

*Please ask for:* Councillor Hayley Gwilliam  
*Direct Line:* 07916 583188  
*E-Mail:* [cllr.hayley.gwilliam@swansea.gov.uk](mailto:cllr.hayley.gwilliam@swansea.gov.uk)  
*Our Ref:* HG/WN  
*Your Ref:*  
*Date:* 6<sup>th</sup> April 2023

Dear Councillor Jones,

**Re: - Convener's letter to Cabinet Member - Scrutiny Working Group Coproduction  
9 March 2023.**

Thank you for the opportunity to speak about the Swansea Council Coproduction and Involvement Project to the Coproduction Scrutiny Working Group on 9<sup>th</sup> March 2023.

I welcome your recommendations and conclusions and will comment on and respond to each of the points raised in turn.

**1. Overall the Working Group was encouraged by the approach the Council are taking to coproduction.**

The support of the Coproduction Scrutiny Working Group is much appreciated and will help in embedding coproduction within our organisational culture.

**2. Although the Coproduction Champions model can be harder to achieve than a centralised coproduction provision it will be more successful in embedding coproduction across departments.**

The project is applying learning from staff involved in implementing other champion based models at Swansea Council to ensure the Network is as effective as possible. We also aim to ensure staff from services across all Directorates are involved to ensure a widespread consistent understanding of our corporate approach to coproduction.

**3. The Working Group felt the slow and steady approach will work well while learning from the work carried out by Social Services.**

The project sets out a clear programme of incremental internal upskilling and staff development to be rolled out before Winter 2023. This will align with the work carried out by social services to date and take account of the West Glamorgan Regional Coproduction Framework.

**4. Where possible coproduction should be a proactive approach with the aim of identifying opportunities for coproduction before services are planned.**

This approach aims to introduce coproductive ways of working at the earliest opportunity. As a result, the programmes that will form part of the council's Corporate Transformation Plan will be the first to be offered advice and support from CoPro Lab on how to apply coproductive approaches in their development.

**5. The Working Group was pleased to hear about the bespoke stakeholder matrix that will be developed, however it encourages officers where possible to utilise existing tools that are already available.**

In addition to new tools such as the bespoke stakeholder matrix, the project will signpost and highlight existing tools appropriate to support coproduction and involvement. These will be available on a dedicated coproduction webpage which is in development.

**6. It is important to embed coproduction at all levels therefore the Working Group was pleased there is backing from the Corporate Management Team and Cabinet.**

A CMT and Cabinet Away Day session forms an important part of the project development as do sessions with leadership, management and members. This input will not only prove essential in developing effective policy but also ensure buy in from key influencers throughout the organisation.

**7. The Working Group requests that CoPro Lab Wales develop training on involvement as well as coproduction to educate officers and members on areas where coproduction is not achievable, but levels of involvement are.**

The scope of the project is limited to identifying the spectrum of involvement activity at Swansea Council and identifying where coproduction is and is not the most appropriate approach. Co Pro Lab have been engaged to produce tools which enable coproduction specifically in this context, although many of these tools can also be used to support other involvement activities (e.g., the bespoke stakeholder matrix). Signposting to other involvement resources such as the Council's Consultation Toolkit will be undertaken wherever possible.

The development of a Coproduction and Involvement Policy will also assist members and officers to identify the most appropriate form of involvement and will be supported by a toolkit to help them take forward the most appropriate form of engagement.

**8. The Working Group suggests using the Coproduction Champions to share and promote case studies and the long-term impacts of coproduction to demonstrate success and encourage participation from officers.**

The project has identified examples of coproduction undertaken to date and will promote the use of case studies by champions to share good practice and inspire others.

**PAGE 3**

**9. The Working Group will recommend to the Scrutiny Programme Committee to revisit this topic after October 2023 when the report has come out and next steps are planned.**

The project will report to Audit Committee on completion in Autumn 2023. I look forward to updating the Committee on the outcomes from the project and discussing how coproduction could continue to be embedded at Swansea Council.

I hope that the Committee's members will take advantage of member development opportunities around coproduction which the project will offer via Democratic Services over the next six months.

Yours sincerely



**Y Cyngorydd Hayley Gwilliam / Councillor Hayley Gwilliam**

Aelod Cabinet dros Cefnogaeth Gymunedol  
Cabinet Member for Community Support