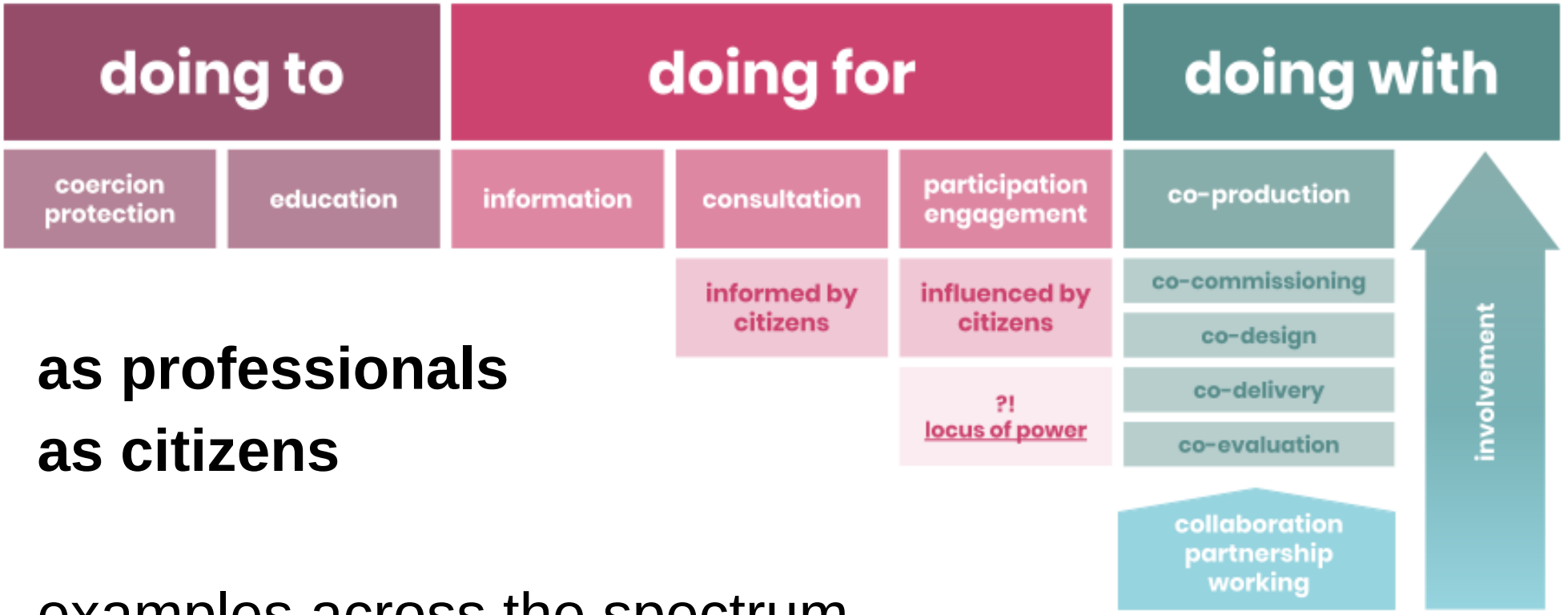




A spectrum of interactions



What's your experience?



as professionals

as citizens

examples across the spectrum…

pros / cons / impact / appropriateness

Chat-checker technique…

Rhwydwaith Cydgynhyrchu Cymru

Co-production Network for Wales

Pawb gyda'i gilydd
All in this together

Co-production...

In action: case studies

spot the principles

check the spectrum

ACE: Action in Caerau & Ely

Time Credits / Time Bank

31,000+ hours volunteering

80+ community groups

Community Ambassadors

Street Buddies

Community Health Strategy

ACE: Action in Caerau & Ely

Time Credits / Time Bank

31,000+ hours volunteering

80+ community groups

Community Ambassadors

Street Buddies

Community Health Strategy

So what?

ACE: Action in Caerau & Ely

Time Credits / Time Bank

31,000+ hours volunteering

80+ community groups

Community Ambassadors

Street Buddies

Community Health Strategy

So what?

86% stronger networks

77% greater quality of life

60% healthier

26% less social care support

ACE: Action in Caerau & Ely

Time Credits / Time Bank

31,000+ hours volunteering

80+ community groups

Community Ambassadors

Street Buddies

Community Health Strategy

So what?

