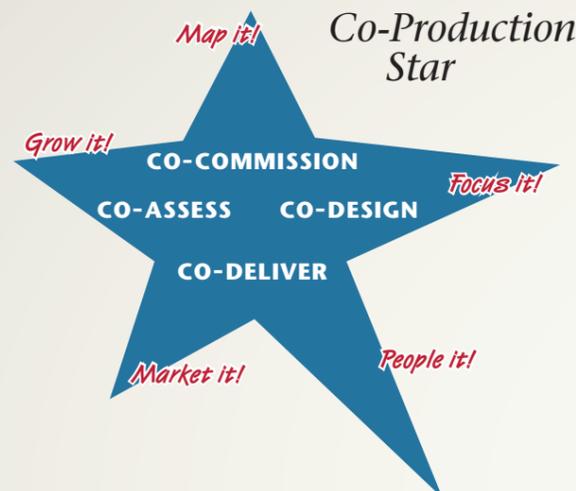


Transform your Council into a CitizenPoweredCouncil

The *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.



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Our work on co-production in Wales at a glance

- Briefing Note** for the Welsh Government 2014: Bringing the power of the citizen into local public services – An evidence review
- Co-production workshops and conference presentations** for the Welsh Local Government Association, Wales Audit Office, ADSS Cymru, Powys County Council, Swansea City Council and Vale of Glamorgan Council
- Co-production training** for the Wales Council for Voluntary Action (WCVA)

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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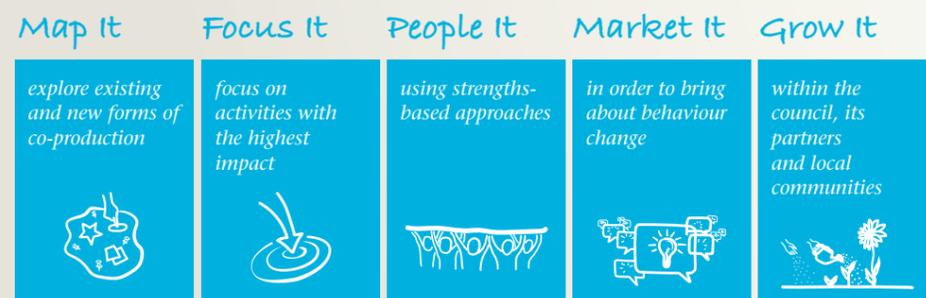
Improving Wellbeing in Wales

"Rebecca has provided training to our Members and Officers and is excellent at getting information and her knowledge across. Rebecca is a good communicator and is very passionate about the subject; the sessions were well delivered, interactive and engaging".

Merthyr Tydfil County Borough Council

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Six reasons for becoming a CitizenPoweredCouncil in Wales

The CitizenPoweredCouncil aims to realise the 'community leadership' role of Welsh local government. It supports councils in Wales to co-produce improved wellbeing outcomes with communities for the benefit of current and future generations.

CitizenPoweredCouncils are provided with tools, good practice cases and research-based evidence on how to harness the resources and potential within our localities, drawing on a strong heritage of community participation in Wales.

Our offer will

-  help councils and their partners develop cost-social value models which qualify and quantify the benefits and costs of co-production and impact on local budgets;
-  allow councils to test social innovations in a creative and interactive way so that they can co-commission better co-produced solutions;
-  enable local communities to realise their innovation potential and the opportunities of digital technologies;
-  strengthen strategic planning and the 'collaborative leadership' provided by Public Service Boards;
-  embed outcomes-based commissioning with third sector providers and skill up third sector organisations;
-  connect Welsh councils with an international network of innovation champions and critical friends to provide fresh ideas and peer support.

What the CitizenPoweredCouncil is about

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

The *Governance International Co-Production Star* toolkit enables Welsh local authorities 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

Young people co-commission prevention services



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%. The evaluation report by Prof. Tony Bovaird and Dr. Elke Loeffler also reveals other improved key outcomes.

People living with dementia are experts in their own lives. PRESENT, a co-production project of *Governance International*® with East Dunbartonshire Council, aims at enabling people living with dementia to make a contribution to improve wellbeing. For example, people living with dementia now co-design newsletters with the support of staff: They decide on the frequency of the newsletters, what stories would go in the newsletter, and tell the stories in their own words. This provides people living with dementia with the opportunity to be heard and use the newsletter as a vehicle for encouraging others living with dementia to get involved.

People living with dementia co-design newsletters



Case studies: Putting Citizen Power into Practice

Volunteers co-deliver support for children with disabilities



Y Bont is a not-for-profit organisation in Bridgend founded by a small group of families. Rebecca David-Knight has been a Director since 2008. The staff and volunteers of this family centre provide high quality early support for disabled children aged six weeks – 10 years. Parents describe it as being 'a home from home'. Its services prevent escalation of need for Bridgend County Borough Council and the local Health Board. Recently Y Bont has co-produced new assessment tools with parents, teachers and the Council to assess the educational progress of children with disabilities. The value of Y Bont's inclusive approach was recognised by Estyn in 2016 as 'sector leading' in improving educational and wellbeing outcomes.

The gastroenterology unit at Highland Hospital in Sweden used to have 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 *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).

Patients co-assessing their state of health

