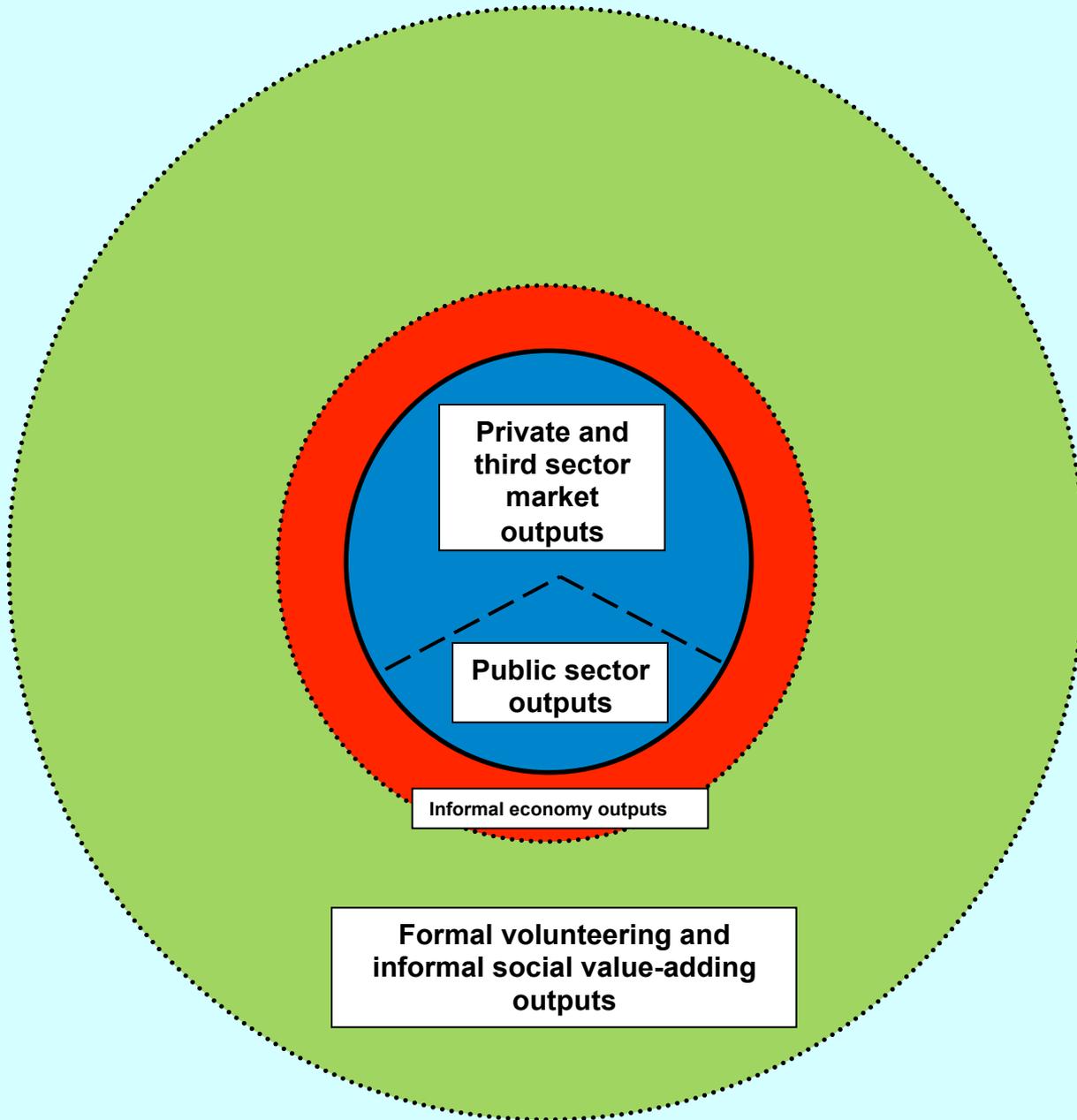


**Citizen co-production of
public outcomes:
A policy based more on
hope than clarity?**

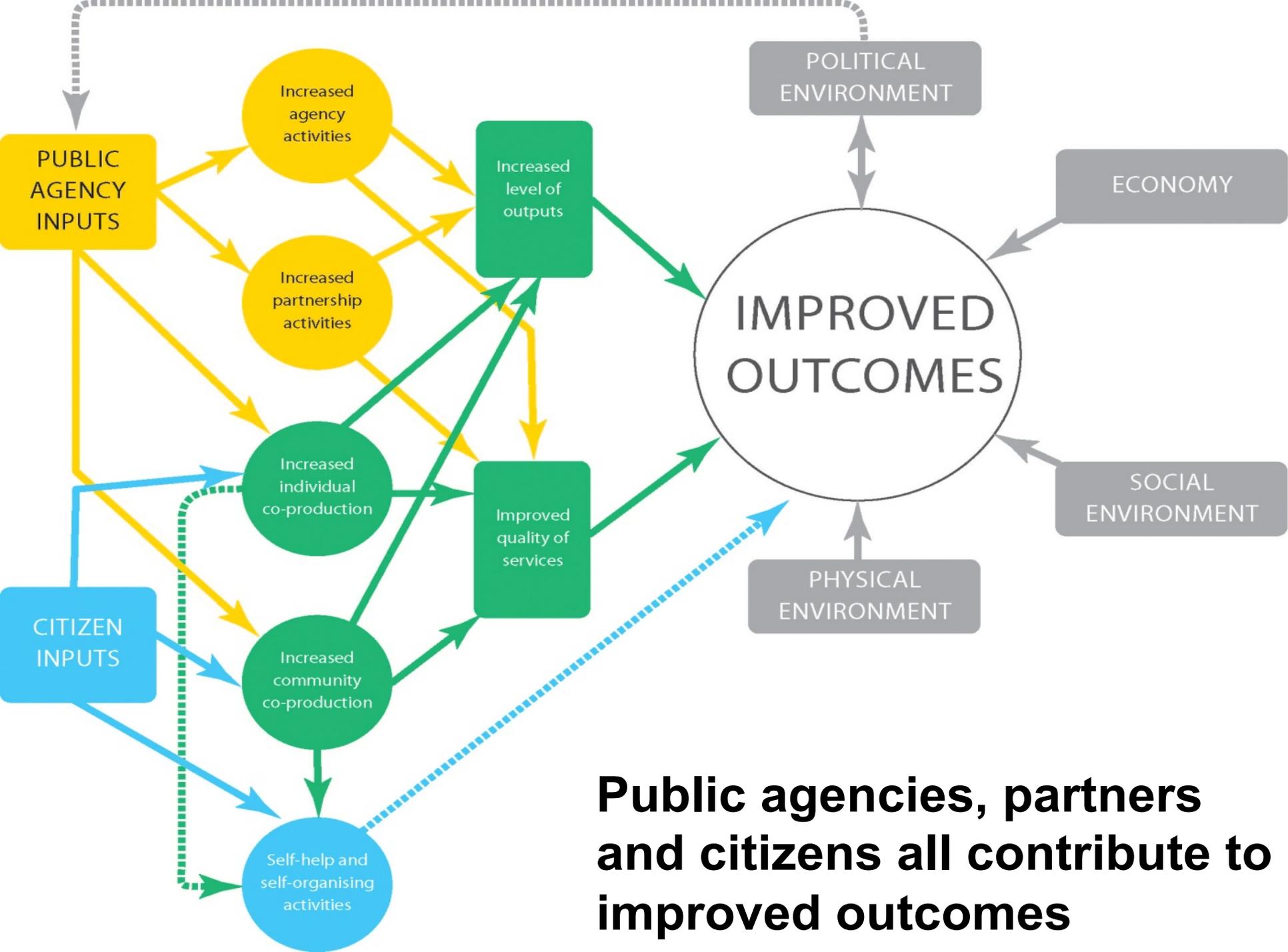
Prof. Tony Bovaird

INLOGOV/TSRC

24 October 2013



**Value-adding
outputs in
market,
public and
third sectors
and in civil
