Welcome
19th West Midlands Co-production Network Workshop

Co-producing positive commissioning outcomes
Towards coproduction?
Our workforce development journey
What we want to share

- Context - where we work
- Our workforce vision & the journey so far...
- The survey - how we did it & findings
- Barriers to involvement & coproduction
- Evaluation & importance of resilience
OUR VISION

All colleagues understand how to put citizens at the centre of everything we do

- All teams involve Citizens
- Coproduction working well
- All staff seeing citizen involvement as their responsibility
- Not ‘us and them’ & not hierarchical
- Citizen voice team valued for support it gives

- Values = What if it were my family?
- Build confidence
- Overcome fears
- Colleagues enjoy contact
- Want to do more

- All staff aware that they are citizens too
- Staff using their lived experience
- Staff have new ideas, try new things, share good practice
- Where comfortable - Staff share own connections, experiences and knowledge
- Loads of positive results
- All commissioning projects plan for involvement & coproduction
IGNORANCE

PLAYING WITH CRAYONS

RUDENESS!

IGNORANCE

TALKING AGES DON'T GET GOING

LOOKED DOWN ON ME!

IGNORANCE

IT'S ALL NEW TO ME!

IGNORANCE

IT'S NOT REAL WORK

IGNORANCE

PEOPLE DON'T SEE IT AS IMPORTANT

IGNORANCE

NOT LETTING THEM KNOW ABOUT OUR SUCCESS

IGNORANCE

NO ONE KNOWS WHAT CO-PRODUCTION MEANS

IGNORANCE

EXTERNAL ORGANISATIONS NOT TAKING IT SERIOUSLY – NOT SUPPORTIVE OF US

IGNORANCE

IT'S ALL ABOUT THE BOARDS-TICK BOX I'VE DONE ENGAGEMENTS
The Approach

• Coproduced - team of citizens & staff
• Gathering evidence of Learning Needs -
  • Staff survey
  • Analysis & recommendations
• Learning & Develop Plan
  – Senior managers to sign off
  – Return on Expectation vs Investment
Survey design principles 1

✓ Survey responses guide development of learning activities
✓ Questions about knowledge, skills or experience of citizen involvement
✓ Survey limited to involvement methods that highest priority for CCoE
✓ Survey must be short and well presented – therefore limited to “headline” questions
Survey design principles 2

- Testing knowledge so won’t explain terminology
- Some methodologies not well defined so will address later via learning we offer
- Expect deeper insight from other learning methods
- Staff able to respond anonymously
- Introduction explains: questionnaire purpose, concept of ‘citizen voice’, shared responsibility for citizen voice
Survey & Findings

• 10th October 2016– 4th November 2016
  – Well promoted
  – 60% response rate

• Overall confident with citizen involvement.

• Significant number had limited experience of citizen involvement.

• 20% expressly felt they need more support and guidance to involve citizens in their work.
Recommendations

A Learning & Development Plan

– Skills, Knowledge & Experience
– Planned for 12 month period
– Senior managers agree aims & objectives
– Evaluation
  • Return on expectations model
  • formative [as we go along]
  • summative [at the end]
  • Repeat staff Survey
## Working Party Evaluation

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<tr>
<th>What We Did</th>
<th>What We Learned</th>
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<td>Built on a vision created by a staff team. Co-produced a plan of learning activities. Realized we needed supporting evidence. Survey design principles &amp; creation. Held planning meeting &amp; met teams. Arranged surgeries. Analysed finding &amp; present to managers.</td>
<td>Evidence is important to inform direction. How to produce a quality survey. Need to chase up managers &amp; be prepared to ‘name &amp; shame’. Playing on teams competitive nature can be used. Always get ‘buy in’ from the start.</td>
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### What we are pleased about

- We had great enthusiasm & commitment.
- We pushed the boundaries.
- The survey was a great product.
- The results of the survey were respected & used.
- We had good ideas.
- We thought big.

### What could have been different

- Too much waiting for ‘ducks to be in a row’.
- We never got to hold a surgery.
- Our message was not heard - we wanted to develop the workforce, not just raise awareness.
- The Governance board was stopped - this included citizens who had potential to be allies & hold us to account.
- Organisational/Disturbance/Team Structure.
Any Questions?