



governance  
international®

Achieving citizen outcomes

# *The Governance International* **Co-Production Toolkit** for Public Services

**Mapping co-production**  
with your users and  
communities.

**Putting co-production**  
at the centre of your strategy,  
culture and operations.

**Developing a business case**  
based on the benefits and  
costs of your co-production  
approach.



**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



The idea is simple: co-production of public services is about citizens and the public sector working TOGETHER in new creative, innovative and collaborative ways. This joint working between professionals and service users, building on each other's assets, experiences and expertise, improves the outcomes you achieve and makes your service more efficient.

Public service co-production is not new. It already exists in pockets in most organisations. What is new is that organisations are now paying attention to its potential and attempting to manage it properly to develop new relations between managers, staff, service users, their families and communities.

The *Governance International* Co-Production Toolkit provides your organisation with the tools you need to reap the benefits of public service co-production.

Use our toolkit to generate:

- Improved outcomes;
- Better quality services, focused on what users most want;
- More innovative service design;
- More resources for your services; and
- Savings to your budget.

## What's in the Toolkit?

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

This tool gives you clear feedback on how well different parts of your organisation make use of co-production principles and indicates the next steps for improving.

### Co-Production Star: Changing your organisation to make co-production a reality.

The *Governance International* 5 Step Model, built on UK and international best practice, guides you through the change management process, showing you how to make use of the drivers for co-production that already exist within the public sector.

### Co-Production 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.

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## How you can make use of the Toolkit?

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

1. As a **free online version** in abbreviated form to give you an idea how this 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 (cost: £ 600 plus VAT and travel costs).
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 feedback based on the Co-Production Explorer (cost: £ 750 plus VAT and travel costs).

*“We want public services to be answerable to those who use them, so that it is parents, patients and community groups who shape how they work and what they do.”*

Frances Maude, Cabinet Office,  
June 2010





*“First, patients will be at the heart of everything we do.”*

Equity and Excellence,  
Liberating the NHS, 2010

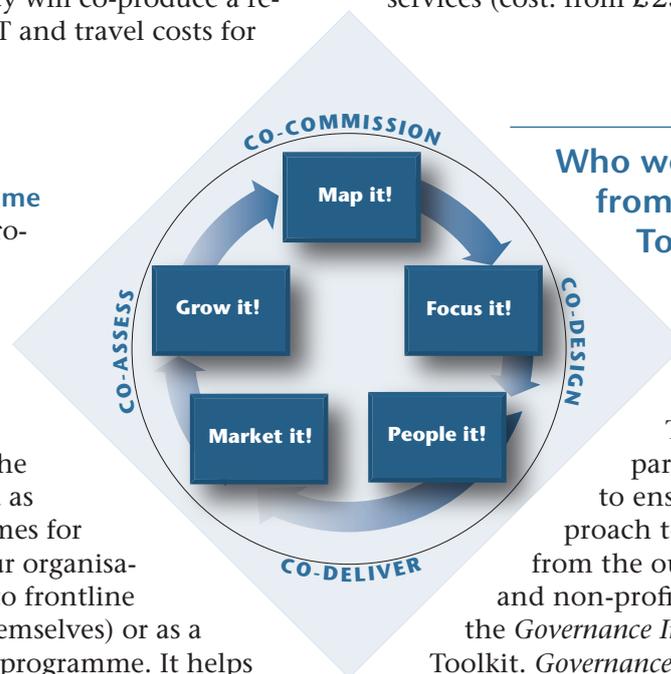
4. As a **peer review** – the self-assessment will be complemented by an external assessment. This external assessment will be completed by a *Governance International* assessor together with a co-production champion from a local public or non-profit organisation. Collectively they will undertake a one day site visit, and together they will co-produce a report (cost: £1500 plus VAT and travel costs for two assessors).

#### Co-Production Business Case Generator

This tool helps you to assess and demonstrate the potential benefits that a co-production approach could bring. The tool helps you to identify the potential efficiency gains and improved outcomes which will come from rolling out co-production across a wider range of services (cost: from £2500 plus VAT and travel costs).

#### The Co-Production Star ‘Train-the-Trainers’ programme

This change management programme helps you identify and build on opportunities whilst supporting you to overcome obstacles which stand in your way in developing a co-production approach to your services. The programme can be delivered as a series of one-day programmes for different stakeholders in your organisation (from the Board down to frontline workers and service users themselves) or as a two-day ‘Train-the-Trainers’ programme. It helps you to roll out co-production throughout your organisation or partnership. The programme can be delivered as a one-day in-house training programme (cost: £2400 plus VAT and travel costs) or as a two-day ‘Train-the-Trainers’ programme (cost: £3600 plus VAT and travel costs).



#### Who would benefit from the Co-Production Toolkit?

*Governance International* encourages agencies who use the Co-Production Toolkit to work with other partners in the process, in order to ensure that a joined-up approach to co-production is developed from the outset. All tiers of the public and non-profit sector can benefit from the *Governance International* Co-Production Toolkit. *Governance International* has recently worked with:

- Councillors
- Heads of Social Care
- Project Managers in community development
- Service Managers in health
- Service Managers in the voluntary and community sector
- Community leaders
- Frontline staff in children’s services



*“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](http://www.govint.org))

*“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 staff of the adult social care services and the members of our Stakeholder Engagement Group thoroughly enjoyed the two inhouse seminars run by Governance International. We became aware how much co-production we are already doing but also where we need to do less or do it differently. Most importantly, we all managed to find some new solutions through thinking outside the box.”*

Louise Swain, Project Manager, Derbyshire County Council

*“Co-production is central to the future of public services. The good news is that we now realise we have been doing a lot of it already in recent years. The bad news is that we now realise we were not doing it well because we weren't taking it seriously. The time has come to use co-production on a major scale to achieve lower cost public services.”*

Jim McManus, Joint Director of Public Health for Birmingham

Further details can be obtained from

## ***Governance International***

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