society**



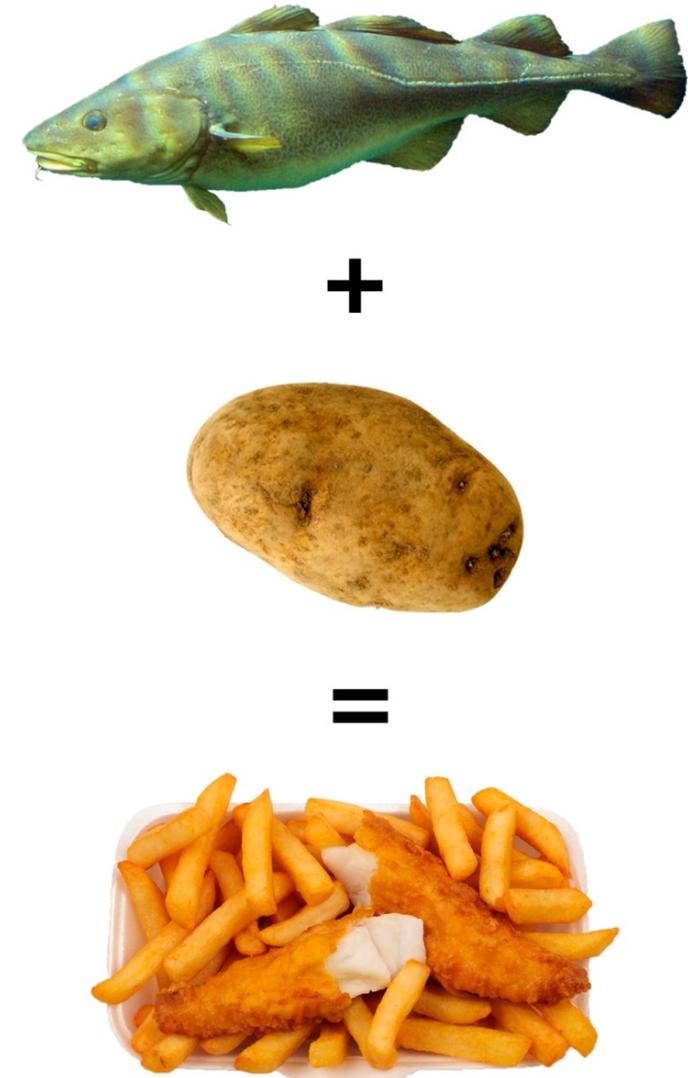
Public agencies, partners and citizens all contribute to improved outcomes

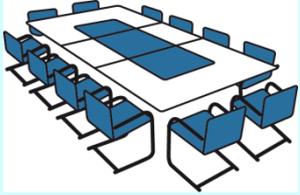
What co-production is about?

“It takes ‘two’
– professionals
and
communities.”

