Mutual Gain

Mutual iLearn

Framing and Categorising our Understanding of LBR Community Focused Activities

Purpose of these session

- A vision for engagement
- Create a shared language
- Develop a tool kit
- Build an engagement network

AGENDA

Part 1	Connections and Capturing of Activities *also* – you can learn how to use Miro if you don't know already – it is an online flipchart and post it note tool
Part 2	Defining and Categorising our Activities
Part 3	Connecting today to the remaining sessions

We will take a short break in about 1hr and 10 mins time

Introductions

Breakout Rooms

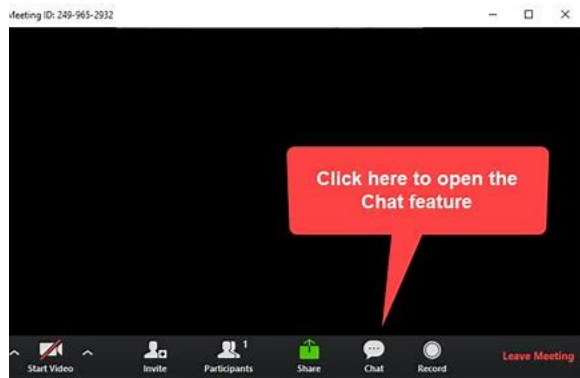You will be randomly allocated to a room with 1 or 2 other people

You have 3 mins to:

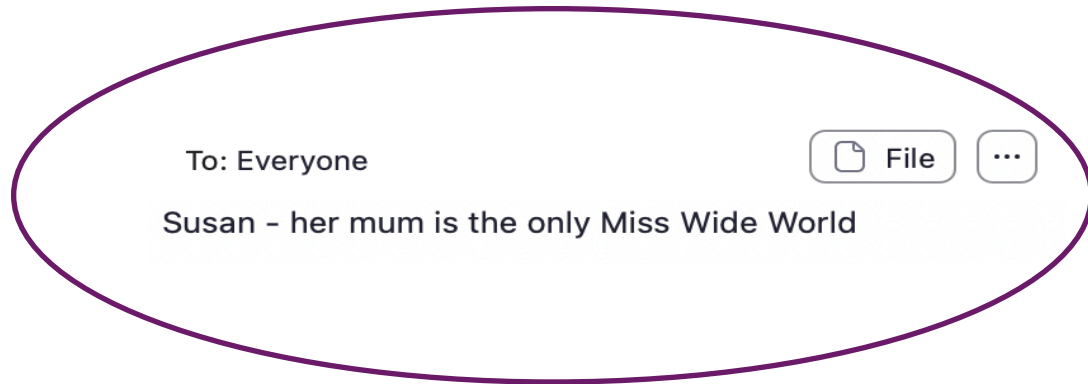share something about you that others couldn't guess from knowing your team or looking at you:

- o Something you have achieved
- o Maybe you have met someone famous?
- o Won a competition or challenge of some sort?
- o Got a great proud moment you can share
- o Something else?

Share For People Bingo!

Go to the chat function in Zoom

Add the name of the person you spoke to and their fact

Let's prepare for our online contributions

What is Miro?

A real-time Collaboration space

Digital Whiteboard

Free to use

Infinitely Zoomable Canvas

miro

Sticky notes, markers, shapes, comments

Capture the thoughts of the community!

An anonymous creative space for engagement
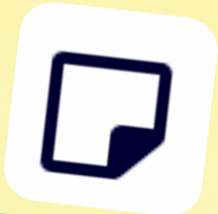
Sticky Notes

Comments

Shapes

Pen

Let's try it!

