"Carers will be respected as expert care partners and will have access to the integrated and personalised services they need to support them in their caring role."

Recognised, valued and supported: Next steps for the Carers Strategy

"Co-production is already a major issue in Camden, so we asked Governance International to run a workshop for our staff to explore how we could scale it up to other services. This was a real success – everyone was excited to see how much was already happening and what other opportunities there were. Camden is already building on this event to push forward. Co-production is getting even bigger!"

Nicholas Webb, Head of Communities & Third Sector, Camden Council

"We asked Governance International to facilitate a consultation event for providers of children and families services in Argyll and Bute. Given the budget reductions we are facing, this was a real challenge but the Governance International team helped to keep the event positive and constructive and it was highly successful, providing some really valuable ideas which we are taking forward together with the providers."

Andrew Nisbet, Councillor and Argyll and Bute Council Spokesperson for Social Affairs

"The Governance International Co-Production Toolkit provides very practical ways of implementing co-production in public services. We have commissioned Governance International to run a highly successful series of training workshops which are helping partnerships to build on their existing co-production initiatives and learn lessons from best practice elsewhere".

Gerry Power, National Lead – Co-production and Community Capacity, Joint Improvement Team, Scottish Government

"Co-production is central to the future of public services. Good news – we now realise we are doing a lot of it already. Bad news – we have not been doing it well or taking it seriously. The time has come to use co-production on a major scale to achieve lower cost public services. The Governance International model shows the practical way forward"

Jim McManus, Director of Public Health at Hertfordshire County Council and NHS Hertfordshire

Further details can be obtained from

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Achieving citizen outcomes

The Governance International

Co-Production Toolkit for Public Services

Co-Production Star

Co-Production Explorer

Business Case Generator

Designed to put user and community co-production at the centre of decision-making by service commissioners and providers in the public, non-profit and private sectors.

"My life is better because I have more control over my life."

A person using services,
Equal Citizen Services DVD

"First, patients will be at the heart of everything we do."

Equity and Excellence,
Liberating the NHS, 2010

Co-Production Toolkit

The comprehensive *Governance International* Co-Production Toolkit helps service commissioners and providers in the public, non-profit, and private sectors to reap the benefits, whilst minimising the costs and risks of collaborating with citizens and communities. The Toolkit includes the Co-Production Star, the Co-Production Explorer and the Business Case Generator.

Co-Production Star: Making It Work

The **Co-Production Star** is the co-production model developed by *Governance International*. It demonstrates different ways into public service co-production.

The outer ring shows the **Four Co's** of co-production, including co-commissioning, co-design, co-delivery and co-assessment of public services.

The inner ring outlines our **5 Step Public Service Transformation Model** for rolling out co-production across the organisation and its partnerships. This involves **mapping** existing co-production initiatives, **focussing** on those with the highest impact, **involving the right people**, inside and outside your organisation, who can make the strategy succeed, **marketing** it to the sceptics and **growing** it within and beyond your organisation.

Based on the Co-Production Star, *Governance International* runs a range of briefing and training programmes targeted at different stakeholders such as Board members, councillors, service providers and commissioners to get their buy-in by demonstrating the potential of co-production for improved outcomes and efficiency.

Our portfolio includes training for:

- raising awareness around co-production
- how to get buy-in for co-production
- how to do change management for co-production

The training can be delivered in the following formats:

- 2 hour briefing sessions
- Half-day training sessions
- One day training sessions
- 2-day 'Train the Trainers' seminar

Co-Production Explorer: How well is your organisation co-producing?

This tool gives you clear feedback on how well your service, your partners or your organisation make use of co-production principles and indicates the next steps for improving. The Explorer is best used as part of service reviews and strategic commissioning as it shows new ways forward for more effective and efficient public services.

You can use the **Co-Production Explorer:**

1. As a **free online version** in abbreviated form to give you an idea how the tool works.

2. As an **internal audit** – a *Governance International* assessor will brief and train your staff in a one-day workshop to carry out a self-assessment based on the Co-Production Explorer for Professionals.

3. As an **external user audit** – a *Governance International* assessor will design and facilitate a one-day workshop for your service users to provide your agency with comprehensive user feedback based on the Co-Production Explorer.

4. As a **peer review** – following a self-assessment a *Governance International* assessor, together with a co-production champion from another public or non-profit organisation, will undertake a one day site visit and review your co-production approach 'as critical friends'. Their findings and practical recommendations will be summarised in a brief report.

Business Case Generator: Helping you to make the business case for public service co-production.

This tool helps you to generate and test your business case for taking co-production further in different services and with different user groups. It identifies the key areas where co- production can deliver your priorities.

Who will benefit from the Co-Production Toolkit?

All tiers of government and all public and non-profit agencies can benefit from the *Governance International* Co-Production Toolkit. *Governance International* encourages agencies who use the Co-Production Toolkit to work with their partners and with each other, sharing their insights and building on each other's experience, in order to ensure that a joined-up approach to co-production is developed from the outset.

Governance International has recently worked with:

- Walsall Metropolitan Borough Council
- London Borough of Camden
- Department of Health
- Scottish Government
- Midlothian Council
- Argyll and Bute Council
- Children England
- OECD
- Norwegian Government

"... unless Scotland embraces a radical new collaborative culture throughout our public services, both budgets and provision will buckle under the strain"

Christie, 2011, page viii

"This project has not only created a safer and more pleasant environment for local residents but it shows the benefits of effective partnership working in the local community."

An Environmental Champion of Solihull
(case study at www.govint.org)