

10am, Thursday, 10 December 2015

The Cooperative Capital Framework: Year Three Progress Report - referral from the Communities and Neighbourhoods Committee

Item number	8.6
Report number	
Executive/routine	
Wards	All

Executive summary

The Communities and Neighbourhoods Committee on 24 November 2015 considered an annual progress report which identified significant developments across all six themes of the Cooperative Capital Framework. An update was also provided on the implementation of the Council's decision made in November 2014 to mainstream coproduction.

Council is asked to note the progress achieved on the Capital Coalition pledges, and the substantial progress made in implementing the Framework, and to endorse the proposals for accelerated coproduction.

Links

Coalition pledges	See attached report
Council outcomes	See attached report
Single Outcome Agreement	See attached report

Terms of Referral

The Cooperative Capital Framework: Year Three Progress Report

Terms of referral

- 1.1 The Council on 20 November 2014, agreed to mainstream coproduction across the council and that implementation and oversight be delegated to the Communities and Neighbourhoods Committee.
- 1.2 On 24 November 2015, the Communities and Neighbourhoods Committee considered an annual progress report which identified significant developments across all six themes of the Cooperative Capital Framework. An update was also provided on the implementation of the Council's decision made in November 2014 to mainstream coproduction.
- 1.3 The Committee received a presentation from children from Gylemuir Primary School on solar energy projects.
- 1.4 The Communities and Neighbourhoods Committee agreed:
 - 1.4.1. To note the progress made in the achievement of related pledges outlined in paragraph 3.2 of the report by the Deputy Chief Executive.
 - 1.4.2. To note the early indications of enhanced service-user influence, cultural change and action to mainstream coproduction outlined in paragraphs 3.4 to 3.7 of the report by the Deputy Chief Executive.
 - 1.4.3. To note the contributions to the Framework by other city partners outlined in paragraphs 3.9 to 3.14 of the report by the Deputy Chief Executive.
 - 1.4.4. To refer the report by the Deputy Chief Executive to the Full Council meeting on 10 December 2015 and recommend that Council:
 - 1.4.4.1. Notes the progress achieved on the Capital Coalition's pledges and the substantial progress made in implementing the Framework

1.4.4.2. Endorses the proposals for accelerated coproduction as outlined in paragraph 3.20 of the report by Deputy Chief Executive.

1.4.5. To thank the children from Gylemuir Primary School for their presentations.

For Decision/Action

2.1 Council is asked to note the progress achieved on the Capital Coalition's pledges and the substantial progress made in implementing the Framework, and to endorse proposals for accelerated coproduction as outlined in paragraph 3.20 of the report by the Deputy Chief Executive, specifically the inclusion of "*coproduction with citizens/communities*" as a routine requirement within all executive committee and council reports. This will augment the existing "engagement and consultation" elements of reports and guidance will be provided, based upon the current coproduction material on the Orb.

Background reading / external references

[Minute of the City of Edinburgh Council – 20 November 2014.](#)

Carol Campbell

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Links

Coalition pledges	See attached report
Council outcomes	See attached report
Single Outcome Agreement	See attached report
Appendices	The Cooperative Capital Framework: Year Three Progress Report – report by the Deputy Chief Executive

Communities and Neighbourhoods Committee

10.00am, Tuesday 24 November 2015

The Cooperative Capital Framework: Year Three Progress Report

Item number
Report number
Executive/routine
Wards

Executive summary

This third annual progress report identifies significant developments across all six themes of the Cooperative Capital Framework. Pledges are being achieved, service user influence is growing and council culture and partnership efforts are now focussed upon identifying next steps.

The report also provides an update on the implementation of the Council's decision in November 2014 to mainstream coproduction and asks committee to consider additional measures in this regard.

Links

Coalition pledges	P6, P11, P15, P28, P37, P53
Council outcomes	CO7, CO8, CO10, CO11, CO14, CO23, CO26
Single Outcome Agreement	SO1, SO2, SO3, SO4

The Cooperative Capital Framework: Year Three Progress Report

Recommendations

- 1.1 To note:
 - 1.1.1 progress made in the achievement of related pledges outlined in paragraph 3.2 of this report;
 - 1.1.2 the early indications of enhanced service-user influence, cultural change and action to mainstream coproduction identified outlined in paragraphs 3.4 to 3.7 of this report;
 - 1.1.3 contributions to the Framework by other city partners identified outlined in paragraphs 3.9 to 3.14 of this report; and
- 1.2 To agree:
 - 1.2.1 to refer this report to the Full Council meeting on 10 December 2015 and recommend that Council:
 - 1.2.1.1 notes the progress achieved on the Capital Coalition's pledges and the substantial progress made in implementing the Framework; and
 - 1.2.1.2 endorses the proposals for accelerated coproduction as outlined in paragraph 3.20 of this report.

Background

- 2.1 The Capital Coalition's vision is 'To build a cooperative and more prosperous Edinburgh in which every resident and community benefits'.
- 2.2 In October 2012, Council agreed the 'Framework to Advance a Cooperative Capital 2012/17' ('the Framework') which described five core strategic themes.
- 2.3 In June 2013, the Communities and Neighbourhoods Committee approved an additional sixth theme related to cooperative corporate social responsibility.
- 2.4 The Cooperative Capital themes and related objectives are summarised below:

Cooperative Capital Themes	Intended Change Objectives
Cooperative Societies	<i>“Changing the market and economic infrastructure”</i>
Cooperative Community Engagement	<i>“Changing our relationship with communities”</i>
Cooperative Procurement	<i>“Changing the way we buy and grant aid goods and services”</i>
Cooperative Education	<i>“Changing the culture of schools and childcare”</i>
Cooperative Service Delivery	<i>“Changing the way we review and design services”</i>
Cooperative Corporate Social Responsibility	<i>“Changing Corporate Social Responsibility to meet city outcomes”</i>

- 2.5 The Framework also aspires to develop a new relationship with service users, citizens, communities and stakeholders, where more focus is placed upon *‘doing things with people’*, rather than *‘doing things to, or for people’*.
- 2.6 Work to develop and implement the Framework is coordinated through the Cooperative Development Unit (CDU) located in Corporate Governance. Work to progress pledges and framework themes is undertaken by council and partner staff guided by an Expert Group. The Compact Partnership provides the key reference to the Edinburgh Partnership.
- 2.7 In November 2014, Council agreed; (i) to the mainstreaming of coproduction across all Council policies and strategies and in the design, delivery and review of services and (ii) to task this committee with implementation and oversight. The report covers these matters and proposes additional action.
- 2.8 The Cooperative Capital Framework has been updated to reflect Council transformation, locality developments, budget engagement and consultation.

Main report

- 3.1 This report provides an update on the third year of operation of the Cooperative Capital Framework. The report highlights pledge attainment, key achievements, and, in Appendix 1, details the impact of the Framework on council, partner and community services.

Capital Coalition’s Pledges

- 3.2 The Capital Coalition’s four pledges focussed on cooperative initiatives have been achieved, as recorded in the recent performance report to the Council in November 2015. The following summarises the key developments for each pledge:

Pledge 6 - Establish city-wide childcare cooperatives for affordable childcare for working parents.