86% stronger networks

77% greater quality of life

60% healthier

26% less social care support

50% of organisations report

improved services

same / fewer resources

It works on all levels

CITIZENS

- empowerment and ownership
- improved health and well-being
- stronger, more cohesive communities

STAFF

- more relevant and effective services
- happier, more fulfilled staff

ORGS

- healthier organisations
- sustainability and value for money

time for a break!

introductions

Breakout groups set 2.

Name

Organisation

What will stick so far?

What's been interesting / unexpected / confirming / challenging?

Round robin technique...

Rhwydwaith Cydgynhyrchu Cymru

Co-production Network for Wales

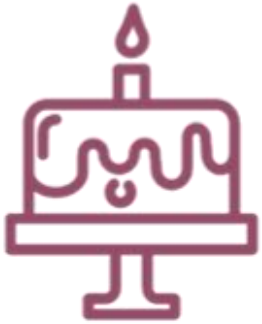
Pawb gyda'i gilydd
All in this together

Co-production & complexity theory

When (and when not)

what's the problem?

Co-production and complexity



simple

documented process
little/no training
linear & predictable

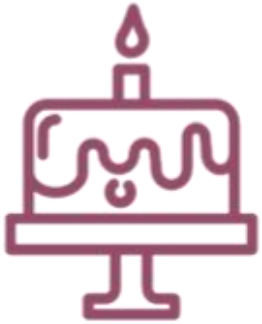
Co-production and complexity

simple	complicated
documented process little/no training linear & predictable	documented process/planning training / specific skills linear & predictable

Co-production and complexity

simple	complicated	complex
documented process little/no training linear & predictable	documented process/planning training / specific skills linear & predictable	no documented process no definitive answer networked adaptive systems

Co-production and complexity



simple	complicated	complex	chaotic
documented process little/no training linear & predictable	documented process/planning training / specific skills linear & predictable	no documented process no definitive answer networked adaptive systems	no clear path rapid action / adapt + distributed & local

Co-production and complexity

simple	complicated	complex	chaotic
documented process little/no training linear & predictable **best practice**	documented process/planning training / specific skills linear & predictable **good practice**	no documented process no definitive answer networked adaptive systems **emergent practice**	no clear path rapid action / adapt + distributed & local **new patterns appear**
just do it	**call in the experts**	**gather the people**	**hide in the attic**

Rhwydwaith Cydgynhyrchu Cymru

Co-production Network for Wales

Pawb gyda'i gilydd
All in this together

Co-production...

start from where people are create the conditions

Pyramid of Relevance
start from where the people are

Afon Youth Forum

- anti-social behaviour
- intergenerational relationships
- sexual harassment & gender equality
- transition housing

