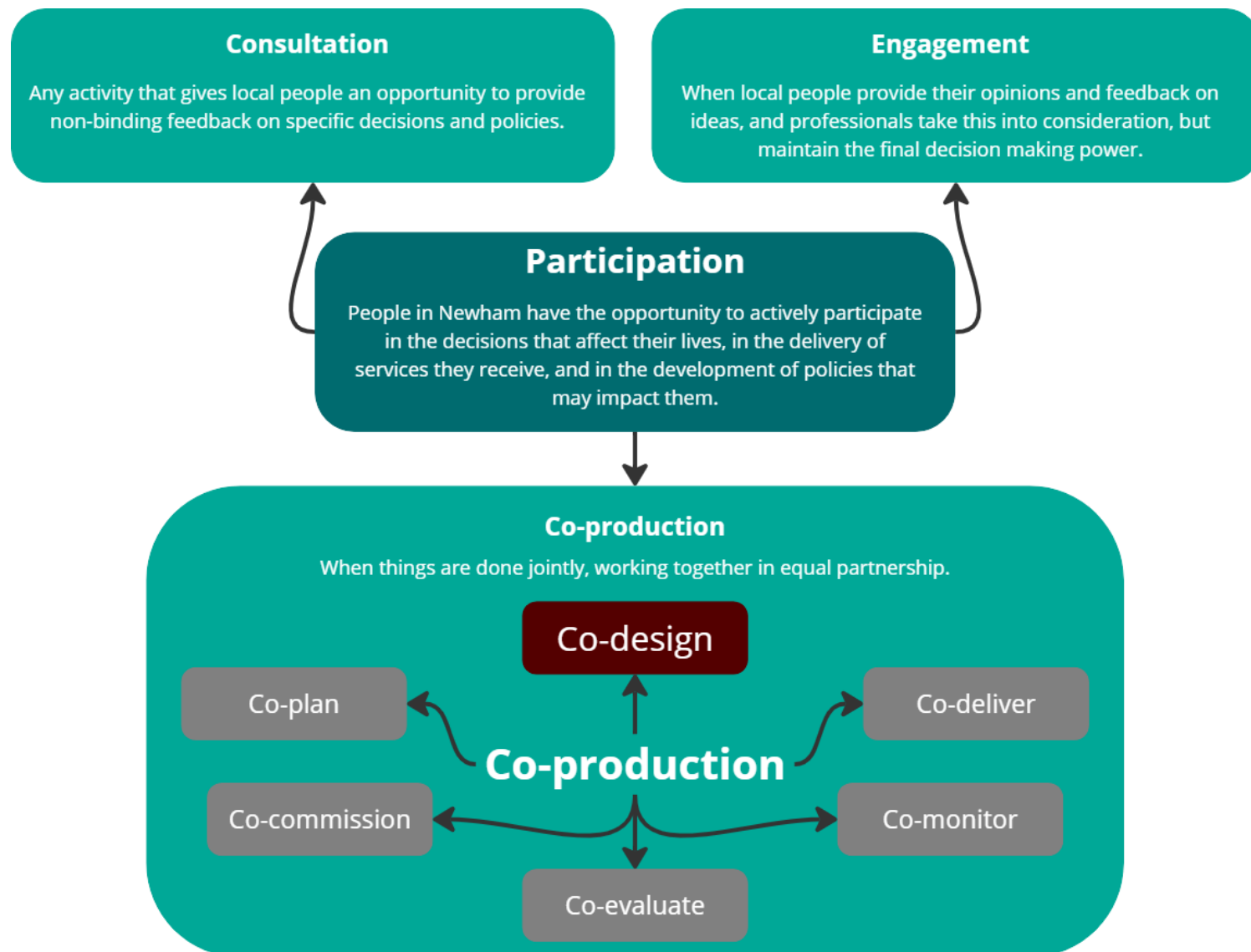


Co-design in transformation | Newham's co-design standards

Not all participation is engagement & consultation!