1. You will be given a link in the chat in a minute which will open a new window for you.

you will have Zoom open *and* Miro

2. We will bring you all to the same place now

You will all see the same thing

3. Becky will talk you through the functionality for the basic use of Miro
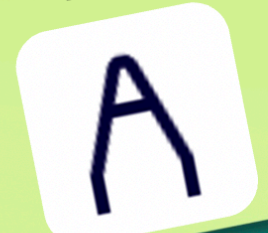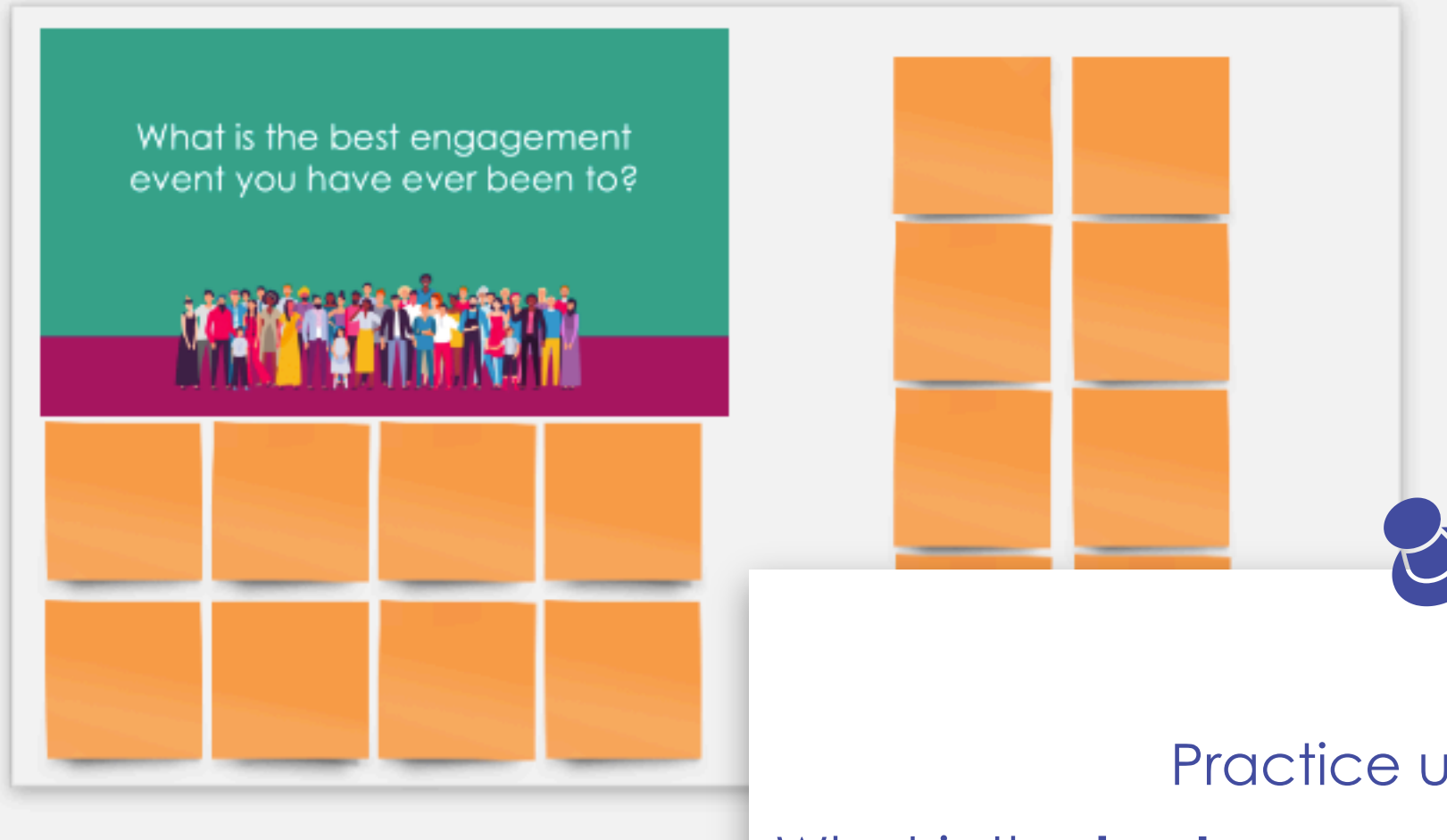
Sticky Notes

Comments

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Pen

Practice Frame

What is the best engagement event you have ever been to?