- continued application of Edinburgh’s After Schools Club Cooperative Charter;

- continuing application of the 'Schools of Cooperation Award' by the Cooperative Education Trust for Scotland with ten schools now attaining the award; and
- further development of cooperative nurseries in Fox-Covert and Wardie.

Pledge 11 - Encourage the development of cooperative housing arrangements.

- continuing operation of the Edinburgh University Student Housing Cooperative and development support for the Craigmillar Eco-Housing Coop; and
- continued improvements in cooperation in housing and estate management in North and East Edinburgh, implementation of the new tenant participation strategy and tenant inspections to improve repairs reporting and service.

Pledge 37 - Examine ways to bring the Council, care home staff and users together into cooperatives to provide the means to make life better for care home users and care provides.

- continuing application of the engagement strategy and charter in relation to National Care Home Standards and use of resident's personal plans and 'activity champions' continues in all Council care homes;
- as part of the 'Live Well in later Life' Strategy, validation of a tool (the Indicator of Relative Need or IoRN) to assess the level of needs of older people that is independent of the setting within which they are cared for and the provider of care;
- further development of the 'Ideas Change Lives' and "Working Together to Achieve Excellent Care" programmes;
- cooperation and coproduction as foundation principles within the work of the Health and Social Care Partnership's work to form a strategic plan; and
- establishment of a new (third sector) Care at Home Collaborative provides a cooperative model of service that may in due course provide care for older people in the City.

Pledge 53 - Encourage the development of Community Energy Cooperatives.

- the Legal Agreement (setting out service levels, community benefits, payment rates and other matters) between the Council and Edinburgh Community Solar Cooperative has been concluded. The share offer was launched at Gylemuir Primary School on 29 September 2015 and aims to raise £1.4m – pupils from the school will be attending committee today to [showcase their ideas](#), indicating how the Framework can resonate with young citizens; and
- the Council's 'Energy for Edinburgh ESCo' now has Articles of Association, a draft business plan is being progressed alongside a Stakeholders Agreement and Codes of Conduct. Energy for Edinburgh will take forward projects in due course once established and where it can add value.

Other key developments

- 3.3 The decisions of the Council of November 2013 relating to; (i) growing cooperatives, (ii) approach to asset transfer, (iii) expansion of participatory budgeting, and (iv) improved engagement with communities have also been progressed. Details are provided in Appendix 1.

Evaluating the impact of the Cooperative Capital Framework

- 3.4 Following committee's consideration of a proposed approach to impact assessment in June 2014, the Council in November 2014 endorsed the model to be applied from 2014/15.
- 3.5 Following this, initiatives taken forward under the Framework were assessed using the two key components of the model i.e; improved citizen influence and cultural change. The chart below shows the summary results of the evaluation.

Cooperative Capital Framework: Summary Performance Assessment 2014-15

Cooperative Capital Framework Theme	Intended Change Objective	Service User influence assessment score (average)	Cultural Change assessment score (average)
Cooperative Societies	<i>"Changing the market and economic infrastructure"</i>	4	D
Cooperative Community Engagement	<i>"Changing our relationship with communities"</i>	5	D
Cooperative Procurement	<i>"Changing the way we buy and grant aid goods and services"</i>	3	C
Cooperative Education	<i>"Changing the culture of schools and childcare"</i>	4	D
Cooperative Service Delivery	<i>"Changing the way we review and design services"</i>	4	D

The legend defines the assessment scales for 'User/Community' and 'Culture Change'. The 'User/Community' scale ranges from 1 to 5, with 1 being 'Service users/other interests not involved' and 5 being 'People/users feel involved and can evidence their input to the service'. The 'Culture Change' scale ranges from A to E, with A being 'No prospect to realise the objective' and E being 'Objective delivered and evidenced'.

- 3.6 In summary analysis of the 12 projects initially contributing to the Framework indicates; (i) on average citizens are positively influencing service design with an average score of '4' (users feel involved), and (ii) cultural change is taking place across these areas of service evidenced by an average 'D' assessment (improvements are being realised) .
- 3.7 The information provides a benchmark for improvements over the next few years where more project contributions (including those outlined in the appendices) will be included.
- 3.8 Appendix 1 provides further detail on the assessment outlined in paragraphs 3.4 to 3.6 above.

City partner contributions

- 3.9 The City's third sector, continues to contribute in a range of ways, including:

- 3.9.1 a new cooperative service delivery model of seven organisations with potential to provide Care-at-Home services for older people in the city – with significant potential to grow;
 - 3.9.2 re-provisioning of local services in Wester Hailes as part of council transformation (South West Total Place Project); and
 - 3.9.3 progress of a new data-share project with NHS Lothian.
- 3.10 Police Scotland – Edinburgh Division, continues to implement its (coproduced) strategic plan across the city, successfully engaging with citizens and communities through neighbourhoods and emerging locality arrangements. In addition, the service has recently re-established a volunteer coordinator to support citizens that contribute to local services.
- 3.11 NHS Lothian is also contributing in the form of a suite of Public-Social Partnership (PSP) arrangements. These include; (i) mental health provision in the new Royal Edinburgh Hospital [Wayfinder and Gateway PSPs](#) and (ii) the [GameChanger PSP](#) with the Hibs Foundation.
- 3.12 Committee is asked to note that in May 2015 the Compact Partnership Board agreed the following inclusions in the Compact Strategic Framework 2015-20:
- 3.12.1 add ‘cooperation with communities’ to the set of values; and
 - 3.12.2 apply coproduction as a core operational principle across the partnership’s work.
- 3.13 In June 2015, the Compact Partnership held an Edinburgh Partnership in Conference event as part of UK Cooperatives Fortnight 2015. With 80 delegates from across the city’s public, business and third sectors, the event emphasised current activity and the need for stronger partnership efforts to enable cooperative working across the City.
- 3.14 The recent ‘Let the 1,000 flowers grow’ event in early November has helped to identify a number of next steps for the Framework, for example:
- 3.14.1 coproduction should be a policy commitment across all sectors;
 - 3.14.2 partners should concentrate their efforts to address a common social challenge in the City for example reducing poverty, inequality and disadvantage through prevention; and
 - 3.14.3 coproduction should be seen as an approach to improving service design, delivery, impact assessment and in particular assisting in finding local solutions for local problems.
- 3.15 Further detail in regards to the range of partner contributions is provided in appendix 1.

