Citizen co-production of public outcomes: A policy based more on hope than clarity?

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Informal economy outputs

Formal volunteering and informal social value-adding outputs

Public sector outputs

Private and third sector market outputs

Value-adding outputs in market, public and third sectors and in civil society
Public agencies, partners and citizens all contribute to improved outcomes
What co-production is about?

“Co-production of public services means professionals and citizens making better use of each other's assets, resources and contributions to achieve better outcomes or improved efficiency”.

Source: Governance International www.govint.org
Your views on co-production

Let’s look at your responses to the ‘Dots’ exercise:

- Areas of agreement
- Areas of disagreement
Service users help to prevent problems arising …

Co-production indicators (in rank order)

- Take care to lock doors, windows
- Try to recycle household rubbish
- Try to save water/electricity at home
- Walk, cycle, or use public transport
- Change to a more healthy diet
- Try to exercise
- Keep an eye on neighbour’s home
- Ask neighbors to watch your home
- See doctor for health check
- Take care of sick family or friends
- Tell others not to drop rubbish
- Intervened to stop anti-social behavior
- Reported crime to police
- Reported community safety problem
- Participate in health group
- Participate in environmental group
- Participate in public safety group
- Ask police for safety advice

Percent often (yes)
Levels of co-production across sectors

Total level of co-production in community safety, local environment and health issues

Index of co-production

- Environmental improvement: 61
- Health improvement: 52
- Safety (crime prevention): 45
- Safety (crime reporting): 33

The index is a min-max (0-100) scale, with 0 representing minimum co-production (answering "never" to all the co-production questions) and 100 representing maximum (answering "often" to all the co-production questions).
Individual co-production index

- United Kingdom: 65.3
- Germany: 63.1
- France: 60.8
- Czech Republic: 59.1
- Denmark: 58.6
Collective co-production index

- Czech Republic: 39.6%
- Germany: 37.4%
- Denmark: 34.9%
- United Kingdom: 34.2%
- France: 31.3%
Key drivers of individual co-production

- Age (+)
- Efficacy (+)
- Female (+)
- Urban (+)

Regression (beta) weight
Key drivers of collective co-production

- **Efficacy (+)**
- **Age (-)**
- **Educated (-)**
- **Female (+)**

Regression (beta) weight
Many citizens are willing to do MORE co-production in future

Source: Governance International 2008
Calculated an index of individual co-production, based on the proportion of questions about individual/user co-production activity to which respondents gave a positive answer.

The value of this index varied widely, from as low as 20% (community safety in Bristol) to 68% (environment in Swansea).

Where pair-wise comparisons could be made, individual co-production was substantially higher in environment than in community safety. Responses in health and wellbeing tended to be at the lower end of the scale, even below community safety.
Levels of individual co-production in UK

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Transforming local public services through co-production

- Some examples of evidence linking co-production to efficiency **Patient Care Plans**: ‘The typical practice (6300 people)... in the best quartile for care planning will typically have 35 fewer emergency admissions, 360 fewer outpatient attendances and 30 additional elective admissions/day cases compared to those in the lowest quartile... a saving to the practice of around £43000/year’ (Shirley and Melville 2010).

- **The Nurse Family Partnership, USA** is an evidence-based model partnering first-time parents with a public health nurse aimed to break a cycle of ‘poverty, conflict and despair’. Randomised controlled trials show that the approach reduces child abuse and neglect by 48%, teenage arrests by 61% and ‘incorrigible behaviour’ by 90%, leading to an estimated cost-saving of 5:1 (Eckenrode et al 2010).

- **User Voice Prison Councils** involve service users in the design, delivery and evaluation of criminal justice services. KPMG evaluated that this model produced a Social Return on Investment ratio of £2.11 of value generated for every £1 invested (User Voice 2010).

- **Source**: Catherine Durose, Catherine Mangan, Catherine Needham and James Rees, with Matthew Hilton (2012)
Co-production can cut the cost of public services

**Timebanks**
- Cost per time bank member averages less than £450 per year...
- but could result in savings and other economic pay-offs of more than £1300 per member.

**Befriending**
- Costs are typically about £80 per older person...
- but savings could be c.£35 in the first year alone because of reduced need for treatment and support for mental health needs.

**Community Navigators**
- When working with hard-to-reach individuals to provide benefit and debt advice, cost is less than £300 per person
- but economic benefits from less time lost at work, savings in benefits payments, contribution to productivity and fewer GP visits could be £900 per person in the first year.

Source: Prof. Martin Knapp, LSE: *Building Community Capacity: Making an Economic Case*
Potential limitations

- Not everyone WANTS to co-produce, not everyone CAN co-produce – we need a variety of service models …

- … and may need incentives

- … and may involve risks (over and above those of professionally provided services)

- Co-production is generally not ‘free’ – it requires resources and investment for its full potential to be realised
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