

Welcome

19th West Midlands Co-production Network Workshop

Co-producing positive commissioning outcomes



Get involved



Birmingham
City Council

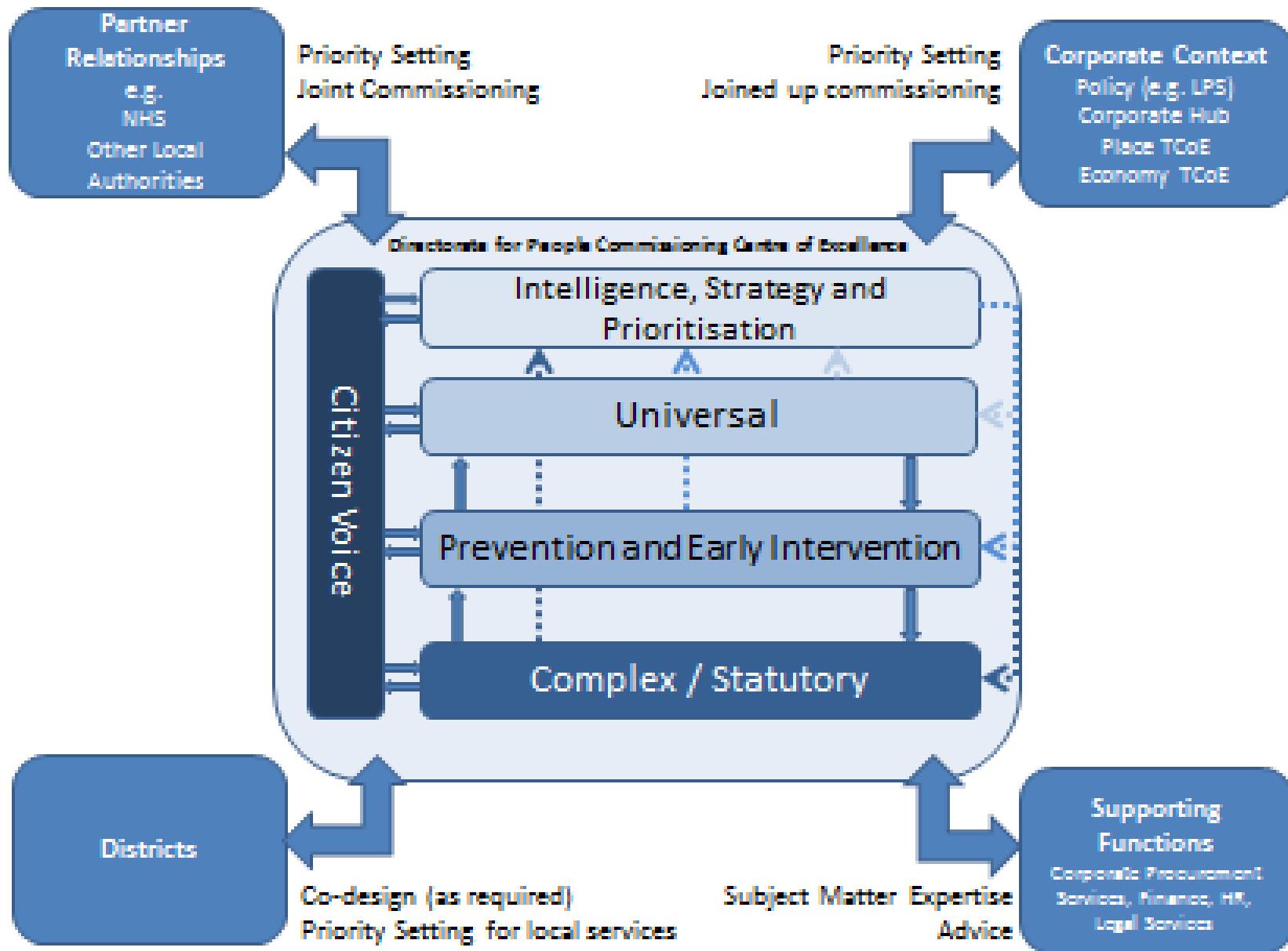
**Help us develop our care and support services for adults,
children, young people and families**

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

Staff using their lived experience

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

Values = What if it were my family?