Practice using Miro

What is the **best** engagement activity you have been part of (led, participated or designed)

In groups go to the board number of your group: e.g. if you accept "breakout room 1" invitation you will be going to the Miro board numbered 1. When you get there:

- **list every engagement** you have had with the general public, service users, citizens etc in the last 2 years (fast paced – just add as many as possible)

- **Be specific** as in 'satisfaction survey in children's' services', focus groups in planning; sortition led codesign for the Hubs, but don't duplicate.

What activities do you currently engage in with your community?
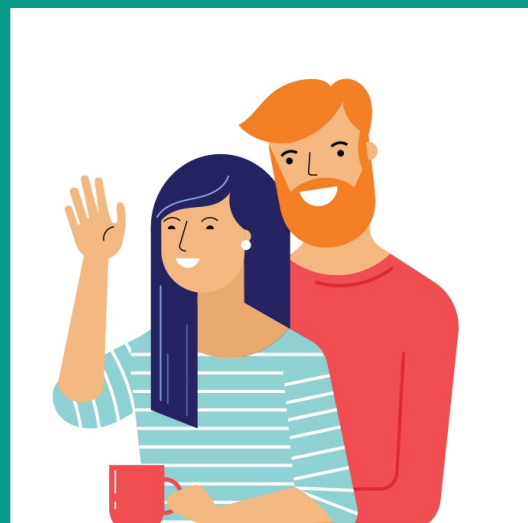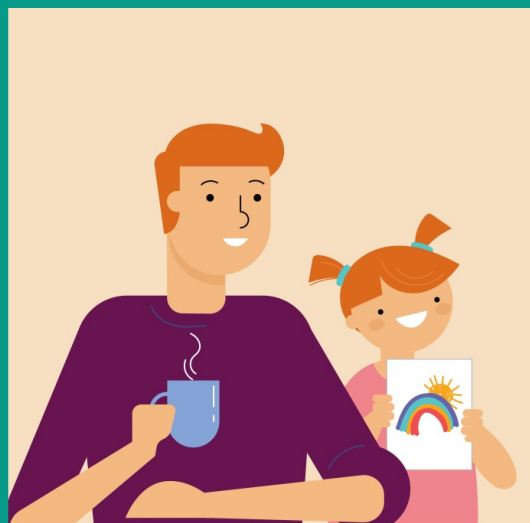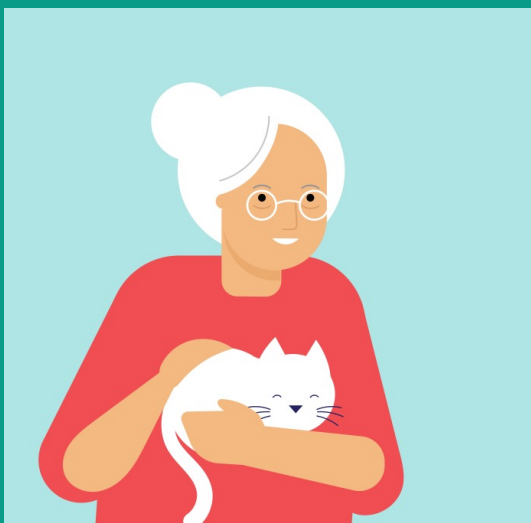
Gallery of your activities

What does this tell you?

What are you thinking?
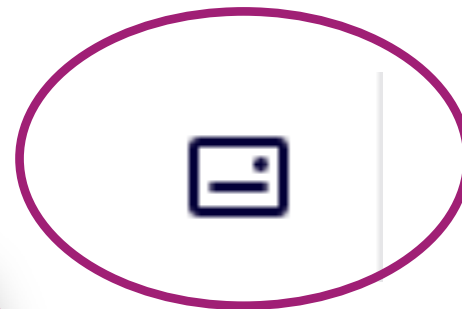
Use the CARD function in miro

DEFINING OUR CATEGORIES

Try to develop consensus on:
- a **definition** for this category of activity
- **why you would use** this type of activity and
- a few bullet points to describe **how this type of activity could be 'excellent'**

As far as is possible

Group Feedback

Some other definitions (amongst many!)

What are the think tanks talking about in relation to local council responsibilities to citizens?

