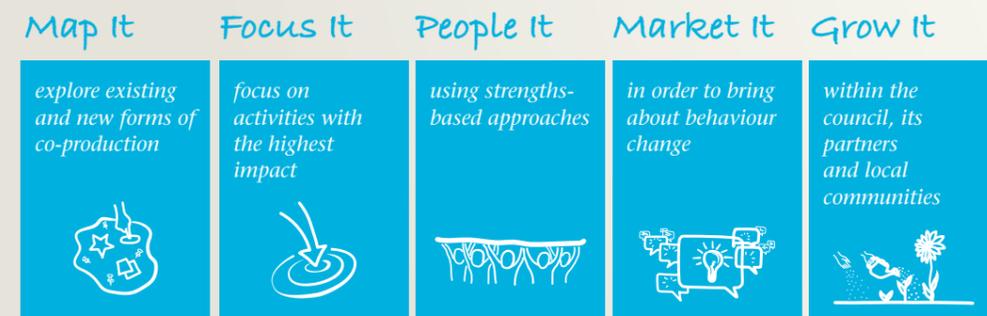


Transform your Council into a Citizen Powered Council in Five Steps

The Toolkit developed by Governance International shows you how to harness citizen power in your council. The Four Co's in the inner ring of the Co-Production Star provide an integrated co-commission, co-design, co-deliver, co-assess cycle of co-production for your council. They offer citizens, staff and elected politicians different roles for making use of their strengths and capabilities.

The transformation process in the outer ring of the Co-Production Star guides organisations and communities through the five step co-production journey:



SO DON'T WAIT – REACH FOR THE CO-PRODUCTION STAR NOW!

Network with other Citizen Powered Councils in the UK and Europe

How your council will benefit from the Citizen Powered Network: Each Citizen Powered Council will commit to implementing one Citizen Powered Project in one priority service or neighbourhood and to sharing this innovation with the other cities in the network. This means that lessons learnt will be able to be multiplied five times through a network of 5+ Citizen Powered Cities.

What we offer to each Citizen Powered Council: Governance International in co-operation with Consulting Territorial Europe will coach your project team through each of the five steps of the transformation journey in your council. After each step, we will coordinate a European network event to share lessons.

What we expect from each Citizen Powered Council: Each network council will dedicate staff time and resources to deliver one Citizen Powered Project and to host one two-day workshop. The workshops will provide an informal forum for the project teams of the network cities to jointly assess progress made, and to identify new solutions to overcome barriers and to roll out the lessons already learnt across other cities in the network.

What the Citizen Powered Council Network will achieve: This is simple. The network will help your council to harness citizen power in order to achieve better outcomes, increased social value and much better value for money.

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 local partnerships to build on their existing co-production initiatives and learn lessons from best practice elsewhere.

Gerry Power, Deputy Director, Joint Improvement Team, Scotland

Interested in becoming a Citizen Powered Council?

Get in touch with us and let's discuss how we can help you to become a Citizen Powered Council.



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Become a
Citizen Powered Council

A UK Project
by Governance International (UK)

Five reasons for becoming a Citizen Powered Council

Are you currently working on one or several of the following issues in your council?

Cuts in local public budgets



Citizen satisfaction with local public services



Youth unemployment



Wellbeing of older people



Migration and inclusion issues



If the answer to at least one of these questions is 'yes', it is time for you to harness the skills, resources and creativity of citizens in your council to find smart solutions to these pressing issues.

A *Governance International* survey of European citizens showed that 70 percent of citizens are willing to do a few more hours per week or per month to improve the local environment, public safety, their own health or the health of other people.

This project allows you to identify and tap into this huge resource and to meet the desire of many citizens to make a difference to your council.

The Citizen Powered Council Network provides you with a step-by-step approach, in partnership with a group of other innovative cities in Europe. It will help you achieve better outcomes for citizens through a more collaborative relationship between citizens, staff and elected politicians in your council.

ADD CITIZEN POWER TO THE RESOURCES IN YOUR Council!

Five objectives of the Citizen Powered Council

The Citizen Powered Council rejects the current 'deficit approach', which focuses on what is missing in our cities. It builds on the resources that we already have but which are underused.

The Citizen Powered Council goes beyond citizen participation and engagement to bring the power of citizens to bear on improving your public services. It not only gives citizens a voice but helps them to organise themselves and to support each other effectively in DOING things for your council.

THE FIVE OBJECTIVES OF THE CITIZEN POWERED COUNCIL



Case studies: Putting Citizen Power into Practice

Young people co-commission prevention services



Better outcomes for young people in spite of budget cuts in Surrey County Council

From 2009–2012, Services for Young People underwent a transformation from delivering services to young people to commissioning outcomes with young people, whilst reducing its budget by £4.5 million or 25%. This involved co-commissioning the Local Prevention Framework with decision-making panels which included young people, elected members and partners. The procurement exercise won an award for 'Best Public Procurement' in 2012 from the Chartered Institute of Purchasing and Supply.

Between 2012 and 2014, the number of young people in Surrey who were not in education, employment or training (NEET) reduced by 60%, so that Surrey had the joint lowest rate of NEETs of all councils in England. Between 2009 and 2013, Surrey achieved a 90% reduction in the number of young people who were first-time entrants to the criminal justice system. Since November 2012, the Youth Support Service engaged over 290 young people who presented as at risk of becoming homeless, leading to the lowest ever rate of youth homelessness in Surrey.

The redesign of the adult social care website of Stockport Council

Stockport Council's Adult Social Care Department used a co-design approach to re-launch their website from a customers' point of view, as the old website resulted in unnecessary and poor quality calls to the contact centre, which wasted everybody's time and resources. The new website, co-designed with service users and carers, featured the information which services users, their families and friends said they needed, in a way they could understand. This involved an ethnographic approach, not only discussing the website with potential users but also watching carefully how the website was actually used and changing the information content and the language used.

Within a year after the website went 'live', enquiries received at the contact centre went down by 29%. Even more importantly, the number of enquiries which the contact centre had to refer to the 'back office' social work teams was reduced by 36% in total. As a result estimated gross savings for the department were nearly £300,000 p.a. So why not do the same with your website?

People co-design service communication tools



Volunteers co-deliver support for families in need



Family Mentors working with families in difficulties in Augsburg

The Family Mentoring Programme is targeted at families which experience multiple challenges and have a weak social network. Trained volunteers work with the family for a limited time to provide help for self-help. In particular, they identify capabilities of family members and strengthen the ability of the family to cope with crises.

Since the launch of the Programme in 2004 78 families have been supported by family mentors. At present 16 volunteers work with 15 families in Augsburg.

Local evaluations show that the objectives set between each family and mentor have been achieved in almost all cases and that the support of the mentor has a stabilising effect on the families concerned. A national evaluation undertaken by Prognos in 2006 showed that the cost-benefit-ratio of the mentoring programme is very positive: The estimated benefits for the local authority are 174.000€ compared to costs for training and support of the volunteers of 48.000€.

Empowering patients to improve their own health, Highland Hospital, Sweden

In 2001, the gastroenterology unit at Highland Hospital had long waiting lists. Growing numbers of in-patients were making likely a highly expensive increase in the size of the ward. A review of its services, using a patient perspective, redefined the role of patients to give them greater responsibility for their health as members of a team, rather than just subjects of medical intervention. Patients were trained in self-monitoring – this was much more effective than the previous check-ups, which generally did not coincide with periods when the patients were experiencing a deterioration in condition.

The greater responsibility exercised by patients resulted in nearly 50 % fewer hospitalisations over a 7 year period (compared to a national average of a 4 % decrease).

Patients co-assessing their state of health

