

Transform your Council into a CitizenPoweredCouncil® in Five Steps

Our Co-Production Star Toolkit shows you how to use co-production to enable social innovations in your services and neighbourhoods. The Four Co's provide an integrated co-commission, co-design, co-deliver, co-assess cycle of co-production for your council. They offer citizens, staff and councillors different roles for making use of their strengths and capabilities.

The 5 steps of the Co-Production Star show you how to implement the four Co's to improve outcomes.



<p>Map It</p> <p>explore existing and new forms of co-production</p>	<p>Focus It</p> <p>focus on social innovations with the highest impact</p>	<p>People It</p> <p>using strengths-based approaches</p>	<p>Market It</p> <p>in order to bring about behaviour change</p>	<p>Grow It</p> <p>within the council, its partners and local communities</p>
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How can Governance International support you to grow Citizen Power in your Council?

- 1**

Help you develop an action plan to grow co-production in your Council and partners
- 2**

Train your staff, third sector providers and community organisations to become Citizen Power Champions
- 3**

Stimulate social innovations in your Council through our 60+ co-production case studies (now featured on the OECD website)
- 4**

Provide you with digital solutions so you and partners can help communities to help themselves
- 5**

Support your communication strategy by reporting on and showcasing your work nationally and internationally

Governance International provided highly valuable guidance through its Co-Production Star toolkit and its large set of inspiring international case studies. This joint work has delivered social innovations locally and provided initial evidence of improved wellbeing of people living with dementia. We will now build on these achievements to roll-out co-production in other areas of our work in social care and health.

Andy Martin — Head of Adult & Primary Care Services
East Dunbartonshire Health & Social Care Partnership

Interested in becoming a CitizenPoweredCouncil®?

Get in touch with us and let's discuss how we can help you to become a CitizenPoweredCouncil®.



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No. 4488214

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Grow Citizen Power
in your Council
to improve
outcomes

Five reasons for becoming a CitizenPoweredCouncil®

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



Young people's education, employment and social outcomes



Wellbeing of older people



Digital and social media



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 hours per week or per month to improve the local environment, public safety, their own health or the health of other people.

The CitizenPoweredCouncil® approach allows you to identify and tap into this huge resource and to meet the desire of many citizens to make a difference to their area.

Governance International provides you with a step-by-step approach, helping you to learn from case studies from the most innovative councils in the UK and internationally. We will help you achieve better outcomes for citizens through a more collaborative relationship between citizens, staff and elected politicians in your council.

Five objectives of the CitizenPoweredCouncil®

The CitizenPoweredCouncil® 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 *Governance International Co-Production Star* toolkit enables local authorities and their partners to create resilient communities, smart innovations and use public budgets more efficiently through improved outcomes and better quality public services.



Case studies: Putting Citizen Power into Practice

co-commission



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

From 2009–2012, Services for Young People in Surrey County Council 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 the identification of a new outcomes-framework and co-commissioning local prevention services with young people. Between 2012 and 2014, the number of young people in Surrey who were not in education, employment or training (NEET) reduced by 60%. For further information, read the *Governance International* evaluation report.

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 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?

co-design



Case studies: Putting Citizen Power into Practice

co-deliver



Social Mentors supporting people in financial difficulties in Augsburg, Germany

The mentoring programme is targeted at people who are in financial difficulties and have a weak social network. Trained volunteers work with the client for a limited time to provide help for self-help.

This has become a key support mechanism for preventing poverty in the City of Augsburg. In 2016, 55 mentors were active for about 6 hours per week. In 2015, they worked with about 1200 clients of which 30% were immigrants.

A national evaluation 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 in Highland Hospital, Sweden

The gastroenterology unit at Highland Hospital in Sweden used to have long waiting lists. Growing numbers of inpatients 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 *Governance International* case study shows that 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).

co-assess