“Co-production of public services means professionals and citizens making better use of each other's assets, resources and contributions to achieve better outcomes or improved efficiency”.

Source: Governance International www.govint.org





Your views on co-production

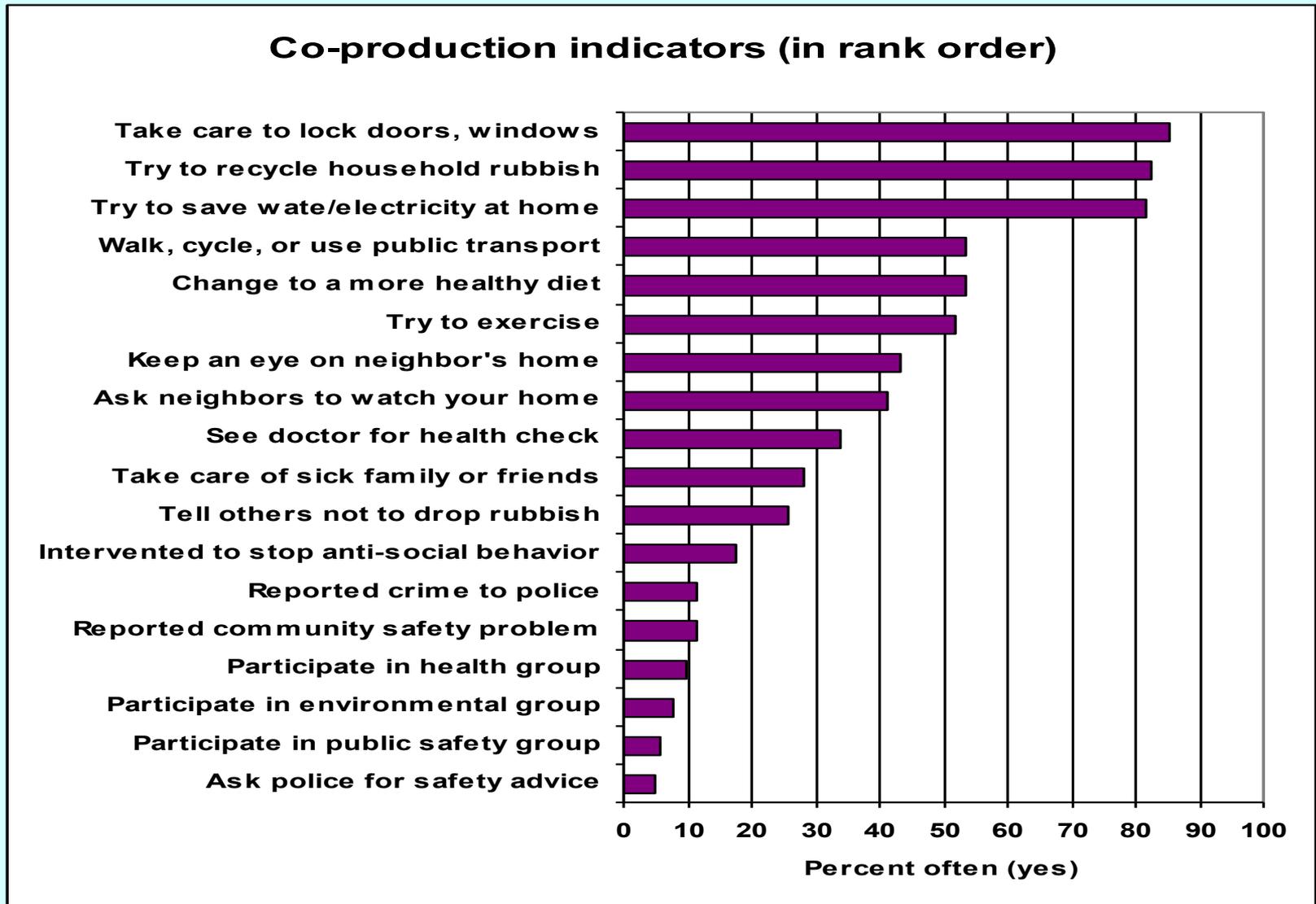
Some questions for you ...