Advisory Expert Group

- 3.16 The Expert Group has again undertaken a critical analysis of the progress of the Framework. The Group’s analysis identified:
- 3.16.1 the need for continued support for growing coops in order to foster community benefit, ownership and delivery;

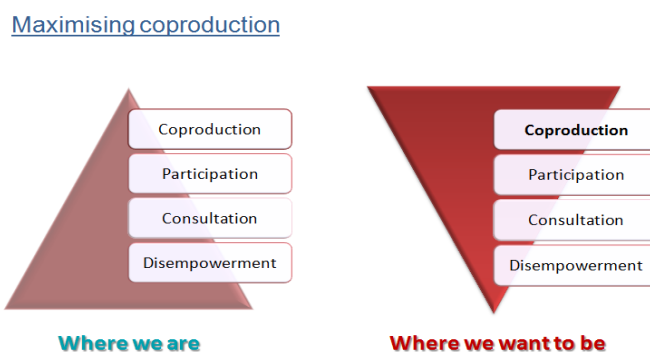
3.16.2 support for continued cooperation and coproduction for the benefit of service users, citizens and communities; and.

3.16.3 that cultural change is indeed taking place as regards centring services around and cooperative working with service users.

3.17 The Group suggested strengthening action around; (i) the impact of the Community Empowerment (Scotland) Act 2015, and (ii) inclusion of community coops in supplier development activity.

Accelerating Coproduction

3.18 Committee will recall the following model of coproduction for the City.



3.19 Good practice in coproduction is being actively applied in a range of settings, for example:

- compilation of the of the Community Plan 2015-18 and Compact Strategic Framework 2015-20;
- development of new community investment programmes by Executive Committees;
- the approach to the design of Citizen and Locality-based services by the Council Transformation Programme;
- emerging consortium solutions for the Care-at-Home market; and
- Health and Social Care Integration.

3.20 In some service areas however practices could be strengthened. Therefore to further embed coproduction, it is proposed that committee requests at the next meeting of the Council the inclusion of '*coproduction with citizens/communities*' as a routine requirement within all executive committee and council reports. This will augment the existing 'engagement and consultation' elements of reports and guidance will be provided, based upon the [current coproduction material on the Orb](#).

3.21 This action will ensure that service area proposals will be required to routinely evidence good practice in; (i) the involvement of service users and community and other stakeholders, and (ii) considering alternative options to deliver user outcomes. In order to assist this change, existing report-writing guidance would be amended to include advice on coproduction.

Citizens and Localities

- 3.22 Coproduction approaches remain crucial within the Transformation Programme's developments for localities. A Locality Transformation Plan has been agreed by the Executive Director of Communities and Families as Locality Champion. The Plan is based on four objectives; (i) empower citizens and communities and improve partnership working, (ii) implement a lean and agile localities operating model, (iii) deliver better outcomes and improve citizen experiences, and (iv) embedding values and developing culture.
- 3.23 The Plan provides the platform for an extensive staff and partner engagement programme and will complement the Council's Planning Framework. Arrangements for establishing the four Locality Leadership Teams are now underway with a small working group established to identify suitable governance arrangements. A critical product of these teams will be the development and publication of Locality Improvement Plans (required as a result of the Community Empowerment (Scotland) Act 2015). These will focus specifically on actions to address poverty and inequality and to better meet the needs of families and individuals with complex needs.

Cooperative Capital Innovation Network (CCIN)

- 3.24 The CCIN Network, chaired by the Council Leader since September 2014 has undergone substantial change in 2014/15 and this will result in a greater role for the City in due course. Further details are provided in appendix 1.

Measures of success

- 4.1 Implementation of the impact assessment for each framework objective and annual reporting to the Communities and Neighbourhoods Committee in November 2016.
- 4.2 Creation of base-line evaluation data 2014-16 and % increases as appropriate thereafter, included within the annual report in November 2016.
- 4.3 Attainment of related pledge commitments as reported in the twice-yearly Council performance reports in May and November 2016.
- 4.4 Increase in the volumes of coproduction and cooperative initiatives taking place in the Council and across community planning partners, reported as part of the annual report in November 2016.
- 4.5 Compact Partnership targets to strengthen coproduced action on reducing poverty, inequality and disadvantage, reported as part of the Compact Partnership annual review in June 2016.
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Financial impact

- 5.1 Resources for cooperative capital framework activities are contained within service area budgets.
- 5.2 Cooperative engagement and coproduction of services will form a key element of the Council Transformation Programme Citizens and Localities workstream and will be contained within the allocated budget.

Risk, policy, compliance and governance impact

- 6.1 Key risks within the Cooperative Capital Framework are associated with achieving the four relevant Capital Coalition Pledges. This is mitigated by the joint and collaborative efforts of the CDU/project teams and engagement with key partners.

Equalities impact

- 7.1 The development and implementation of the Framework will assist the Council to deliver key equality and rights outcomes. It will also meet the Equality Act 2010 public sector equality duties to eliminate unlawful discrimination, harassment and victimisation, advance equality of opportunity and foster good relations.

Sustainability impact

- 8.1 The development and implementation of the Framework enables the Council to meet the Climate Change (Scotland) Act 2009 public sector duties. The Framework also contributes to the delivery of Sustainable Edinburgh 2020 objectives, in particular the advancement of vibrant flourishing communities, social and economic wellbeing and an efficient and effectively managed city.

Consultation and engagement

- 9.1 In addition to the annual report to Committee and Council, the following has also taken place:
 - Convenor's presentation to the Scottish Parliament's Cross-party Group on Cooperatives – March 2015 (with Glasgow City Council);
 - launch of new Compact Strategy – May 2015
 - refreshed staff guidance on the Orb and including case studies – June 2015.
 - updated profile of Edinburgh activities on the CCIN Network – June 2015.
 - 'Enhancing coproduction across the Capital', Edinburgh Partnership in Conference – June 2015.

- Two Council Leader’s briefing to children and families staff and commissioning and procurement staff in May and September 2015 respectively;
- two meetings of the Cooperative Capital Expert Group – February and September 2015; and
- ‘Let the 1,000 flowers bloom’ seminar - November 2015.

Background reading / external references

- [2016/20 Revenue and Capital Budget Framework: Reports](#), Finance and Resources Committee, 24 September 2015
- [Budget and Transformation: Approach to Engagement – Reports](#), Finance and Resources Committee, 27 August 2015
- [Council Transformation Programme: Progress Report](#), Finance and Resources Committee, 27 August 2015
- [Contribution of Edinburgh’s Third Sector – Annual Report 2015](#), report to the Communities and Neighbourhoods Committee of 22 September 2015
- Council website pages:
www.edinburgh.gov.uk/info/20234/cooperative_capital
- [The Cooperative Capital Framework: Year Two Progress Report](#) – report to the City of Edinburgh Council , 20 November 2014
- [Participatory Budgeting Update](#) – report to the Communities and Neighbourhoods Committee of 23 September 2014
- [Progress of the Cooperative Capital Framework](#) – report to the Communities and Neighbourhoods Committee of 23 June 2014
- [Consultation Framework](#), Report to Communities and Neighbourhoods Committee of 6 May 2014
- [Craigmillar Eco Housing Co-operative Funding](#), report to Communities and Neighbourhoods Committee of 11 February 2014
- [Cooperative Council Network](#)
- [CCIN Network Scotland region information](#) and [film](#)
- [A framework to advance a Cooperative capital 2012-17 – year one report. Report to Council 21st November 2013](#)