Co-design

- Aim is to make things collaboratively
- Brings staff and local people together in equal partnership
- Max 20 people in your co-design team
- Work together from the start to the end of the design process
- Decision making is shared as much as possible

Engagement

- Aim is for local people to provide their opinions and feedback
- Tends to refer to engaging with local people
- No limit on number of people that can be engaged
- Engage people at different points in the design process
- Decision making sits with the Council



OBJECTIVE



POWER SHARING



RESOURCES

- Promote a common understanding and use of language for the different forms of participation
- Correctly manage expectations around the level of involvement and shared decision-making residents can expect
- Enhance co-design capabilities and embed good practice across the Council
- Result in designs that are more likely to lead to successful service improvements, enhanced experiences and better lives

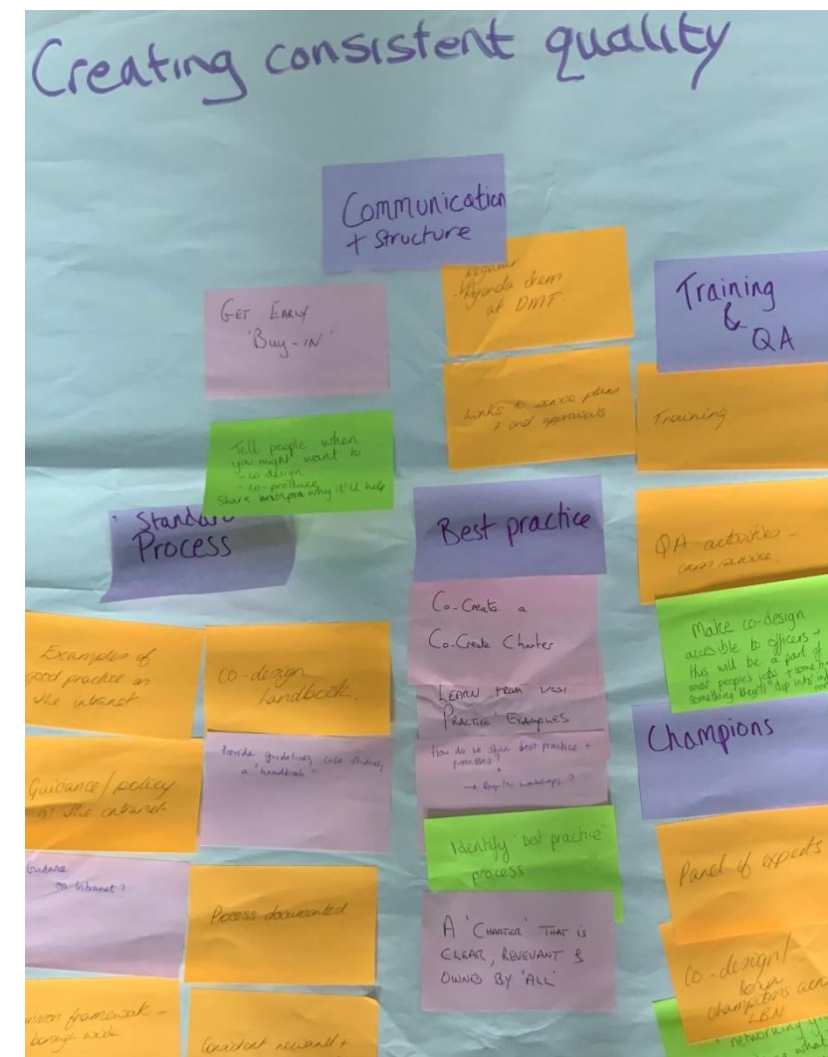
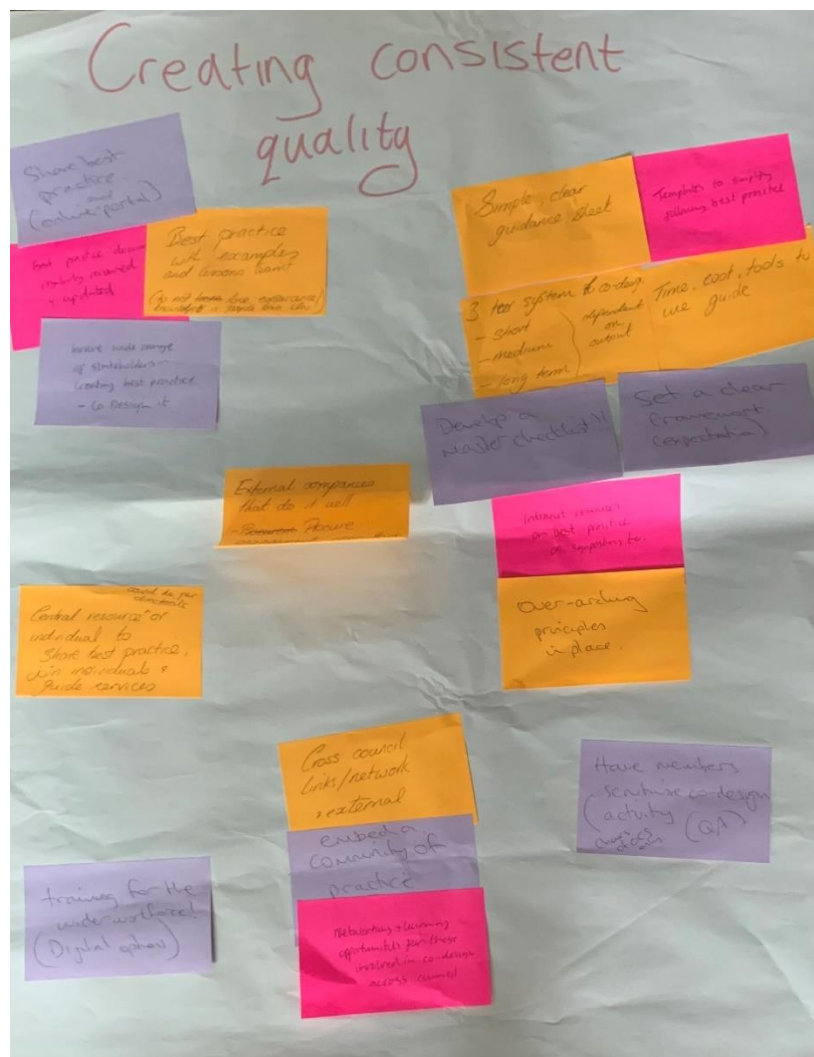