FOUR PUBLIC SERVICE PARADIGMS

Paradigm	CIVIC	STATE	MARKET	COMMUNITY
Period	Sixteenth to mid-twentieth centuries	Mid-1940s to early 1980s	Mid-1980s to mid-2010s	Emerging late 2010s
Key organisational principle	Basic services designed and delivered by voluntary and mutual associations and limited local state	Public services designed and delivered by experts employed by the state	Public services designed and delivered to work like a business transaction and act like a market	Public services designed and delivered by and with communities
Key problems seeking to solve	Alleviating destitution and delivering basic local infrastructure	Meeting cradle to grave needs and slaying the five 'giant evils'	Operating efficiently and meeting user demand for choice	Reducing rising demand by meeting citizen appetite for participation
Ideal locus of power	The civic association and its leaders	The state and its bureaucrats and experts	The service customer	The community and the people in its network
View of service user	Passive subject	Entitled and passive citizen	Customer	Creative collaborator with public servants
View of public servant	Volunteer/ enlightened bureaucrat	Cog in a machine	Cost centre	Creative collaborator with citizens
Implementation method	Charitable and mutual activity, municipal activism	Institution building	Market creation	Culture change
	The Poor Laws, the workhouse, slum	Establishment of the NHS and welfare state; National	Compulsory competitive tendering; user choice;	Unconditional devolution; participatory and deliberative
Organisational culture	Hierarchical	Hierarchical	Transactional	Creative, collaborative
Funding model	Charitable and mutual contributions, plus limited taxes from local state	Public funds distributed and controlled by experts and bureaucrats	Public funds follow user demand and placed in hands of individual users	Funds distributed and controlled by user groups, communities and citizens
Location of governance	Decentralised: charitable and mutual boards, local state	Centralised: Whitehall and directed local councils	Centralised: Whitehall and corporate providers with shrinking local council role	Decentralised: community groups, local councils, decentralised public services
Attitude to technology	Designed to assess, monitor and control dependents	Designed to improve bureaucratic efficiency	Designed to enable faster, more diverse offer to service users	Designed to provide platforms for collaboration and community mobilisation
Political context	Laissez-faire era	Social Democratic era	New Right era	Anti-establishment era
Buzzwords	Deserving/ undeserving, charity	Expert, plan, regulations	Efficiency, competition, choice	Collaboration, prevention, shifting power
Intellectual hero	Thomas Gilbert, Eighteenth century Poor Law campaigner	William Beveridge, Author of the Beveridge Report	Milton Friedman, Free market economist	Elinor Ostrom, Economist focused on community self-organisation

What does that mean?

Resourcing communities: Placing control of public service funding in the hands of communities to ensure that power and responsibility are genuinely transferred. This is increasingly happening with 'discretionary' spend, but some way to go to transfer core, strategic budgets.

Empowering communities: Shifting decision-making power out of public service institutions into communities with consequent changes to governance arrangements.

Community commissioning: The power to commission services needs to be shared between public service organisations and communities or handed over entirely to communities with expert support from public services. Only then can the necessary transfer of powers and resources to communities occur.

https://www.newlocal.org.uk/wp-content/uploads/2019/03/The-Community-Paradigm_New-Local-2.pdf

Engagement

This ranges from providing information and assurance, to empowering them to identify and implement solutions to local problems and influence strategic priorities and decisions.

The police, citizens and communities must have the willingness, capacity and opportunity to participate. The police service and partner organisations must have a responsibility to engage and, unless there is a justifiable reason, the presumption is that they must respond to community input.

(Myhill, A (2006; 2012))

Consultation

"The dynamic process of dialogue between individuals or groups, based upon a genuine exchange of views, with the objective of influencing decisions, policies or programmes of action".

(The Consultation Institute)

———————

Participation

Participation is a fundamental right. Through active participation, young people are empowered to play a vital role in their own development as well as in that of their communities.

(the United Nations)

Coproduction

"Delivering public services in an equal and reciprocal relationship between professionals, people using services, their families and their neighbours. Where activities are co produced in this way, both services and neighbourhoods become far more effective agents of change"

(The New Economics Foundation)

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A fully co-produced approach (*to developing a local implementation plan*) will stress the value of meaningful engagement with people at all stages, through design, delivery and evaluation, rather than simply as 'feedback'

(The Care Act 2014)

Where to start?