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

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

All teams involve Citizens

Coproduction working well

where comfortable - Staff share own connections, experiences and knowledge

Not 'us and them' & not hierarchical

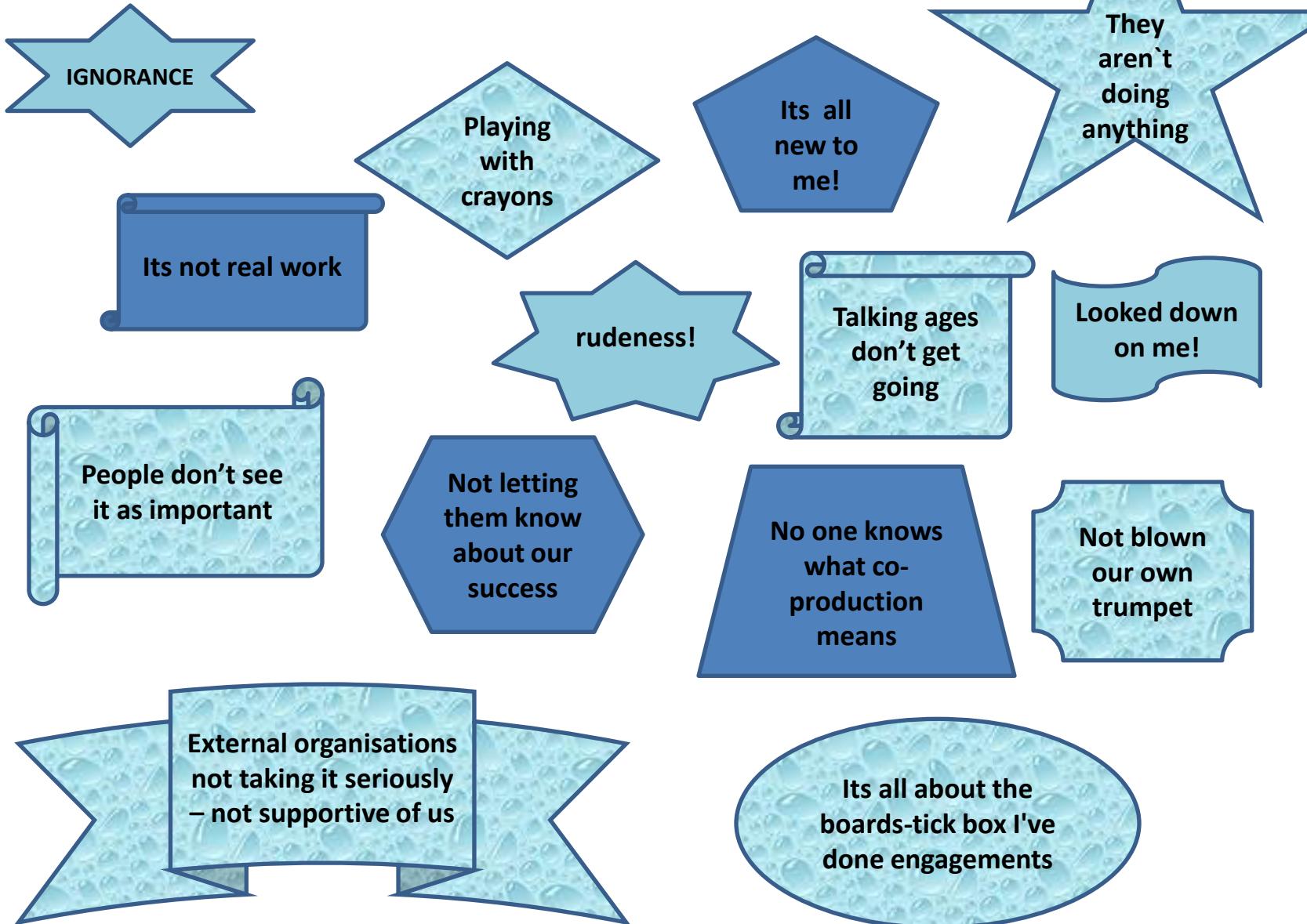
All staff aware that they are citizens too

All commissioning projects plan for involvement & coproduction

citizen voice team valued for support it gives

All staff seeing citizen involvement as their responsibility

WHAT THINGS ARE LIKE NOW



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
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	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
What we are pleased about	What could have been different
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.	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

Any Questions?



Get involved

Birmingham
City Council

Help us develop our care and support services for adults,
children, young people and families

A graphic featuring a stylized blue and white city skyline silhouette. On the left, there's a large blue building with a circular pattern of white circles. In the center, there's a building with horizontal stripes. To the right, there are several modern-looking buildings with vertical grid patterns. The Birmingham City Council logo is positioned above the text "Get involved". Below the graphic, a call-to-action message encourages people to help develop care and support services for adults, children, young people, and families.