

Welcome

19th West Midlands Co-production Network Workshop

Co-producing positive commissioning outcomes



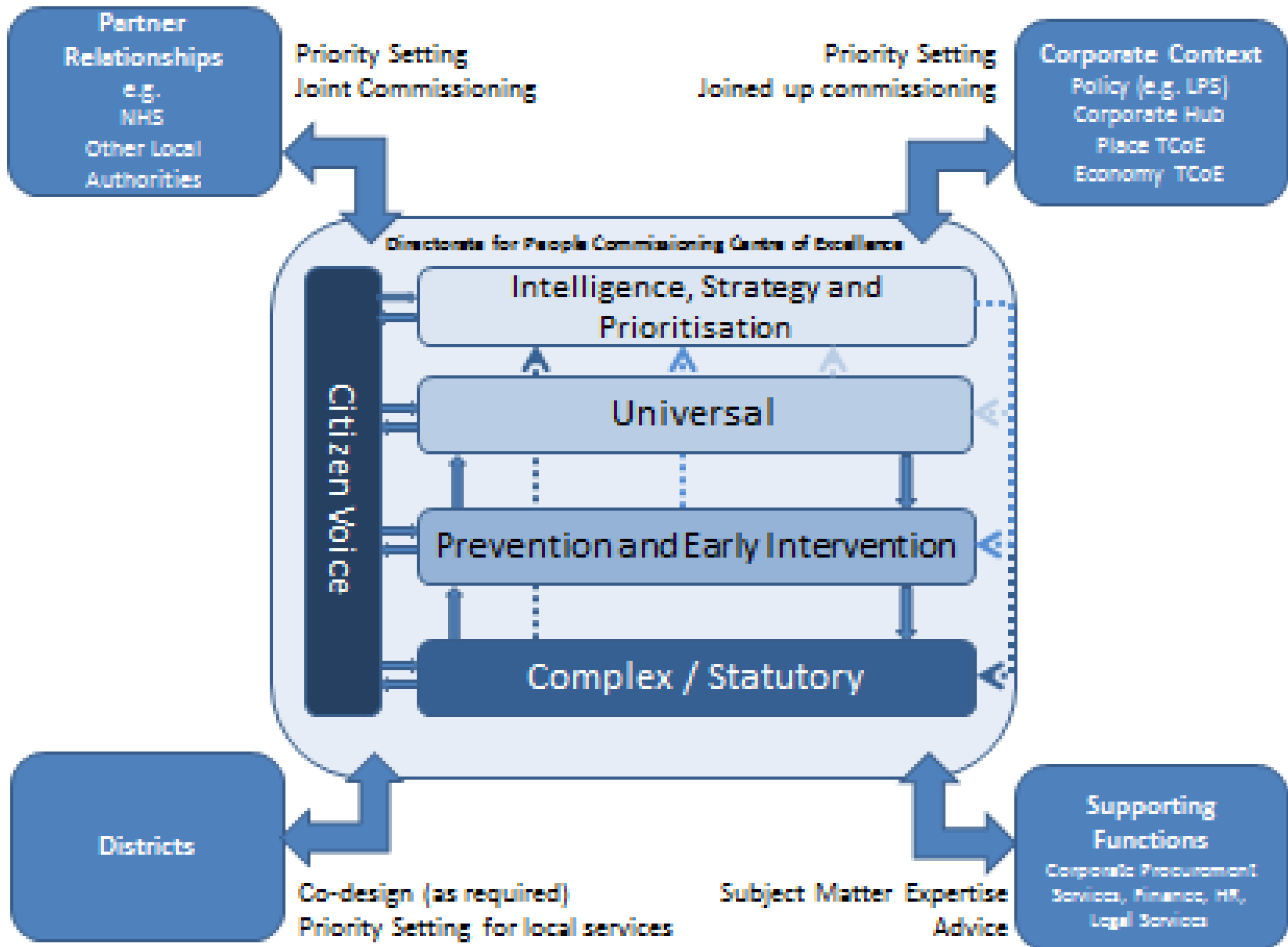
Towards coproduction?