- Start with why – what is your purpose?
- Then proceed to 'how' – techniques
- And then 'what' – Impact? Data? Relationship?
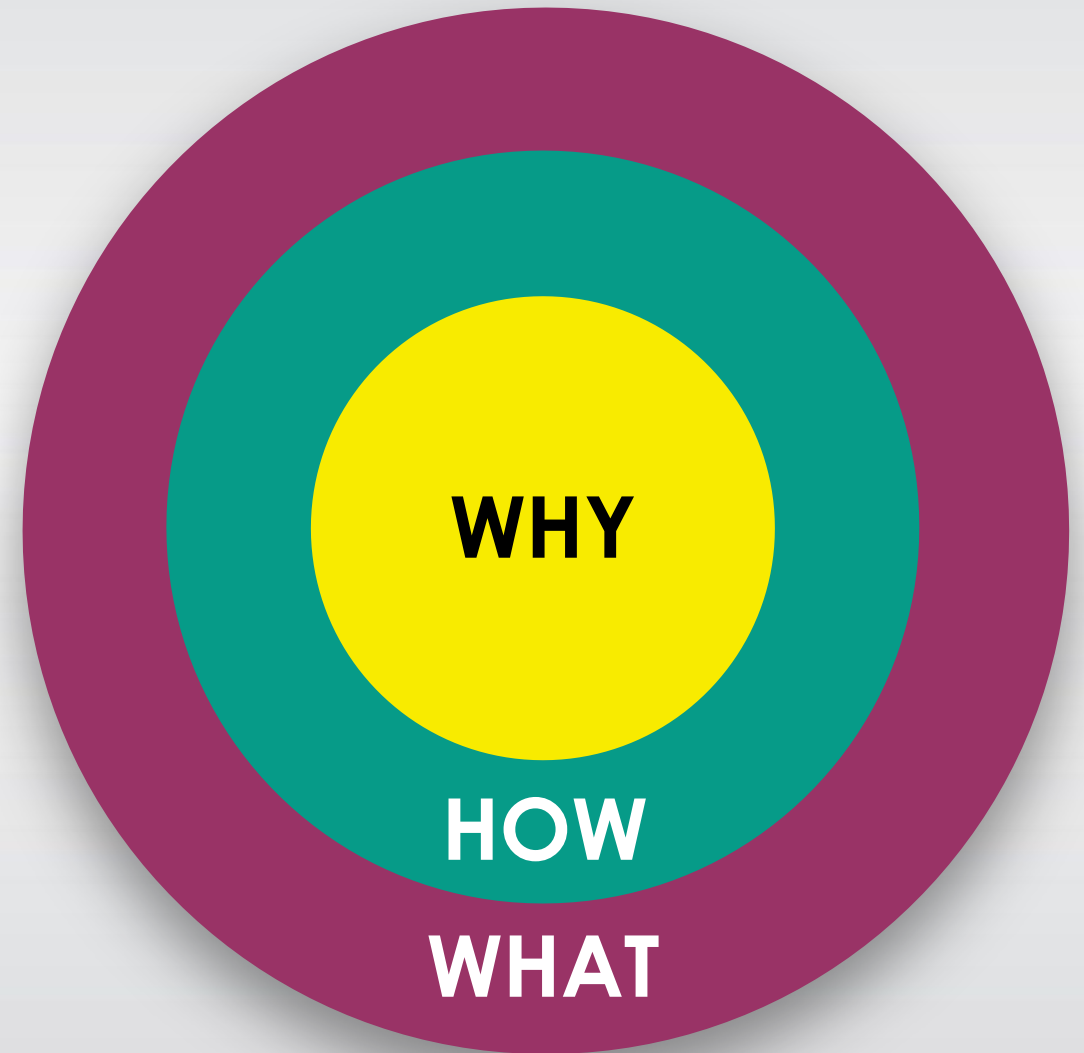
The Final Challenge - Homework!

1. Think about an example of good practice

2. Apply the why, how and what

3. Be ready to share with us when we next meet

Thank you

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