

Introduction

The Citizen Involvement Team, Birmingham City Council officers and members of the public have recently undergone formal co-production training.

This training has enabled the Citizen Involvement Team to draft a definition document for co-production which has received the endorsement of the Adults Social Care and Health Directorate Management Team.

The document is designed to give a consistent level of understanding regarding what we mean by co-production of all levels in the organisation.

We would like to offer you the opportunity to give you feedback on our definition of co-production and to also offer you the opportunity to work closer with our team on specific pieces of work.

The Citizen Involvement Team:

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**What do we mean by
co-production?**

Defining what is meant by co-production

Co-production is a way of working, where everybody works together on an equal basis to create a service or come to a decision which works for them all. Co-production is a process that involves citizens in the design and delivery of services.

Three Levels of co-production

- 1. Basic – one way**
- 2. Intermediate - two way**
- 3. Transformative – equal**

Basic: acknowledges people's action as essential to the desired outcome. One way communication

In practice this means (this list is not exhaustive):

- Informing people (or telling people)
- Sharing details of something
- Influencing peoples' views
- Giving information about an activity (no response required)
- Giving advice
- Listening
- Signposting to services/information elsewhere
- Raising awareness

Intermediate: recognises what citizens can offer yet recognises that a power imbalance between citizens and professionals remains in place

In practice this means (this list is not exhaustive):

- Expecting a two way relationship – for example; sharing information and expecting to receive a response
- An invitations to meet and share views
- A consultation engagement activity: comment/survey/meeting
- Requesting citizens views in order to influence change
- Asking citizens to comment and make recommendations on a specific piece of work.
- Involving citizens in meetings – but not as equals
- Citizen representation on Boards in order to influence discussions
- Representation on interview panels with decision regarding appointment being left with Professionals
- Mystery shopping by citizens to inform service delivery

Transformative: citizens are equal partners in all aspects of commissioning, design, service delivery and evaluation. This approach transforms power and control.

In practice this means (this list is not exhaustive):

- An equal partnership regardless of diversity
- Co-production embedded in practice at every stage
- Led jointly by citizens and staff –'we'
- All have a voice , are listened to and valued for their views
- All will advocate for each other
- Feedback provided is acted upon and details of actions are circulated
- Citizens delivering training for staff on co-production
- Attendance to team meetings/Cabinet Member/Management team meetings as equal contributors
- Social workers co-producing a package of care and support needs jointly with service users, families and carers.
- Commissioners procuring a contract with citizens involved throughout the decision making process.

*Co-design, Co-produce, Co-deliver and
Co-commission*



Citizen Involvement Team
Strategic Services

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