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Links

Coalition pledges	<p>P6 - Establish city-wide co-operatives for affordable childcare for working parents</p> <p>P11 - Encourage the development of co-operative housing arrangements</p> <p>P15 - Work with public organisations, the private sector and social enterprise to promote Edinburgh to investors</p> <p>P28 - Further strengthen our links with the business community by developing and implementing strategies to promote and protect the economic well being of the city</p> <p>P37 - Examine ways to bring the Council, care home staff and users together into co-operatives to provide the means to make life better for care home users</p> <p>P53 - Encourage the development of Community Energy Co-operatives</p>
Council outcomes	<p>CO7 - Edinburgh draws new investment in development and regeneration</p> <p>CO8 - Edinburgh's economy creates and sustains job opportunities</p> <p>CO10 - Improved health and reduced inequalities</p> <p>CO11 - Preventative and personalised support in place</p> <p>CO14 - Communities have the capacity to help support people</p> <p>CO23 - Well engaged and well informed – Communities and individuals are empowered and supported to improve local outcomes and foster a sense of community</p> <p>CO26 – The Council engages with stakeholders and works in partnership to improve services and deliver on agreed objectives.</p>
Single Outcome Agreement	<p>SO1 - Edinburgh's Economy Delivers increased investment, jobs and opportunities for all</p> <p>SO2 - Edinburgh's citizens experience improved health and wellbeing, with reduced inequalities in health</p> <p>SO3 - Edinburgh's children and young people enjoy their childhood and fulfil their potential</p> <p>SO4 - Edinburgh's communities are safer and have improved physical and social fabric</p>
Appendices	<p>Appendix 1 - Cooperative Capital Framework, key achievements, impact assessment and progress summary</p>



Cooperative Capital

Building capacity

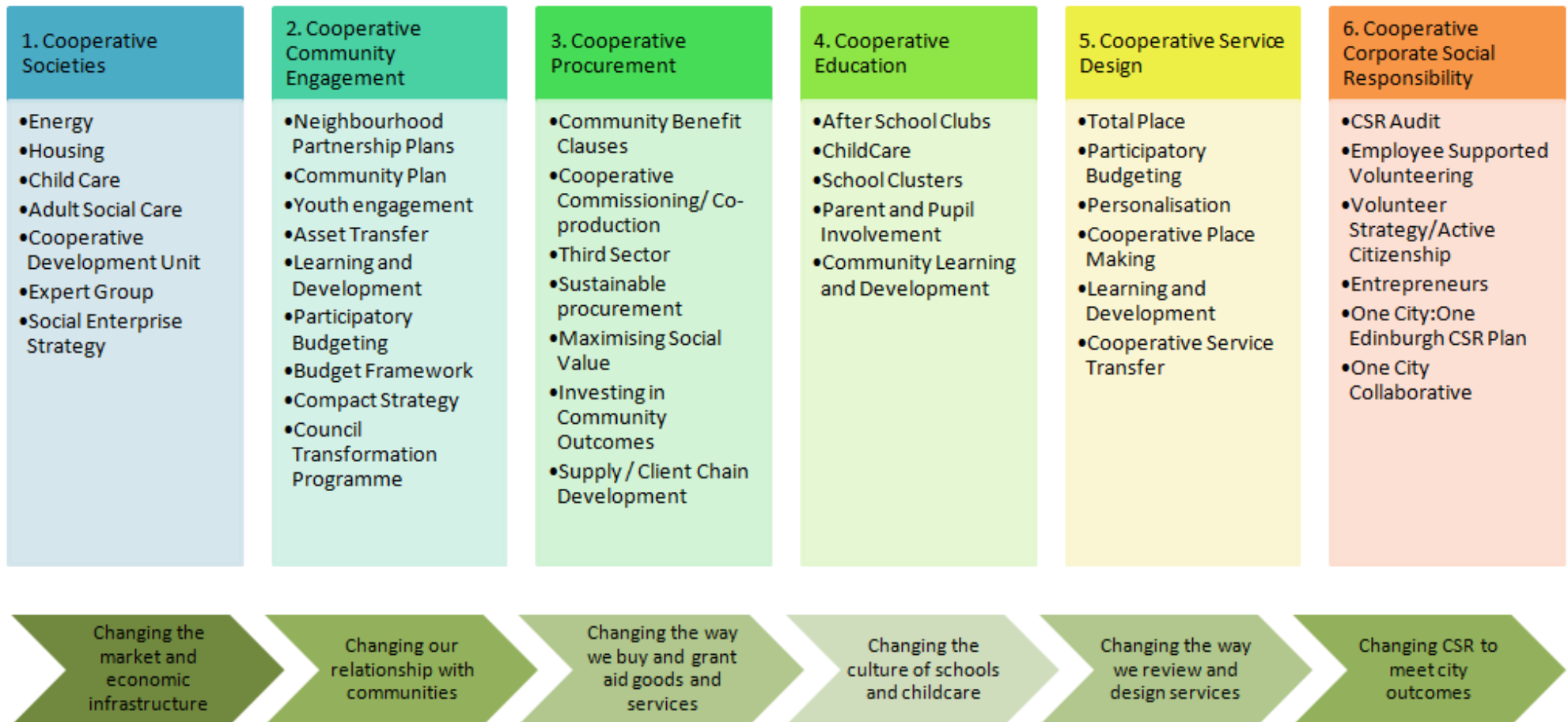
A Framework to Advance a Cooperative Capital 2012/17 Year Three Progress Report

November 2015

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Framework to Advance a Cooperative Capital 2015	3
Council decisions of November 2013, new development and CCIN	4 - 6
Impact Assessment and Evaluation 2014/15	7 - 8
Framework Themes and Objectives – Summary of Progress 2014/15	9 - 35

A Framework to Advance a Cooperative Capital 2012/17

For more information go to: http://www.edinburgh.gov.uk/info/20234/cooperative_capital



Council decisions of November 2013, new developments and CCIN

1. Introduction
- 1.1 This is the third annual progress report and the following sections highlight achievements of the Cooperative Capital Framework over the 2014/15 period. Substantial progress has been made with impact upon services being identified for the first time and a significant range of new projects being developed by both the Council and community planning partners. This progress is contributing to the [network of 24 local authorities](#) leading cooperative action across the UK.
- 2 This report provides Council and Committee with an overview of the range of positive progress taking place which indicates how Council decisions of November 2013 are being taken forward. Accelerated progress was requested in regards to;
 - i. growing cooperatives;
 - ii. development of an asset transfer policy,
 - iii. expansion of participatory budgeting; and
 - iv. improved engagement with communities.
- 2.1 Progress has been as follows:
 - 2.1.1 In regards to growing cooperatives; (i) 16 coops have come into existence in the City since the establishment of the Framework in October 2012, and (ii) following signing of the joint [Memorandum of Understanding](#) (in June 2015) between the Council, Scottish Enterprise and Edinburgh Voluntary Organisations Council, the Edinburgh Cooperative Enterprise Hub has been established providing bespoke support for aspirant cooperative organisations. A number of groups and organisations in the city remain interested in developing housing co-ops and some of them have approached the Council for support. The housing service is planning to host a seminar to bring together these organisations to share ideas and expertise and consider how projects could be taken forward.
 - 2.1.2 An interim Council Asset Transfer Policy (including leases) has been coproduced and is included within the Community Empowerment (Scotland) Act 2015: Update Report on today's agenda for approval.
 - 2.1.3 Participatory budgeting (PB) schemes are now in place across seven of the 12 Neighbourhood Partnerships. PB approaches are also being applied in commissioning of services as part of health and social care integration and employability services.
 - 2.1.4 In regards to cooperative engagement activity, the following is taking place:
 - i. continued delivery of neighbourhood partnership plans.
 - ii. the 'Draft Framework for a Co-operative Approach to Housing Services' is enabling stronger tenant participation and co-operative working.
 - iii. cooperative engagement and coproduction is now a key feature within the Council's Procurement Handbook and is being applied as executive committees form new investment programmes (grants and contracts) for community outcomes.
 - iv. in applying cooperative service design, work in youth services, West Edinburgh, homelessness prevention, complex and crisis services, advice services, care at home, mental health, community and accessible transport, etc. is underway to re-profile these services.