Afon Youth Forum

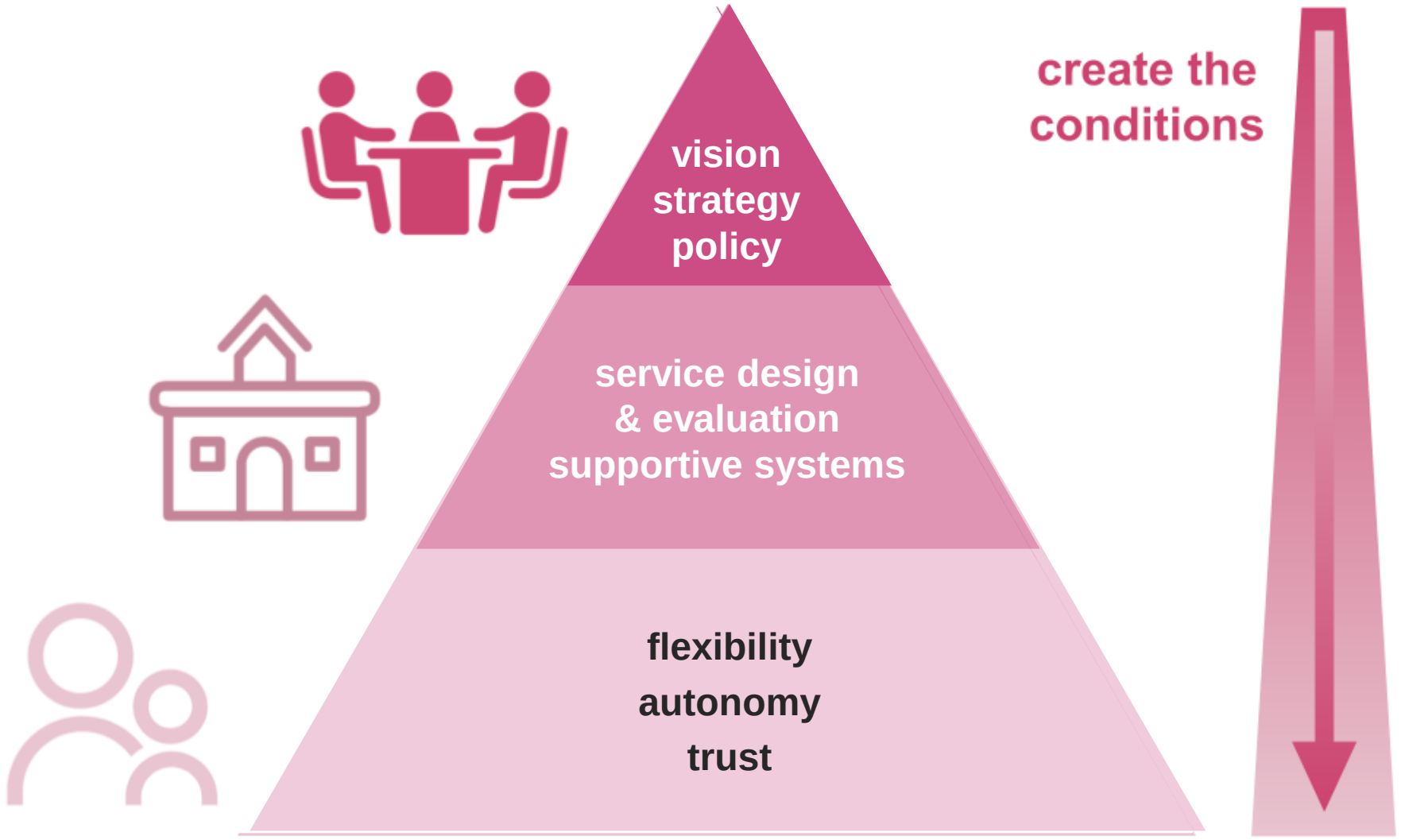
Own 2 Feet

Trade that Works

Tŷ Cyfle - transitional housing

- **co-produced Own 2 Feet training programme**
- **refurbished a derelict property through apprenticeships**
- **40% of participants > sustainable employment**
- **co-produced Allocations & Management policy/systems**
- **61% failed tenancies > 100% successful tenancies**

Create the conditions…



S.U.N. service user network group

- **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%

Q. How come?

A. Check the principles!

Rhwydwaith Cydgynhyrchu Cymru
Co-production Network for Wales
Pawb gyda'i gilydd
All in this together

Co-pro & you: find the fit

What could you do? What can you build on?

Where are the open minds & open doors?