Step 1

- Identified who was doing co-design

Workshop to:

- Map our different approaches
- Discuss key challenges
- Brainstorm ways to create consistent high quality co-design practice



Step 2

- Trained 30 staff across the Council on co-design.
- Facilitated by KA McKercher, author of Beyond Sticky Notes
- Aim to improve our understanding of co-design and the practical steps to be taken, before, during, and after co-design activities.



Step 3

- Created a network of those who had attended the training

Series of workshops and asynchronous working through a whiteboard to:

- Confirm definitions of co-design and other types of participation
- Agree mindsets and key roles required for co-design
- Decide the key steps for doing co-design
- Devise agreed set of activities to be taken for each step

Co-design Standards

NEWHAM'S CO-DESIGN STANDARDS | SECOND ITERATION

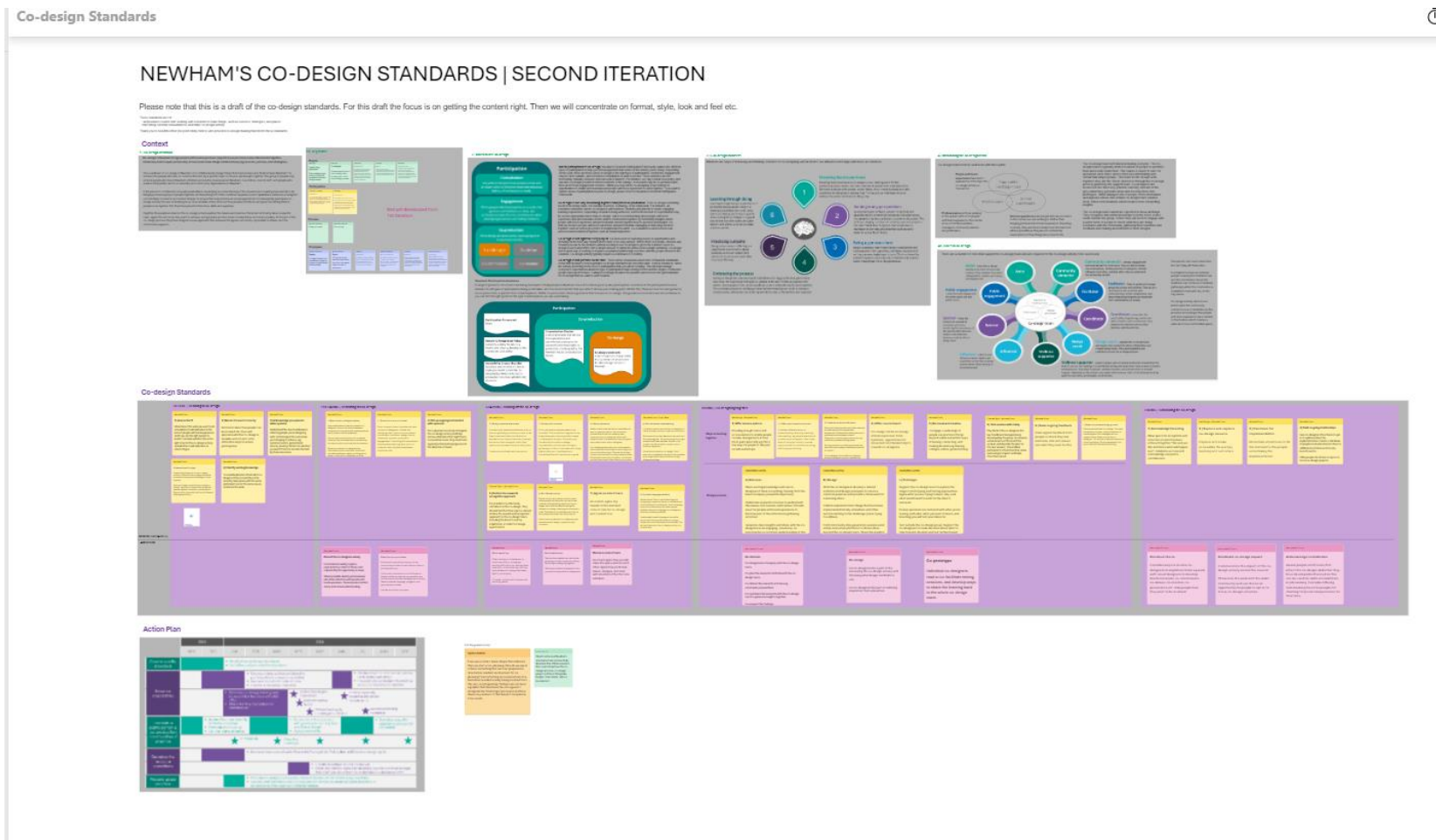
Please note that this is a draft of the co-design standards. For this draft the focus is on getting the content right. Then we will concentrate on format, style, look and feel etc.