Let's look at your responses to the 'Dots' exercise:

- **Areas of agreement**
- **Areas of disagreement**

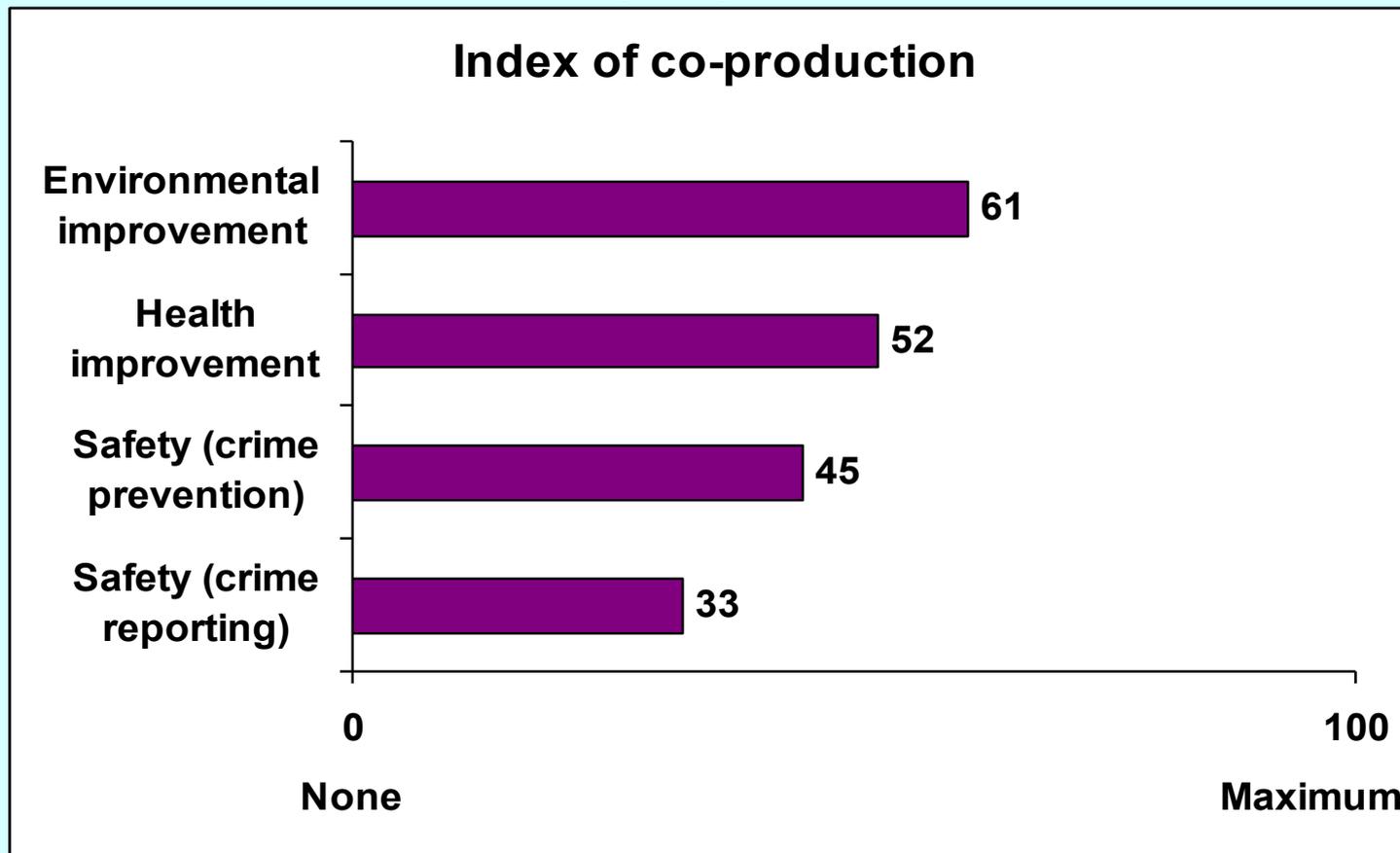


Service users help to prevent problems arising ...



