



# Co-production of public services: Nothing about us without us

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@copronetwales #coproduction



## Introductions + plan for session

- your name
- your role/organisation
- where are you, and
  what can you see from
  where you are







- what (and what not)
- when (and when not)
- why (policy context)







# The What



## What are we talking about?





## 5 co-production principles



people centred



work across silos



outcomes focused



trusted relationships



from delivering to enabling

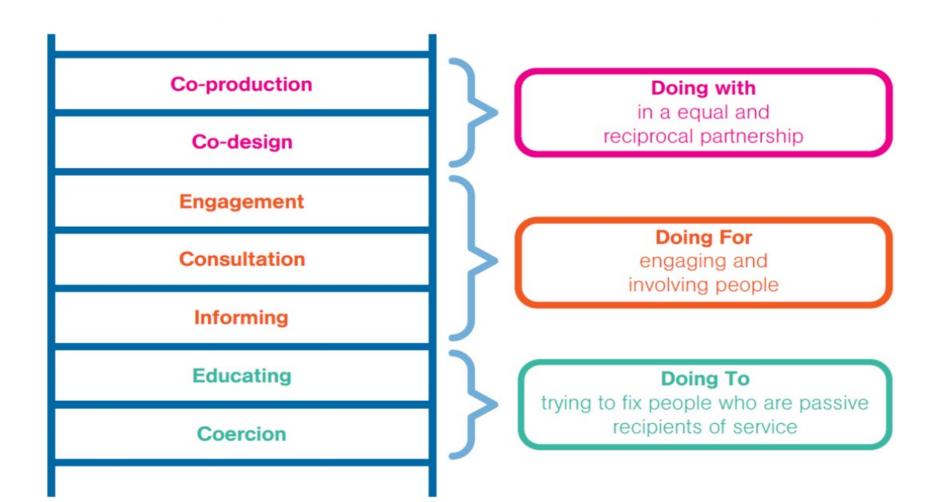






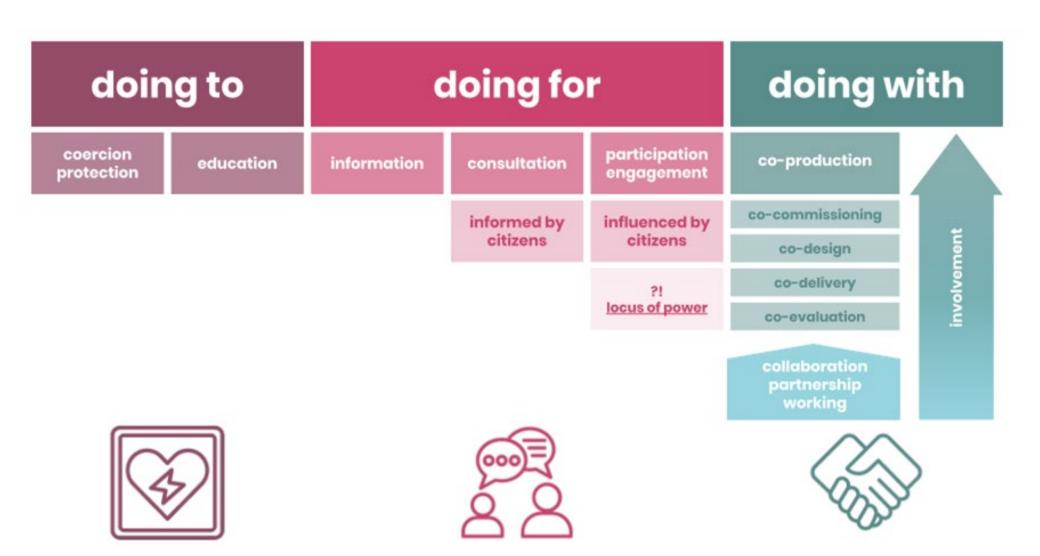
## Ladder of participation

(Arnstein, 1969)





## A revised ladder of participation





# When (and when not)



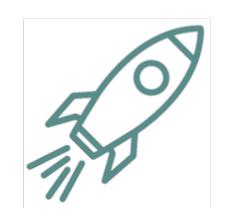
## Pyramid of relevance

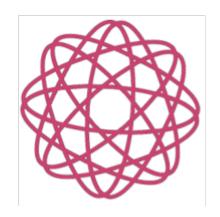




# A quick detour through complexity theory









simple

complicated

complex

crisis

"tame" problems predictable cause + effect "wicked" problems

emergency (act fast)

about things and processes

relationships

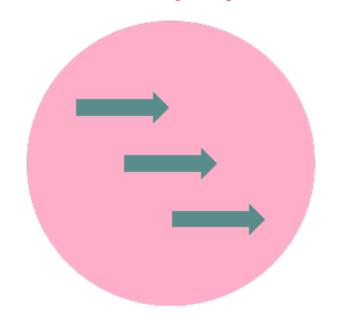
s.o.p.

