



## Report of the Interim Director of Corporate Services

Organisational Transformation Corporate Delivery Committee  
28 February 2023

### Coproduction

<b>Purpose:</b>	To update the Committee on Swansea Council Coproduction and Involvement Project and seek their involvement in the development of a corporate coproduction policy
<b>Policy Framework:</b>	Council's 2022-23 Corporate Plan Corporate Transformation Plan
<b>Consultation:</b>	Access to Services, Finance, Legal.
<b>Recommendation(s):</b>	It is recommended that:  1) The Committee considers and shares views on the development of a corporate coproduction policy in terms of: <ul style="list-style-type: none"><li>• member, officer, and citizen need</li><li>• integration with emerging regional and national policy and that of partner organisations</li><li>• The identification of Swansea Council coproduction stakeholders and how to reach out to individuals from seldom heard from groups</li></ul>
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## 1. Introduction

- 1.1 Coproduction occurs in public bodies when the people responsible for the design, commissioning, and the provision of public services (i.e., elected members and professionals), and the people who access and receive services (citizens), share power and responsibility, and work together for mutual benefit in equal, reciprocal, and caring relationships. It helps to ensure that services are effective and make a positive difference in people's lives; it helps to enable people to access relevant and meaningful support when they need it; and through coproduction, people, services, and communities become more effective agents of change.
- 1.2 Coproduction is part of a wider spectrum of interactive activity illustrated in the diagram below, which ranges from coercion/ protection (e.g., public health responses to a pandemic) to coproduction and involvement (e.g., designing care services).

## A spectrum of interactions

doing to		doing for			doing with
coercion protection	education persuasion	information	consultation	participation	co-production involvement
e.g. criminal justice, safeguarding	e.g. smoking cessation programmes	e.g. Council website info on bin collections	e.g. surveys, urban planning, FixMyStreet	e.g. drop-in events, focus groups	e.g. person-centred care, shared decision-making

## 2. Background

- 2.1 The Council has been striving to improve its coproduction capacity and capability in recent years and has had some success, particularly in social care. For example, in July 2021 the Council endorsed the Regional Partnership Board's Strategic Framework for Coproduction (Annex 1).
- 2.2 In our 2022-23 corporate plan the Council committed to continuing to strengthen "consultation, engagement, participation and coproduction with our stakeholders including our staff, citizens of Swansea and our partner organisations, so the Council can make informed decisions that improve the access, quality and delivery of services".
- 2.3 Against that background, in 2022 with funding from the Economic Recovery Fund, the Council procured external support, from Coproduction Lab Wales, to work with us over a 12-month period to build on the work and learning relating to co-productive approaches employed throughout the pandemic and to build further internal capacity and capability.
- 2.4 The project began in October 2022 with the first phase focusing on assessing the Council's existing coproduction capability and experience,

through the use of a survey and collection of examples of practice. In addition, stakeholder mapping and the recruitment and initial training of nearly 40 Coproduction Champions from across services has taken place along with initial engagement with the Council's senior leadership.

### **3. Current Position**

3.1 The learning phase of the project will continue until mid-March and an insight report is expected by the end of March 2023. Work to date has already identified some good practice (e.g., Local Area Coordinators) as well as areas for improvement, including the need for a corporate coproduction and involvement policy.

3.2 The project will lead the development of a draft corporate policy, which will identify when and how coproduction and involvement should be used in the context of wider interactive activity. The policy will also help elected members and officers to determine the most effective ways to coproduce projects ensuring a diversity of people with an interest in the matter are involved.

3.3 The policy which will help to embed a culture of coproduction across the organisation, will include good practice examples and a stakeholder map to facilitate the sharing of good practice. It will also be supported by practical resources which will also be developed in the next phase of the project, including:

- A toolkit of resources to assist officers and members in supporting citizens to coproduce services
- The development of a webpage where staff and officers can access practical coproduction resources
- Developing a role description for Coproduction Champions and virtual Champions network
- Training, including for Coproduction Champions, to help ensure we have relevant coproduction expertise within all our services

3.4 Over the coming months Coproduction Lab Wales will also provide advice and support on live projects / issues (yet to be identified) that would benefit from a co-productive approach.

### **4. Areas for consideration**

4.1 The insight and experience of elected members, due to their close and unique relationship with ward constituents is particularly pertinent in taking forward the development of a coproduction policy.

4.2 The following areas require further consideration to inform the development of a draft policy:

- Where coproduction 'is' and 'is not' an appropriate interactive activity and the difference between coproduction and involvement

- The biggest barriers to coproduction and how they can be overcome
- How coproduction complements representative democracy
- The identification of Swansea Council coproduction stakeholders (see map at Annex 2) and how to reach out to individuals from seldom heard from groups
- Links with the Regional Partnership Board Regional Coproduction Framework and Charter (Annex 1)

## **5 Equality and Engagement Implications**

- 5.1 The Council is subject to the Equality Act (Public Sector Equality Duty and the socio-economic duty), the Well-being of Future Generations (Wales) Act 2015 and the Welsh Language (Wales) Measure, and must in the exercise of their functions, have due regard to the need to:
- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Acts.
  - Advance equality of opportunity between people who share a protected characteristic and those who do not.
  - Foster good relations between people who share a protected characteristic and those who do not.
  - Deliver better outcomes for those people who experience socio-economic disadvantage
  - Consider opportunities for people to use the Welsh language
  - Treat the Welsh language no less favourably than English.
  - Ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs.
- 5.2 The Well-being of Future Generations (Wales) Act 2015 mandates that public bodies in Wales must carry out sustainable development. Sustainable development means the process of improving the economic, social, environmental and cultural well-being of Wales by taking action, in accordance with the sustainable development principle, aimed at achieving the 'well-being goals'.
- 5.3 Our Integrated Impact Assessment (IIA) process ensures we have paid due regard to the above. It also takes into account other key issues and priorities, such as poverty and social exclusion, community cohesion, carers, the United Nations Convention on the Rights of the Child (UNCRC) and Welsh language.
- 5.4 An IIA Screening Form has been completed with the agreed outcome that there are no negative impacts, in fact the development of a Coproduction framework highlights potential positive impacts; that services to people

with protected characteristics may increase; that the proposals are compatible with corporate priorities and WFG Act obligations. Therefore, a full IIA report is not required

- 5.5 A Swansea Council Coproduction Policy once developed will have positive impacts on all protected characteristics and groups as it will extend the ability of all individuals representing the diversity of our community to feed into the development of services that impact them or in which they have an interest. This will then help to improve services for everybody using them in future.

A Swansea Council Coproduction Policy is at the earliest stage of development informed by work undertaken on the Swansea Council Coproduction and Involvement Project by Co Pro Lab Wales. To date this includes initial engagement with officers and staff and partners. As the scope and issues to be covered in the policy are defined, formal involvement with all stakeholders and the wider community will take place.

This Policy advances the Well-being of Future Generations vision for involvement in public services and ensures we involve people that reflect the diversity of our community in matters that impact them.

The cumulative impact of this proposal will be positive on people and communities. It will enable more people from all backgrounds to get involved with coproducing Council services where appropriate.

## **6. Financial Implications**

- 6.1 There are no financial implications associated with this report.

## **7. Legal Implications**

- 7.1 There are no legal implications associated with this report.

### **Background Papers:**

Annex 1 Regional Partnership Board's Strategic Framework for Coproduction

Annex 2 Stakeholder Mapping

### **Appendices:**

Appendix A Integrated Impact Assessment Screening