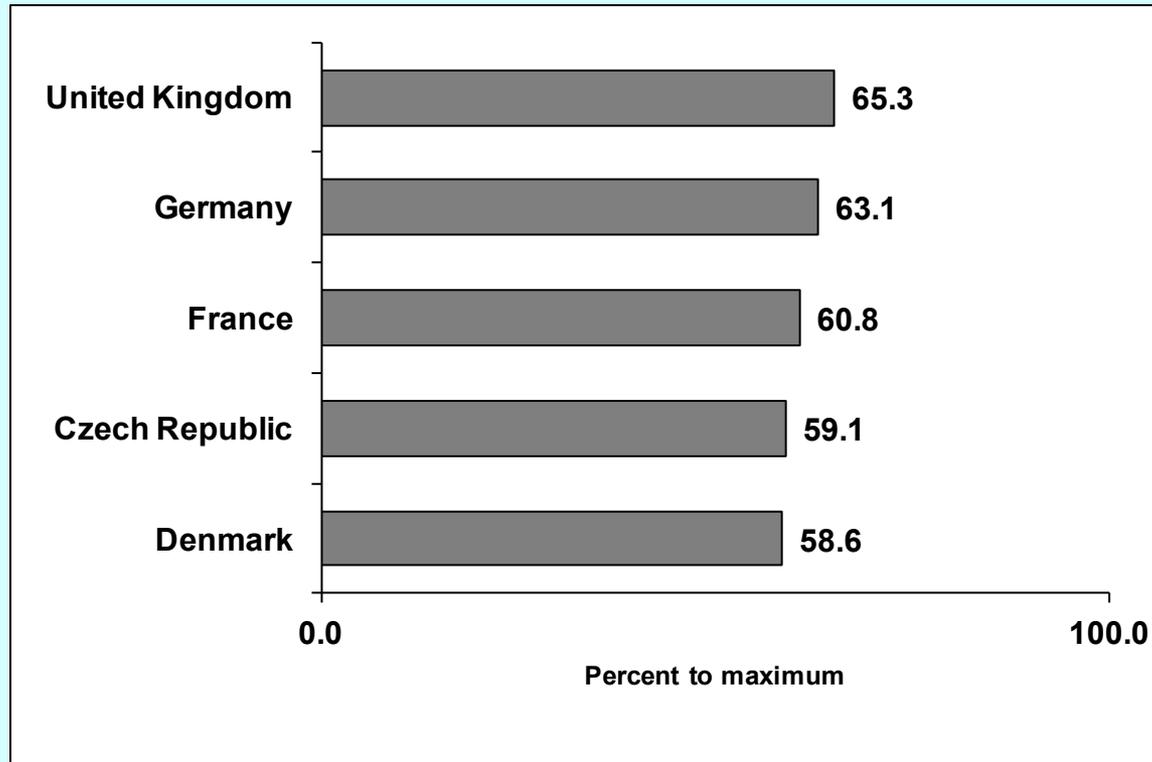
Levels of co-production across sectors

Total level of co-production in community safety, local environment and health issues