- 2.1.5 Enhanced cooperation and coproduction is a key element of the Council's Transformation Programme ('CTP'). This is evident in the current budget engagement and consultation arrangements, efforts to shape the pattern of citizen and locality services and proactive engagement with third sector and community representatives to consider alternative approaches to service design and delivery.
- 3 New developments
- 3.1 In 2014/15, there have been a number of new developments contributing to the Framework, in particular:
- 3.1.1 improved nursery provision and new facilities within Wardie and Fox-Covert Schools, these are cooperatively designed and managed with full and equal input from pupils, parents/carers and staff; and
- 3.1.2 The Edinburgh Community Solar Cooperative recently launched a £1.4m public share offer, intending action to mitigate fuel poverty in the City within five years.
- 3.2 In the year, within Health and Social Care a number of positive coproduction initiatives have been progressed including:
- 3.2.1 a new third sector Care at Home Collaborative provides a new cooperative opportunity for providing services within the older peoples care market;
- 3.2.2 validation of a tool (the Indicator of Relative Need or IoRN) providing an assessment of need by the older person themselves and those involved in caring for them;
- 3.2.3 the 'Ideas Change Lives' programme was funded through the Care Homes Small Investment Fund and involved using the outputs from Dementia Mapping activity in a sample of Edinburgh Care Homes run by the local authority, independent and voluntary sectors;
- 3.2.4 the "Working Together to Achieve Excellent Care Programme" seeks to foster and embed a cooperative culture and ethos across the care homes for older people run by the Council. One home has also scored a grade 6, the highest grade possible, for User Participation;
- 3.2.5 a number of cooperative initiatives are being developed in respect of people with dementia including:
- collaboration with people with dementia to produce publicity materials for the Dementia Friendly Edinburgh campaign;
 - the establishment of a coproductive partnership to develop a citywide consultation model to enable the views of people who have a diagnosis of a dementia to inform future developments; and
 - the formation of a co-production partnership project team involving the Council, NHS Lothian and Alzheimer's Scotland to take forward Dementia Post Diagnostic Support (PDS) it has supported delivery of the Scottish Government commitment to provide PDS for 1 year following diagnosis. The service specification was co-produced and service development has included establishing a citywide service through a contract with Alzheimer Scotland to provide 6 staff to deliver PDS.

- 3.2.6 The Joint Carer's Strategy which will form the basis for the commissioning and procurement of support services for carers was co-produced, further details are on the [Ready for Business website](#). The new grant prospectus for carer support has also been coproduced.
- 3.2.7 Collaboration with service users continues to be a key element of service planning and design within Health and Social Care with particular interest in the Personalisation Core Group which has produced [a short video](#) about its journey and has also engaged with the work taking place on the integration of health and social care.
- 4 Progress of the Cooperative Council Innovation Network (CCIN)
- 4.1 The Council continues to benefit from being a member of CCIN, which provides access to material on innovative good practice, impact analysis, data-collection and case-studies.
- 4.2 In addition, being a member of the network allows the city to showcase key developments across the UK, while being aware of innovations, enterprise and international products.
- 4.3 However in order to deliver business more efficiently and in response to member's concerns, the network concluded the earlier operating model and accompanying consultancy support in early March 2015.
- 4.4 Following the above changes, the network agreed in-principle to a member management and development model. The new arrangements, recently endorsed at the September 2015 AGM, provides for the following:
- i. Network Support - Plymouth City Council will facilitate the network;
 - ii. Member-led Policy Development Lab(s) are to be established – possible initial focus on housing / devolution / health and social care / welfare reform – with a focus on the added value of cooperative working;
 - iii. Coop Innovation Fund of £50,000 to be identified (drawn from CCIN membership fees) for members to furnish policy development (lab) work;
 - iv. enhanced communications through an improved social media presence and website developments complemented by an annual CCIN showcase conference;
 - v. in relation to network development – this will be in the form of a new regional set up (Scotland + NI*/ Wales + Midlands / England North / England South) to support network development and recruitment facilitated by a lead member council in each of the four regions;
 - vi. broadening of the role of the Values and Principles Board and improved performance analysis assessing the impact of cooperative approaches.
- 4.5 Edinburgh continues to have a substantial influence in the recent developments and the regional approach as outlined above will offer the opportunity for focussed development activity across the Scottish/Irish region. These matters will be progressed by the CDU. It is anticipated that a proportion of network fees will be provided to the Council to cover these additional requirements should the Council facilitate growth in the region*.
- 4.6 The Council Leader continues to chair the Network and has recently committed to chairing the Network's Values and Principles Board.

