

APPENDIX B

Co-Production Testing Events: Feedback

Definition

- The definition makes sense; that it's about working with the public and including people in the design, delivery and evaluation of services. It is good to be clear that citizens are involved, but that the Council has the 'authority' to make the decision.
- Elected members were missing in the definition- it should be about council officers and elected members. The question was posed about whether we should be talking about visitors- those that work and learn here as well?
- Would be useful to be clearer that co-production is building on a strong history of engaging communities in West Berkshire.

Principles

- The principles are good; participants were supportive of them and said they cover what is needed.
- The 'equality' principle means we also need to be clear about the constraints of each project to truly offer equality and we need to understand legal constraints in each scenario.
- Great aspirational principles- but need to 'walk the walk'. Need to recognise and ensure there is a commitment to give officers the time and space to engage with a diverse range of people. Time is needed to dedicate to ensure that those whose voices are seldom heard can be incorporated into co-production. Guidance will be needed on how to reach out so there is a balance with people volunteering to be involved and reaching out for people to be involved.
- Making sure we capture how the principles made a difference to people

Challenges

- Committing to the time/resources to do co-production well- both from the council perspective and in communities and voluntary organisations are stretched. The time can be significant.
- There is a digital divide- so it needs to be access for all, including those who do not have online access and those voices who are seldom heard.
- How do we involve people who are less well-heard. Make sure the right voice is in the room- how do reach those we need to hear?
- Make sure that we involve organisations that represent people and their views (e.g Heathwatch).
- There could be personalities which do not agree in the process and a difference of opinion. This might lead to services we weren't expecting; the process could be scary and exciting at the same time!

Outcomes

- The outcomes could be made smarter, but success measures will need to be appropriate for each project that uses co-production. When seeking service improvement, it needs to be clear WHAT improvement will be sought.
- Some words are very subjective e.g what 'better' means will be different in different circumstances.
- The language is important; citizens are vital to reflect as equals in the process. This means that equality needs to be embodied in the language used throughout the outcomes and the whole project.

Will the Framework lead to success?

- Need to illustrate the impact co-production has had on how people influenced decision making (could use both case studies/quotes of those involved alongside the numbers of who has been involved to demonstrate impact)
- There needs to be a clear and determined commitment to working in this way from the council to help people feel as though they are influencing decisions and services. People will need to know which opportunities exist so communication will be key to success.

How it could be applied

- How do you prioritise which services to apply co-production to? Is it what residents most wish to prioritise? Is it applied where it will affect the most people? Is it where there is the most cost? Is it applied where there are change- e.g. social care changes?
- There could be a list of opportunities so it is clear what people can get involved with co-producing.
- Communication about co-production could help increase awareness of what West Berkshire Council delivers (versus other organisations such as Town and Parish Councils).
- Need to be mindful of the impact of the co-production process both on citizens but also on some local Voluntary and Community Sector organisations.
- Children's social care (there is a requirement that children are involved- this is perhaps more participation and engagement than co-production but there is room for more co-productive approaches)
- Should the decision-making process illustrate how co-production has been considered and applied in each decision the council takes?
- Adult social care. There is a project where we are going to be gathering the service user experience; starting with mapping of the service-user voice and identifying gaps then look at filling them. Co-production would be really useful in this process.
- Libraries; communities are heavily invested in their libraries. How do we evolve libraries as community hubs? How we involve the community with that could be vital to success as they are at the heart of communities
- Regulatory services (e.g Environmental Health and Trading Standards) may have limitations in certain aspects of what can be co-produced due to

the nature of the role they fulfil. They should however not be disregarding for co-producing elements of their service delivery.

- Could there be elements of Planning services which could be co-produced? What about co-producing Neighbourhood Development Planning?
- In environment services, collaborative action is needed to achieve climate priorities; could charging points be co-produced?