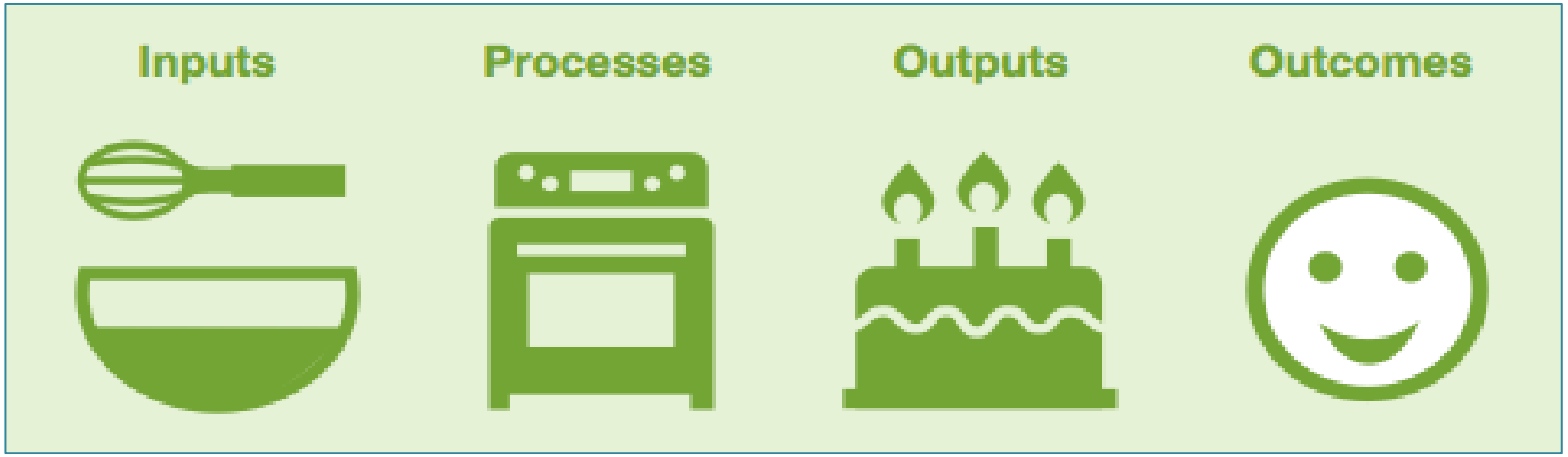
What needs to change – who can help?

Share experiences, share solutions...

Chat-checker technique

Measuring what Matters

from outputs to personal outcomes



inputs – *what we invest*

outputs - *what the system produces*

outcomes - *the impact it has / the difference it makes*

personal outcomes – *who decides*

Measure the right things in the right way

Ask the right questions – what matters

of the right people – citizens, staff, partners

at the right time –

set baseline, track changes, keep learning

If you don't measure what's important,
you make what you measure important.

Rhwydwaith Cydgynhyrchu Cymru
Co-production Network for Wales
Pawb gyda'i gilydd
All in this together

outputs, outcomes, personal outcomes…

What are you measuring now – and why?

Measuring to tick the box / hit a target?

Measuring to learn & improve?

Measuring to engage / build relationships?

Measuring to persuade?

Share good practice…

Chat-checker technique

Rhwydwaith Cydgynhyrchu Cymru

Co-production Network for Wales

Pawb gyda'i gilydd
All in this together

Co-production...

In action: case studies

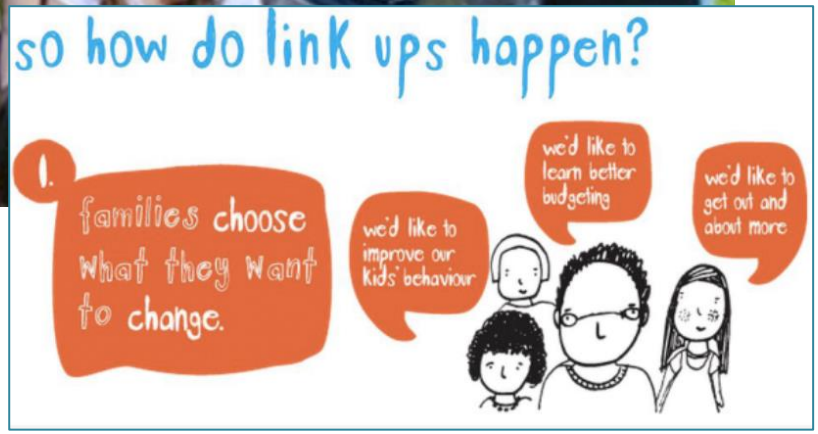
principles . spectrum

problem type & response

outputs & outcomes & personal outcomes

shared power / shared responsibility

Family by Family



1 professional : 100 children

1,500 families helped to date

savings 7:1

90% report 'heaps better'

Rhwydwaith Cydgynhyrchu Cymru

Co-production Network for Wales

Pawb gyda'i gilydd
All in this together

Co-production…

because it works

because people deserve to thrive, not just survive

What next?
Join the Network!

experience
knowledge
resources
support
events
training
meet-ups
newsletter

… a community of practice

THANK YOU
for your participation…

Ruth Dineen | Gordon Bell

Co-production Network for Wales

https://copronet.wales/