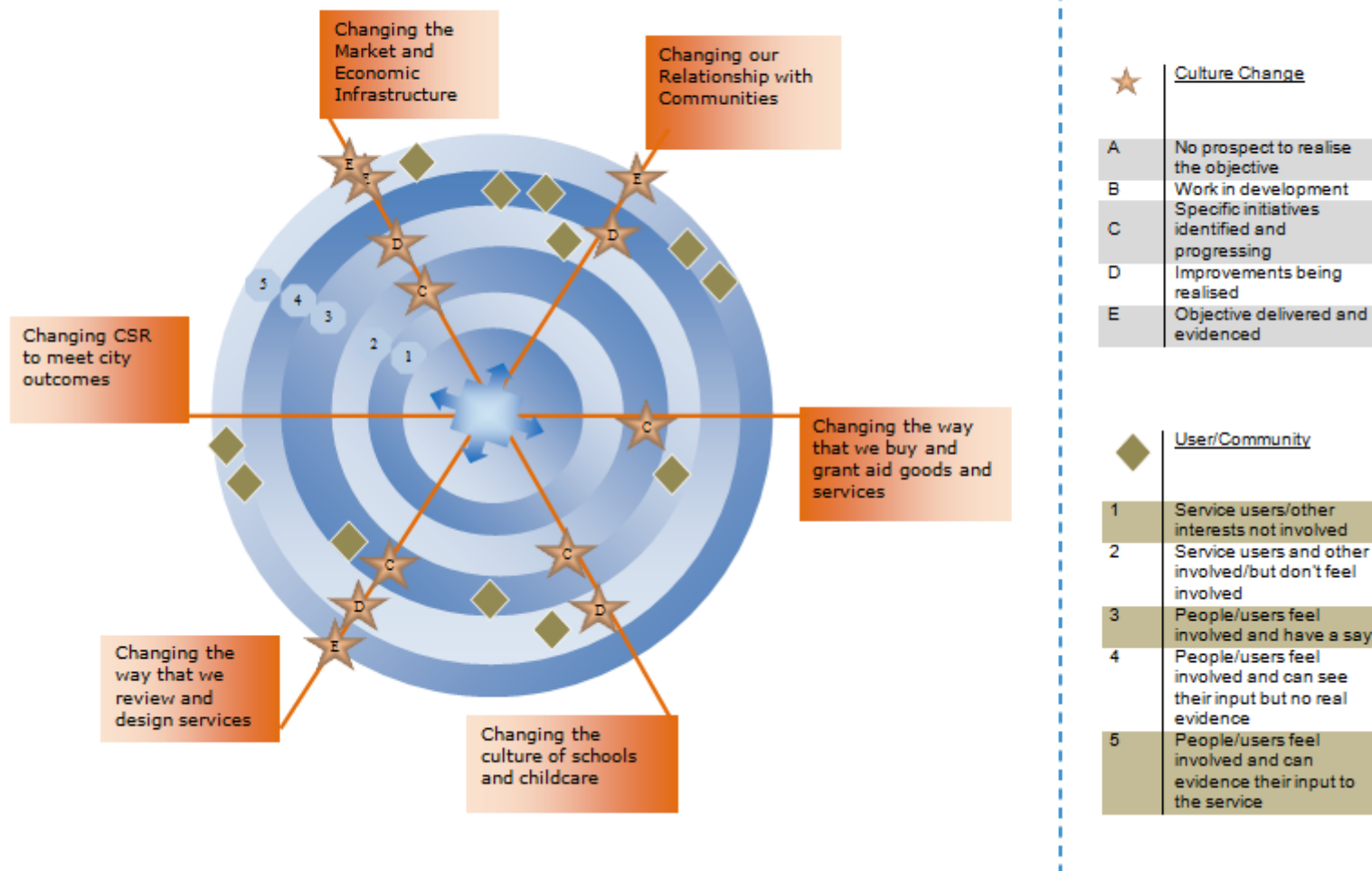
Cooperative Capital Framework Performance Assessment 2014-15

Cooperative Capital Framework Theme	Intended Change Objective	Contributing Project and Council Service Area	Service User influence assessment score (average)	Cultural Change assessment score (average)
Cooperative Societies	<i>"Changing the market and economic infrastructure"</i>	Wardle & Fox-Covert cooperative nurseries and playgroups	3	C
		Solar Cooperative	4	D
		Sustainable Housing Cooperative	5	E
		Student Housing Cooperative	4	E
Cooperative Community Engagement	<i>"Changing our relationship with communities"</i>	NP Participatory Budgeting	5	E
		Greenfields /West Dilton	5	D
Cooperative Procurement	<i>"Changing the way we buy and grant aid goods and services"</i>	Investing in community outcomes (revision of grant and contract programmes)	3	C
Cooperative Education	<i>"Changing the culture of schools and childcare"</i>	Cooperative schools	4	D
		Child Poverty	3	C
Cooperative Service Delivery	<i>"Changing the way we review and design services"</i>	Leith Youth Services	3	C
		Homelessness Prevention Commissioning	5	E
		Tenant Participation Strategy and Tenant-Led Inspections	5	D

User/Community	
1	Service users/other interests not involved
2	Service users and other involved/but don't feel involved
3	People/users feel involved and have a say
4	People/users feel involved and can see their input but no real evidence
5	People/users feel involved and can evidence their input to the service

Culture Change	
A	No prospect to realise the objective
B	Work in development
C	Specific initiatives identified and progressing
D	Improvements being realised
E	Objective delivered and evidenced

Cooperative Capital Framework: Impact Assessment from participating initiatives/projects



Cooperative Societies (Changing the market and economic infrastructure)

Citizen and User Influence

Development of Coops in Edinburgh

Since the installation of the Framework in October 2012, 16 coops have developed in the City (*receiving Council support), including:

- the Public Affairs Coop
 - Edinburgh Community Solar Ltd*
 - Swap and Reuse Hub Cooperative
 - Edinburgh Iyengar Yoga Centre (Community Benefit Society)
 - Edinburgh Student Housing Cooperative*
 - Bruntsfield Community Greengrocer (known as 'Dig-In')
 - Water of Leith Credit Union
 - Craigmillar Eco Housing Co-operative*
 - Pentland Garden Services Co-operative
 - Harlaw Hydro*
 - The New Leaf Co-operative
 - Dotbot Ltd
 - Mike Stoane Lighting
 - Edinburgh Cultural Venues Ltd*
 - Edinburgh Care at Home Collaborative
 - Encompass Co-operative (pending registration as a formal cooperative).
- In June 2015 a [joint Memorandum of Understanding](#) was signed by the Council, Scottish Enterprise and Edinburgh Voluntary Organisations Council.
- the 'Buy the Good Stuff' campaign indicates that social enterprises re-invest profits into the community and is endorsed by 200+ enterprises within the City.
- Reflecting the ethical business approach of coops, on 24 September the Edinburgh Social Enterprise Network launched the 'Buy the Good Stuff' campaign 2015:



Key developments

- The Edinburgh Community Solar Coop has agreed a Service Agreement with the Council and the £1.4m public share issue was launched on 29 September 2015.
- Harlaw Hydro has been generating renewable energy since the summer 2015 and funded through a successful community share offer.
- Edinburgh Student Housing Coop is keen to move on from their initial acquisition and is examining alternative locations including joint ventures with other RSLs and coops.
- Craigmillar Eco-Housing Cooperative has received planning permissions, appointed an architect and is engaged in sourcing funding to build the homes.
- The Water of Leith Credit Union is teaming up with Castle Credit Union to provide a new 24/7 community banking facility which will assist those seeking access to finance.
- Following the joint MoU being established, partners alongside Coops UK have agreed to establish the city's Coop Enterprise Hub – a dedicated business support service to grow the coops from the current baseline of 60 businesses. Currently Bread-share is receiving support to develop a network of community bakeries using a cooperative model.
- The new Care at Home Collaborative is a cooperative delivery model comprising seven social care providers and provides a new care model for older people in the City;
- 'Encompass Cooperative' a small social care coop in development (October 2015) to provide specialist personal care within a small number of families. This development has been supported by Edinburgh Development Group.
- New UK support arrangements to further support coop growth has also recently been [announced](#).

