

## Co-production: Working with Citizens

Shrinking budgets and increasing demand require new models of how public services work alongside citizens. We believe that it's essential for modern public sector organisations to think creatively about how to tap into the value created by citizens. This day will equip delegates with the theory of co-production, and show them how to apply it to their own practice and organisation. We will draw on a series of examples and case studies from across the public sector, and delegates will also reflect on their own organisational culture and models.

The workshop will provide the opportunity for delegates to analyse various public sector organisations, including their own, in terms of models of co-production. Participants will be supported in using a series of tools and methods to help them think through the key issues. There will also be opportunities for wider reflection on which areas your organisation and culture could benefit from developing more co-productive approaches.

### Aim

To provide participants with a clear understanding of:

1. A brief history of co-production
2. A guide to using co-production tools
3. How co-productive is your organisation?
4. The power and limits of co-production

## Methodology

The training approach to be used, which governs the design and delivery of the training is based on the following principles:

- To actively involve the participants throughout the training
- To enable participants to share their thoughts and enquiries
- The training is designed based on the needs and expectations of the participants that are reflected in the pre-training questionnaire

## Training methods and tools

The training will be participant-centred and highly participatory. In addition to the multimedia presentation of key information, there will be a range of case studies to help clearly demonstrate various scenarios and outcomes. This will be augmented by case-in-point analysis and practical exercises facilitated by the trainer. In order to achieve the objectives of the training, the following tools and methods will be utilised:

- **Presentations:** used in order to provide the background of each subject and create discussion and questions
- **Group discussions:** throughout the training, participants will be encouraged to contribute to discussions and share their experiences and thoughts with the rest of the group. The discussions will be facilitated and mediated by the facilitator in order to maintain the focus in the key areas of interest
- **Case studies:** used to facilitate and trigger discussion, as well as to allow external benchmarking in order to achieve competitiveness

- **Group work:** group work will be used in order to facilitate practical understanding of the issues and in order to enhance team working, team building and cooperation amongst participants

## Sample programme

### Agenda

10.00 Welcome & Introductions

#### **The history and theory of co-production**

- *We will discuss how co-production has developed as an idea, its key features, and why it is so important in thinking about public services today*

11.00 **Organisational Analysis**

- *We will reflect on the model that underpins your organisation from both an innovation and co-production point of view*

11.30 **Case studies**

- *We will explore co-production case studies from health and other systems.*

12.30 Lunch

13.00 **Tools for co-production**

- *We will experiment with a number of self-assessment and thinking tools for co-production to analyse your organisation and test out creative new approaches*

16.00 Close

## Your trainer

### **Dr Ajay Khandelwal**

Ajay is currently Director at Lambeth Mind, a charity working towards improving mental well-being of the residents in the London Borough of Lambeth. He was previously a Co-op Council Implementation Manager of the Policy Team at London Borough of Lambeth, where he works in leading development for councillors to move to using co-production approaches to shape commissioning decisions.

Ajay has specialist experience in innovation and change management, as well as measuring impact, coaching, and qualitative research in cutting edge methods. In the past he has had many senior roles – he was Senior Development Manager at Nesta, an innovation charity with a mission to help people and organisations bring great ideas to life. He was also Programme Manager at Lewisham Council and Head of the Community Support Centre at London Council.

Ajay has experience of being a Senior Research Advisor at Turning Point, a national health and social care provider committed to improving lives and communities. Here he delivered in depth front-line strategic management across services including adult social care, drugs and alcohol, long term conditions, social exclusion and housing.

Ajay is actively involved in the development of the organisation 'Islington Mind'. This organisation was founded in 1981 and is concerned with the development of mental health services in Islington. In this role, Ajay is involved in the Psychosis Therapy Project, which aims to promote and develop long-term individual talk therapy in the area of psychosis. He is Honorary Psychotherapist at the Guild of Psychotherapists.

Ajay obtained his doctorate in Sociology and he has been the Visiting Lecturer at City University and Birkbeck College, London University.