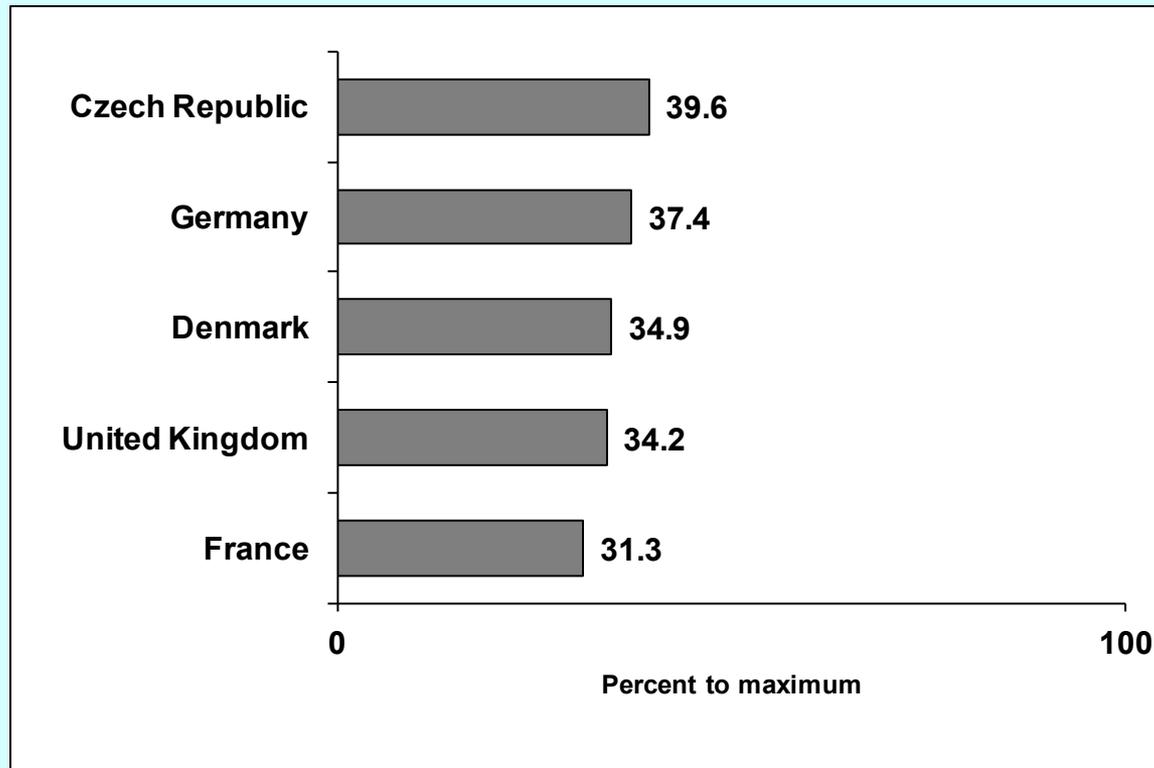


The index is a min-max (0-100) scale, with 0 representing minimum co-production (answering "never" to all the co-production questions) and 100 representing maximum (answering "often" to all the co-production questions).