standard operating procedures



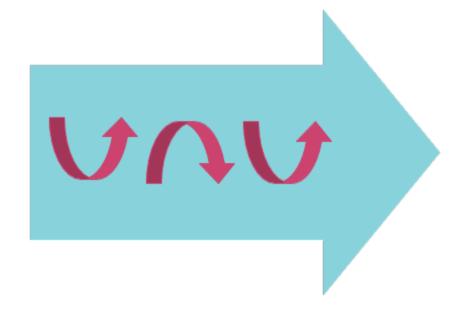
#### Beware (of being reductive)

an overall complex process...



can have complicated parts

an overall linear process...



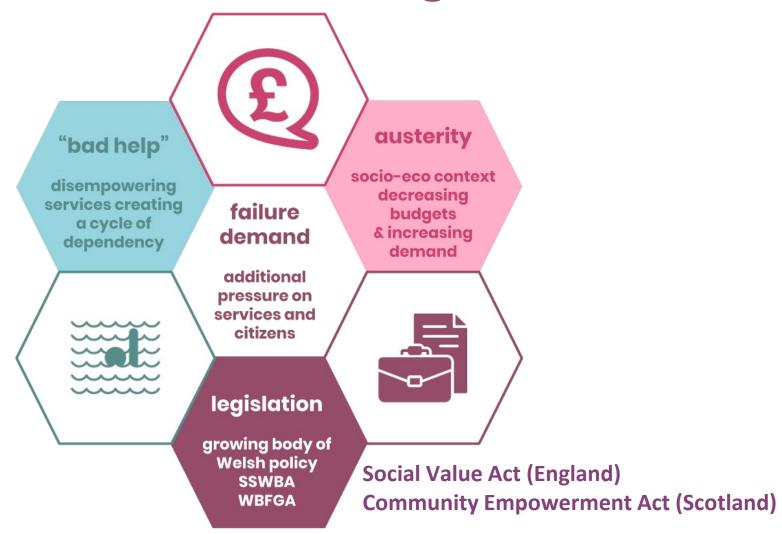
can have complex parts



Why?



# The context: business as usual no longer suitable







# In action: case studies



#### **Falmouth Connecting Communities**

post natal depression

childhood asthma

teenage pregnancy

child protection rates

overall crime rate

unemployment

educational attainment



#### **Falmouth Connecting Communities**

post natal depression down 70%

childhood asthma down 50%

teenage pregnancy down to 0

**child protection rates** down 42%

**overall crime rate** down 50%

**unemployment** down 71%

educational attainment up 100%



#### **Falmouth Connecting Communities**



"Through dance we can change ourselves, others, and the communities of which we are a part."

# ITIZENS

# STAFF

# ORGS

#### It works on all levels

- empowerment and ownership
- improved health and well-being
- stronger, more cohesive communities



#### more relevant and effective services

• happier, more fulfilled staff

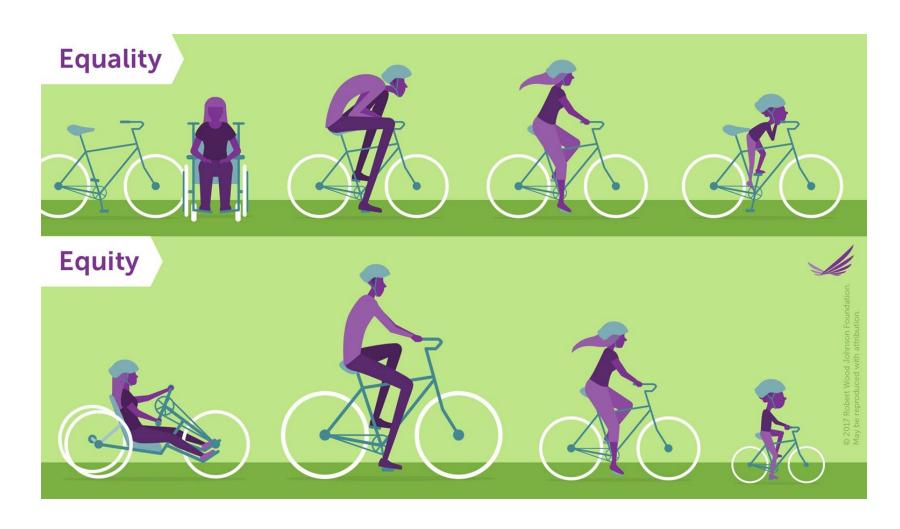


- healthier organisations
- sustainability and value for money





#### **Equity and diversity**







# What's next?



#### Stay in the loop Co-production knowledge base

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Rhwydwaith Cydgynhyrchu Cymru

Co-production Network for Wales

Pawb gyda'i gilydd All in this together