Our workforce development journey

What we want to share

- ❖ Context - where we work
- ❖ Our workforce vision & the journey so far...
- ❖ The survey - how we did it & findings
- ❖ Barriers to involvement & coproduction
- ❖ Evaluation & importance of resilience

CCofE - Operating Model



OUR VISION

Loads of positive results

All staff seeing citizen involvement as their responsibility

Staff using their lived experience

All colleagues understand how to put citizens at the centre of everything we do

All teams involve Citizens

Coproduction working well

Staff have new ideas, try new things, share good practice

where comfortable - Staff share own connections, experiences and knowledge

All staff aware that they are citizens too

Values = What if it were my family?

Not 'us and them' & not hierarchical

citizen voice team valued for support it gives

- Build confidence
- Overcome fears
- Colleagues enjoy contact
- Want to do more

All commissioning projects plan for involvement & coproduction

WHAT THINGS ARE LIKE NOW

IGNORANCE

Playing
with
crayons

Its all
new to
me!

They
aren't
doing
anything

Its not real work

rudeness!

Talking ages
don't get
going

Looked down
on me!

People don't see
it as important

Not letting
them know
about our
success

No one knows
what co-
production
means

Not blown
our own
trumpet

External organisations
not taking it seriously
– not supportive of us

Its all about the
boards-tick box I've
done engagements

The Approach

- Coproduced - team of citizens & staff
- Gathering evidence of Learning Needs -
 - Staff survey
 - Analysis & recommendations
- Learning & Develop Plan
 - Senior managers to sign off
 - Return on Expectation vs Investment

Survey design principles 1

- ✓ Survey responses guide development of learning activities
- ✓ Questions about knowledge, skills or experience of citizen involvement
- ✓ Survey limited to involvement methods that highest priority for CCoE
- ✓ Survey must be short and well presented – therefore limited to “headline” questions

Survey design principles 2

- ✓ Testing knowledge so won't explain terminology
- ✓ Some methodologies not well defined so will address later via learning we offer
- ✓ Expect deeper insight from other learning methods
- ✓ Staff able to respond anonymously
- ✓ Introduction explains: questionnaire purpose, concept of 'citizen voice', shared responsibility for citizen voice

Survey & Findings

- 10th October 2016– 4th November 2016
 - Well promoted
 - 60% response rate
- Overall confident with citizen involvement.
- Significant number had limited experience of citizen involvement.
- 20% expressly felt they need more support and guidance to involve citizens in their work.

Recommendations

A Learning & Development Plan

- Skills, Knowledge & Experience
- Planned for 12 month period
- Senior managers agree aims & objectives
- Evaluation
 - Return on expectations model
 - formative [as we go along]
 - summative [at the end]
 - Repeat staff Survey

Working Party Evaluation

What We Did	What We Learned
<p>Built on a vision created by a staff team Co-produced a plan of learning activities realized we needed supporting evidence Survey design principles & creation Held planning meeting & met teams. Arranged surgeries Analysed finding & present to managers</p>	<p>Evidence is important to inform direction How to produce a quality survey Need to chase up managers & be prepared to 'name & shame'. Playing on teams competitive nature can be used. Always get 'buy in' from the start</p>
What we are pleased about	What could have been different
<p>We had great enthusiasm & commitment We pushed the boundaries. The survey was a great product. The results of the survey were respected & used. We had good ideas. We thought big.</p>	<p>Too much waiting for 'ducks to be in a row' We never got to hold a surgery Our message was not heard- we wanted to develop the workforce, not just raise awareness. The Governance board was stopped- this included citizens who had potential to be allies & hold us to account. Organisational/Disturbance/Team Structure</p>

Any Questions?