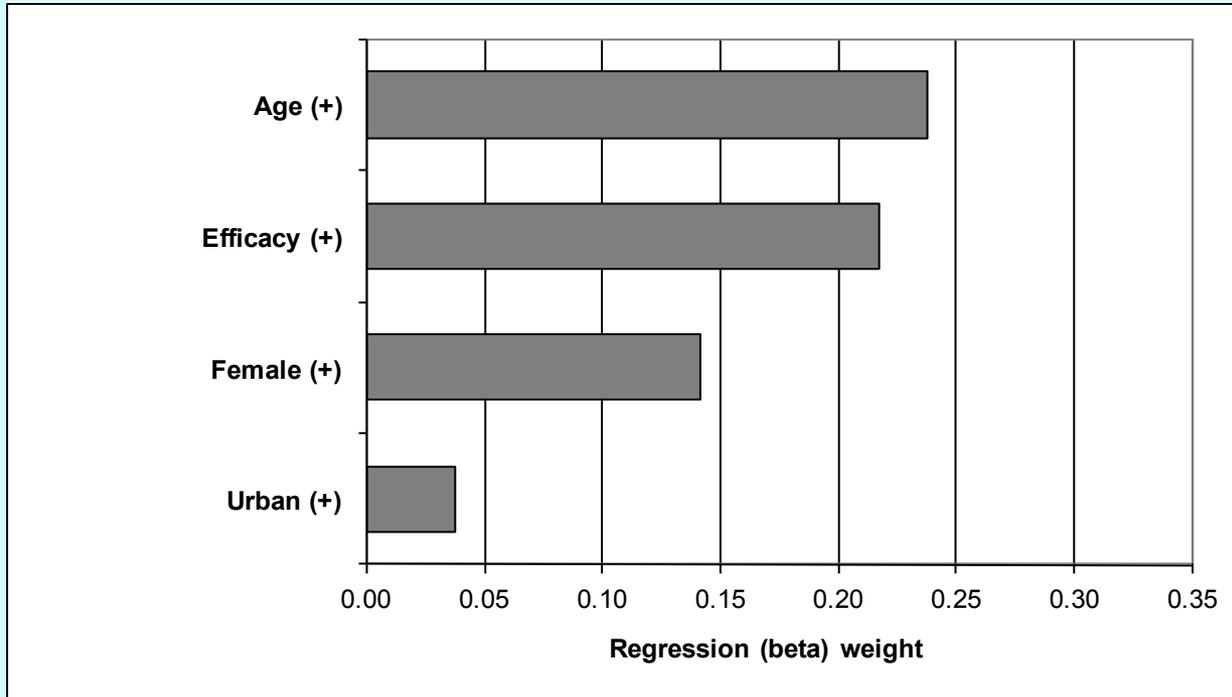
Individual co-production index



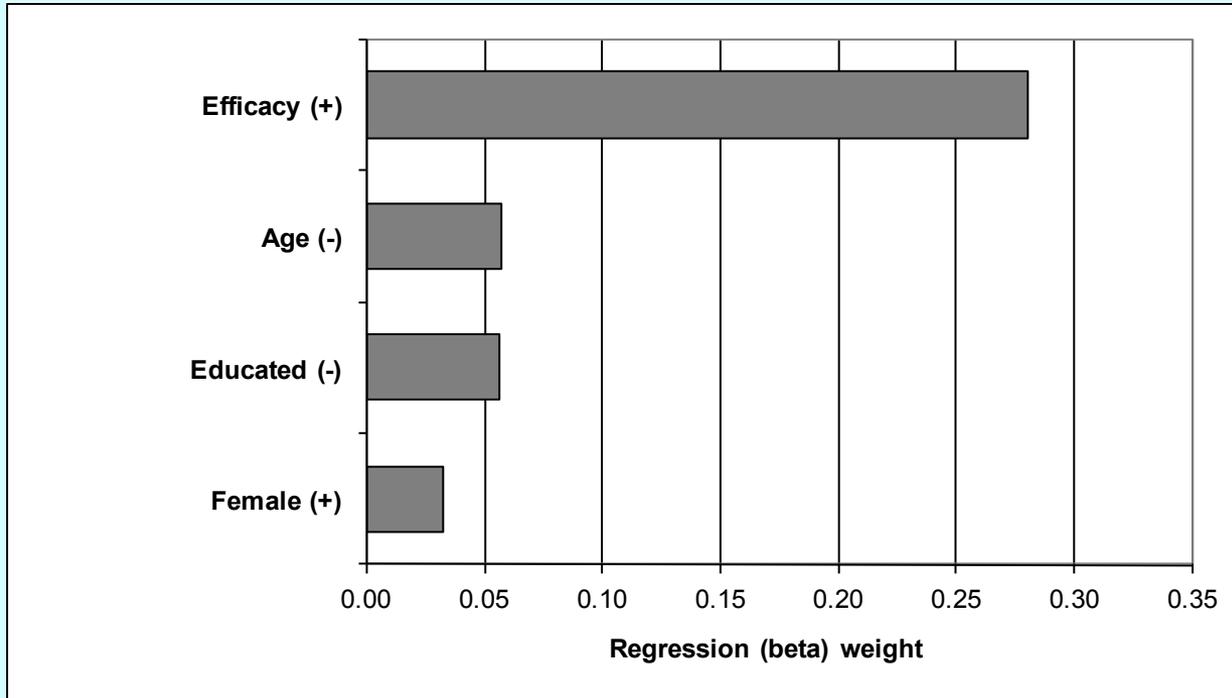
Collective co-production index



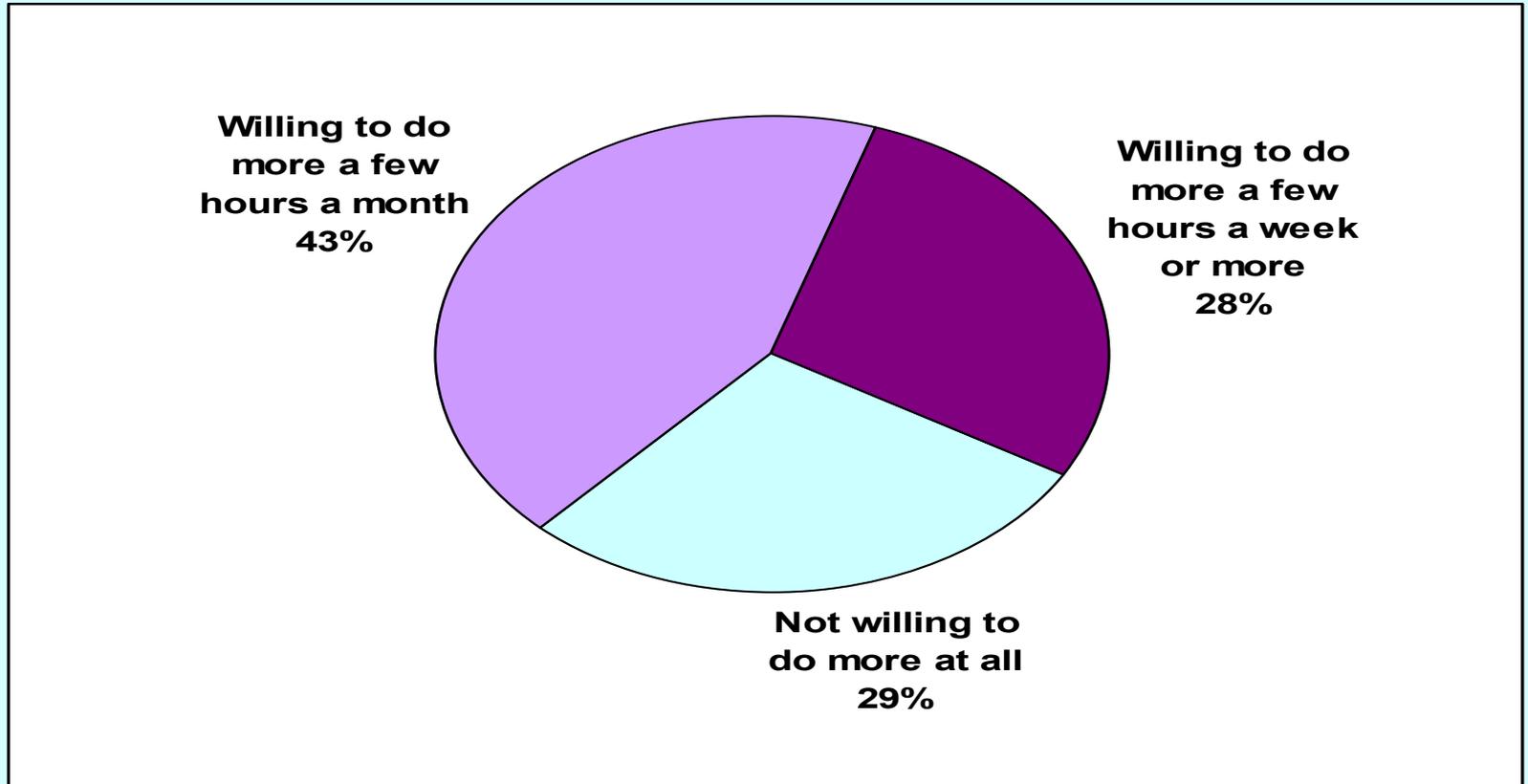
Key drivers of individual co-production



Key drivers of collective co-production



Many citizens are willing to do MORE co-production in future



Source: Governance International 2008

Levels of individual co-production in UK

- Calculated an index of individual co-production, based on the proportion of questions about *individual/user* co-production activity to which respondents gave a positive answer.
- The value of this index varied widely, from as low as 20% (community safety in Bristol) to 68% (environment in Swansea).
- Where pair-wise comparisons could be made, individual co-production was substantially higher in environment than in community safety. Responses in health and wellbeing tended to be at the lower end of the scale, even below community safety.

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Transforming local public services through co-production

- Some examples of evidence linking co-production to efficiency **Patient Care Plans**: ‘The typical practice (6300 people)... in the best quartile for care planning will typically have 35 fewer emergency admissions, 360 fewer outpatient attendances and 30 additional elective admissions/day cases compared to those in the lowest quartile... a saving to the practice of around £43000/year’ (Shirley and Melville 2010).
- **The Nurse Family Partnership, USA** is an evidence-based model partnering first-time parents with a public health nurse aimed to break a cycle of ‘poverty, conflict and despair’. Randomised controlled trials show that the approach reduces child abuse and neglect by 48%, teenage arrests by 61% and ‘incorrigible behaviour’ by 90%, leading to an estimated cost-saving of 5:1 (Eckenrode et al 2010).