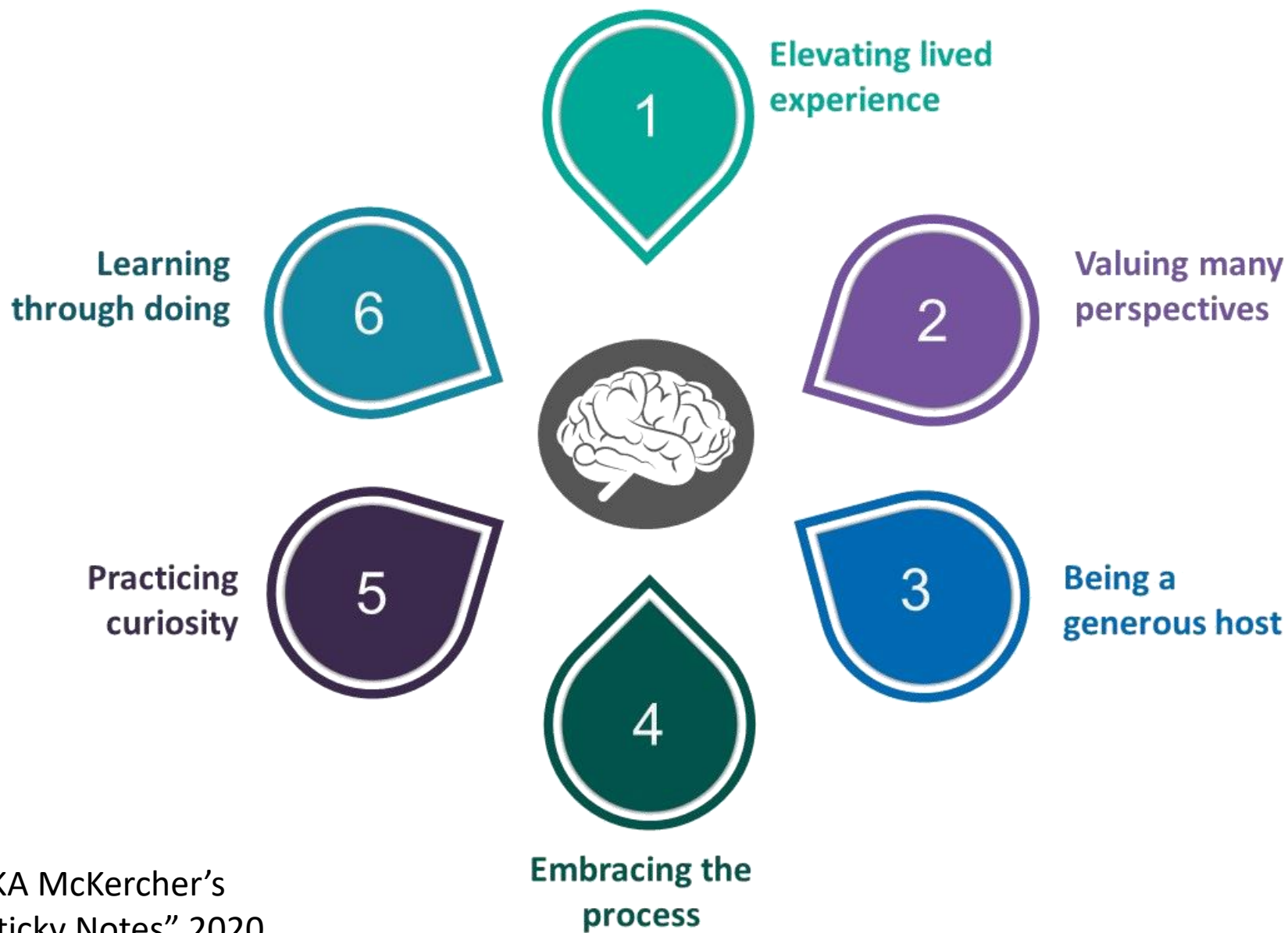
Context

Participation

Co-design Standards

Action Plan

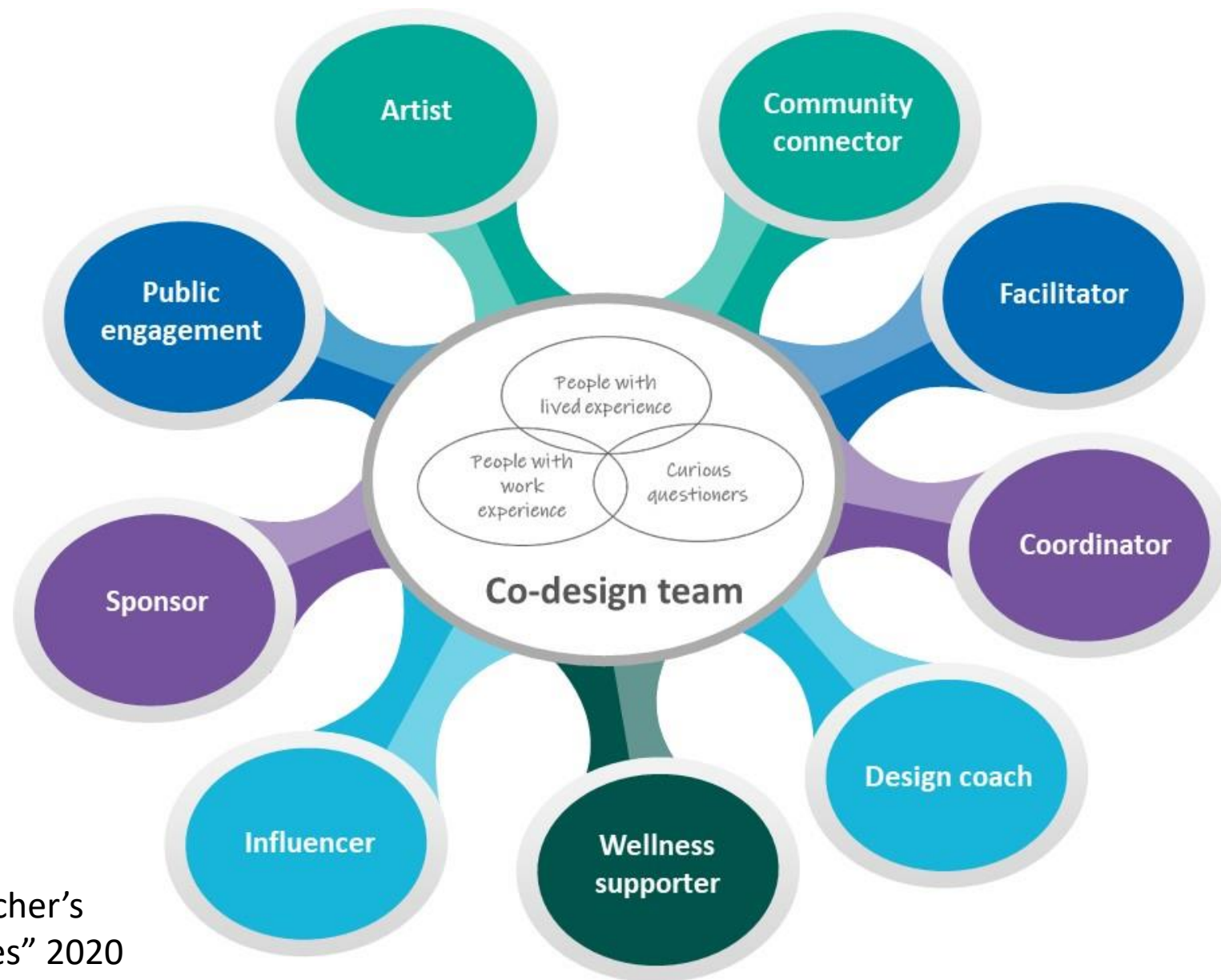




Based on KA McKercher's
"Beyond Sticky Notes" 2020

newham.gov.uk

WE ARE NEWHAM.



Based on KA McKercher's
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WE ARE NEWHAM.



Deciding to co-design

Assessing if the work is needed, who to lead it, and whether co-design is the best approach.



Recruiting for co-design

Establishing a co-design team and the supporting roles.



Kicking off co-design

Warmly welcoming everyone, preparing for access and agreeing how to work together.



Doing co-design

Discovering, designing and prototyping together.



Concluding co-design

Acknowledging the ending, capturing lessons, and seeking ongoing relationships.

Step 4

- Approved by Corporate Leadership Board
- Ratified by Cabinet
- Implementation plan to embed the standards

Enhance capabilities

Develop the resource conditions

Establish a co-production & participation network of excellence

Procure good practice



Embedding the standards

PARTICIPATION

A range of guidance documents are being developed to help people in Newham Council to deliver good quality participation. Guidance at the participation level is relevant for all types of participation being undertaken. Within this, there is more focused guidance on co-production, and within co-production, there is guidance that focuses on co-design.

PARTICIPATION GUIDANCE

CO-DESIGN GUIDANCE

CO-PRODUCTION GUIDANCE

Coming soon

CO-PRODUCTION &