Citizen and User Influence

Growing Social Enterprise

In November 2013 the Compact Partnership Board published “Enabling Enterprise”, the city’s social enterprise strategy 2013-18. The strategy was endorsed by the Council in February 2014. In a recent biennial survey of the sector by Edinburgh Social Enterprise Network the following is identified:

- there are at least 200 social enterprises in Edinburgh (up from 120 in 2013) with 1,220 staff, 650 trainees and 6,000 volunteers;
- the sector has a turnover of £120 million a year, (up from £44 million in 2013) with 94% generated from trading, up from 75% in 2015;
- consumers remain the main market for 58% of social enterprises.

The Edinburgh Business Gateway service includes a discrete programme for developing social enterprise. In the year the service has supported 69 existing social enterprise, 69 start-up and 42 pre-start enterprises to grow.

Key developments

The 2015 Social Enterprise Census describes a positive opposition for the City in regards to the profile and provision for social enterprise and entrepreneurship to flourish, enabled by policy landscape conditions and aspirations of organisations and individuals across Edinburgh. The Census highlights the following:

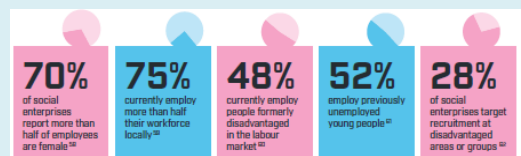
- the City of Edinburgh is home to 670 (13%) social enterprises and 12% of charities in Scotland;
- the city has the highest urban/semi-urban volume of social enterprises with 1.4 per 1,000 population.

Other information on social enterprises indicates that:

- enterprises located within areas of poverty and inequality can play a major role in helping citizens, for example through; prevention, employment, community banking, community amenities, affordable food etc.
- 70% of Scotland’s 6,000 enterprises are registered companies or societies, i.e.; Community Interest Company (CIC), Industrial and Provident Society (Coop) and Scottish Charitable Incorporated Organisation (SCIO);
- the sector leads on ethical practice, putting people before profit with strong gender balance and fair executive pay policy and practice as outlined below:


NUMBER AND INCOME OF SOCIAL ENTERPRISES ACROSS ECONOMIC SECTORS			
KEY	Number of social enterprises	% of all social enterprises	% of social enterprise sector income
Arts and Creative Industries	708	14%	5.1%
Childcare (FEATURED SECTOR)	670	13%	2.2%
Community Amenities	848	16%	1.1%
Education, Training and Employment	222	4%	4.2%
Environment and Recycling	156	3%	1.8%
Financial Services (FEATURED SECTOR)	138	3%	0.9%
Food, Catering & Hospitality	78	2%	0.7%
Health & Social Care	623	12%	26.3%
Housing (FEATURED SECTOR)	264	5%	40.8%
Information, Consultancy and Support	250	5%	3.1%
Property, Energy and Land Management	238	5%	1.4%
Retailing	136	3%	3.8%
Sport & Leisure	228	4%	1.2%
Tourism & Heritage	243	5%	4.4%
Transport	82	2%	0.4%
Other	317	6%	2.7%
TOTAL	5,199	100%	100%
	Number of social enterprises	% of all social enterprises	% of social enterprise sector income

Note: Social enterprises have been categorised by their principal field of economic activity (not main social purposes). Some social enterprises will work across multiple economic sectors.



Citizen and User Influence

Cooperative Nurseries

- Engagement with local communities as part of the statutory public consultation process.
 - Working groups in each school involving Council officers, school staff, Parent Council representatives and members of the design team met to establish the location and progress the design of the new nurseries at Wardie and Foxcovert.
 - Parents/carers and members of the community responded to a questionnaire to give their views on the service Foxcovert Early Years Centre (EYC) and Wardie Nursery should provide.
 - A series of engagement meetings with the board of both Wardie partner nursery and Fox-covert partner nursery to consider the future partnerships between the partner nursery and the new provision.
- 

Key developments

Foxcovert:

- Plan to build a synthetic football pitch in response to consultation with parents/carers.

Foxcovert and Wardie:

- Plan to develop a stakeholders group to involve parents/carers and the community in decision making and the development of the early years service.

Cultural Change Result

- Change the culture of schools and child care.
- Increase in the numbers of service users, representatives and providers that feel involved and listened to in shaping services.

Service User comments


Wardie:

- *"Would like a breakfast club."*
- *"Need more after school provision."*

Foxcovert:

- *"Request for flexible delivery of 600 hours of ELCC."*
- *"Request for parents groups"*

Application of coproduction

- Parents were involved in working groups to consult with them in relation to the design and location of the nurseries at Wardie and Foxcovert.
 - Parents were consulted with via a questionnaire to give their views on the development of services at Wardie nursery and Fox-covert EYC.
- 

Differences made and achievements

- Sharing of information and joint planning.
- Users feel they have been consulted with and have had a role in the development of early year's services.
- Areas of conflict have been aired and resolutions sought.

Citizen and User Influence

Cooperative Childcare

- A pilot was established with the voluntary playgroups/nurseries in an area of South Edinburgh to explore working cooperatively.
- There was a series of meetings to identify common issues and explore whether they wanted to work cooperatively.
- The voluntary playgroups expressed an interest in working cooperatively together and regular meetings were established.
- The groups prioritised the common issues that they wanted to support each other with.



Key developments

- Session organised with peripatetic teachers to offer support with observation and planning.
- Guidelines for good practice with regards to management committees produced.
- Plan to develop cooperative working with the other voluntary playgroups / nurseries using a locality model.

Cultural Change Result

The culture of child care has changed:

- Consultation with voluntary playgroups/nurseries is now established practice.
- There is a greater understanding of the challenges facing the voluntary playgroups/nurseries and how these can be addressed through cooperative working.

Service User comments

Verbal feedback from staff in pilot:

- *“They don’t feel so isolated.”*
- *“The meetings provide an opportunity to share practice issues and support each other.”*

Application of coproduction

- Voluntary playgroups/nurseries work cooperatively to deliver good quality early learning and child care.
- Cooperative working enables voluntary playgroups/nurseries to be more sustainable.

Differences made and achievements

- Voluntary playgroups/nurseries in an area of South Edinburgh are working cooperatively for their mutual benefit and support.
- The groups feel that they have more of a shared voice with regards to taking forward issues.

Citizen and User Influence

Care for Older People

(Care at Home Collaborative – third sector)

- Care provider gap in the city in regards to the care of older people.
- Care provided in localities and which meets service-user/those with their own care budget to invest in local provision.



Cultural Change Result

- Local organisations working together.
- Development of a new management organization.
- Enterprising to sell required activities back to the independent and public sector.
- Continued recruitment of new organisations to maintain small geographies.
- Growth within localities.

Key developments

- Second Care at Home Summit – April 2015
- Core Group Analysis Autumn – Spring 2015
- Recruitment of additional partners to broaden the Collaborative - July 2015
- Company registered in July 2015
- Discussions with the Care Inspectorate – August 2015

Application of coproduction

- The operation of the Collaborative follows cooperative principles and therefore coproduction of the services revolves around (i) service-users needs and (ii) partner agreement.