- **User Voice Prison Councils** involve service users in the design, delivery and evaluation of criminal justice services. KPMG evaluated that this model produced a Social Return on Investment ratio of £2.11 of value generated for every £1 invested (User Voice 2010).
- Source: **Catherine Durose, Catherine Mangan, Catherine Needham and James Rees, with Matthew Hilton (2012)**

Co-production can cut the cost of public services

Timebanks

- Cost per time bank member averages less than £450 per year...
- but could result in savings and other economic pay-offs of more than £1300 per member.

Befriending

- Costs are typically about £80 per older person...
- but savings could be c.£35 in the first year alone because of reduced need for treatment and support for mental health needs.

□ **Community Navigators**

- When working with hard-to-reach individuals to provide benefit and debt advice, cost is less than £300 per person
- but economic benefits from less time lost at work, savings in benefits payments, contribution to productivity and fewer GP visits could be £900 per person in the first year.

Source: Prof. Martin Knapp, LSE: ***Building Community Capacity: Making an Economic Case***

Potential limitations

- Not everyone WANTS to co-produce, not everyone CAN co-produce – we need a variety of service models ...
- ... and may need incentives
- ... and may involve risks (over and above those of professionally provided services)
- Co-production is generally not 'free' – it requires resources and investment for its full potential to be realised



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