PARTICIPATION NETWORK

PARTICIPATION CONTACTS

WE ARE NEWHAM.

Embedding the standards

Co-Design Code of Care

Our aim is to co-create a comfortable and safe space for each other so that everyone feels welcome and included. We all contribute towards achieving and maintaining this.

Everyone is encouraged to share thoughts and ideas about how we can better work together and to voice concerns or discomfort they may have regarding the process or collaboration.

As your hosts, we will work to protect and uphold this at all times. Inform the event organisers if you believe someone is breaking any element of the Code of Care.



Everyone is included

- o No 'them' and 'us'
- o Barriers and disparities are addressed
- o People can bring their whole self
- o We accept people's identities

Inclusion



Everyone has something to offer and all contributions are valued

- o Everyone is an expert based on their lived/living experience
- o Have an open mind

Inclusion



We respect a person's right to confidentiality

- o Share on the basis of trust
- o Right to remain anonymous
- o Names and personal stories shared with permission only

Wellbeing



Wellbeing and safety

- o Wellbeing and safety is a priority
- o Take care of ourselves
- o Don't tolerate comments or behavior that excludes, offends, intimidates or causes discomfort

Wellbeing



We individually choose what and when to share

- o Choose when you feel comfortable to share and who with
- o No pressure on people to share

Sharing



We communicate and share in an honest, clear and considerate way

- o Use plain language
- o No offensive comments, actions or language

Sharing



We don't speak on behalf of others

- o We talk about our own views and experiences
- o We don't make generalisations

Sharing



We are respectful and supportive when people share

- o Be curious about each other's viewpoint
- o We won't interrupt
- o Ask questions respectfully

Understanding & Exploring



Be open and non-judgemental

- o Remain open-minded
- o Difference is not bad
- o Don't blame, attack or put-down
- o Critique the issue, idea or topic not an individual

Understanding & Exploring



Know it's okay not to know, to try things out

- o Creativity and experimentation are encouraged
- o Make mistakes and learn from them

Understanding & Exploring



Acknowledge reality and be optimistic for change

- o Be honest about the situation
- o Work positively to achieve change for the better
- o Focus energy on solutions

Understanding & Exploring

Source: April 2021

Key learnings

1. Council staff and members need a common understanding of the different types of participation and when to use them so they can name the work honestly
2. Staff who do co-design are likely to be scattered across the Council in different roles and in different departments, provide an opportunity to bring them together
3. Engagement staff need a mindset shift and design awareness to do co-design
4. Too early to tell whether the standards are creating consistent high quality co-design practice, but everyone involved in devising them have found them helpful in their transformation projects