Challenges

- 3000+ hours per week to break-even
- Extremely high market entry costs
- Meeting the Care Regulator requirements
- Logistics
- Financial risks (e.g. borrowing @ 7%)
- Reputational risk (e.g. failure to grow)
- Contractual risks (complex KPIs)
- Recruitment – Travel Time
- Shared economies
- Applying the living wage

Differences made and achievements

- Seven (phase one) organisations in the collaborative.
- Three phase two organisations.
- Ongoing discussions: City of Edinburgh Council, Care Inspectorate, Scottish Government, Joint Improvement Team.
- Funding: Social Investment Scotland, Scottish Government.
- Subgroups: Policy and Procedure, Finance and Resource, Organisational Development, Membership
- Board Development in progress.
- Self-ownership and responsibility to develop service and to grow the business.

Cooperative Community Engagement (Changing our relationship with communities)

Citizen and User Influence

21st Century Homes

New Council homes for social rent and mid market rent built at Greendykes and West Pilton Crescent as part of 21st Century Homes Programme.

- Opportunity to pilot new ways of working with tenants to encourage them to take more responsibility for decisions about their homes and neighbourhoods.
- Staff in East and North Edinburgh have proactively encouraged cooperative working from the pre-tenancy sign up stage. Staff arranged initial meetings to bring people together and are continuing to work with them to help resolve issues and encourage tenants to work together.



Key developments

- Tenants signed a 'Cooperative Charter', setting out how tenants and local Council staff will work together.
- Meetings have taken place in Greendykes and West Pilton Crescent helping tenants to get to know one another and to build relationships with local staff.
- Discussions on priorities and issues such as common space, stair cleaning etc. have taken place

Cultural Change Result

- Better working relationship between tenants and neighbourhood staff.
- Increase in the number of tenants that feel involved in making decisions about their homes and community

Application of coproduction

- Tenants and neighbourhood staff working together to agree priorities for homes and environment and coming up with a joint action plan to address issues.



Differences made and achievements

- Tenants in Greendykes worked together to agree the use of an area of common ground (play area being installed).
- Tenants in Greendykes are setting up a residents association with other residents in the area.
- Issues raised by tenants, for example, problems with bin stores and outstanding repairs were dealt with quickly by local staff as tenants wanted these issues dealt with before focusing on wider cooperative approach.
- Engaging with tenants in a cooperative way and encouraging tenants to work together and take responsibility for decisions about their homes and environment should mean fewer management and maintenance issues in the longer term.

Service User comments

"I recently attended a meeting with neighbours and the Neighbourhood Alliance. This was to discuss some recent issues, local objectives and proposals to develop the common garden area. I found this cooperative approach to discussions worthwhile and working with my neighbours very enjoyable. I was pleased to see agreement reached on creating an infant's play area."
(Greendykes tenant)

Citizen and User Influence

Reporting of Housing Repairs

The tenant led inspection process was developed with tenants through the Edinburgh Tenants' Federation (ETF). ETF wanted to develop new ways of involving a broader range of tenants in scrutinising housing services.

- Tenant led inspections provide the Council with an independent and objective assessment of housing services.
- Inspections provide opportunities for staff and tenants to develop a better understanding of each other's concerns, for example, tenant inspectors have grasped the complexities of delivering effective services across a large organisation, while the Council has received confirmation of what is working well and where improvements are required.



Application of coproduction

- An inspection framework and a code of conduct were agreed with the Head of Housing (developed by the tenants).
- To carry out the inspection, ETF organised a briefing session for those interested in taking part. Eight tenants committed to a detailed training programme, which they undertook before carrying out the inspection. This included sessions on communication and interview skills.
- The inspectors decided on a range of methods to assess the service, including observing staff and listening to calls; interviewing staff; interviewing tenants who had recently reported a repair, and examining policies and performance reports.
- The inspectors produced a draft report, which Council officers commented on before it was finalised. An action plan was drawn up, which has been agreed with tenant inspectors and this will be monitored jointly.

Key developments

- There is a long history of tenant scrutiny in Edinburgh with the first tenant led inspection of housing services taking place in 2008.
- The most recent inspection (April 2015) has been on 'the first point of contact with the Council when tenants report a repair requirement'.

Service User comments

'It was a very worthwhile experience. It certainly was an eye opener and very enlightening as well.' Tenant Inspectors.

Cultural Change Result

- Some of the tenant inspectors have said they would like to be involved in future service reviews.
- Increase in the number of service users, in this case Council tenants, who feel involved and listened to in shaping services.

Differences made and achievements

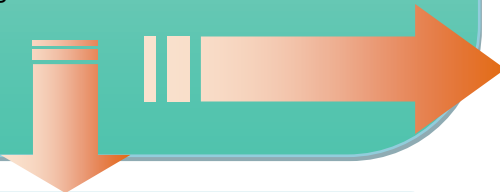
- Following the repairs reporting inspection, tenants have made 18 recommendations for improvement and 16 of these are provisionally timetabled to be complete by December 2015.
- The most recent tenant satisfaction survey, in 2013, rated the Council the third best housing service in Scotland with 90% of tenants satisfied with the service overall. Increasing tenant scrutiny will improve tenant satisfaction with performance in the coming years and help to hold us to account to ensure an efficient value for money service.

Citizen and User Influence

Neighbourhood Partnerships - Participatory Budgeting

Participatory budgeting directly involves local people in making decisions on the spending priorities for a defined budget. This means engaging the community, to discuss spending priorities, make spending proposals and vote on them. It devolves decisions to communities, enabling more effective outcomes to be achieved and allowing people to see how their participation can result in tangible local change.

The approach has provided an opportunity to enhance and develop the work of NPs and support the Council's co-operative agenda through fostering a culture of engagement and partnership working founded on trust and accountability. It has been successfully implemented at a neighbourhood level since 2010.



Cultural Change Result

- Local people are voting on proposed projects and grant award which affect their area




Application of coproduction

- Community support is given to innovative proposals, with some proposals not identified as a priority

Differences made and achievements

Work on delivering the Participatory Budgeting Development Plan for the city continues across the city. This work is being taken forward by a group comprising representatives from the Council's Services for Communities, Children and Families, Health and Social Care and Economic Development Directorates, in partnership with Edinburgh Voluntary Organisations' Council, NHS Lothian and the Scottish Government.

Key developments

-  Thirty seven local projects applied for grants of up to £1,000. People who live, work or studies in the Leith NP area were able to influence the allocation of funds. A total of 1,625 people participated, with 1,307 using the library and postal voting options; and 318 scored the applications on the day. Twenty five projects received awards.
-  The Portobello and Craigmillar NP allocated the total 2015/16 Community Grants Fund through this event. This was the first time that the NP adopted a participatory budgeting approach. A total of £21,737 was available and applications were received from 29 local groups for projects totalling £35,679. A voting fortnight took place in local libraries from 27 April to 8 May 2015.
-  *Liberton / Gilmerton NP Neighbourhood Environmental Programme (NEP)*: For the first time in the City, a participatory budgeting approach was used to allocate the Neighbourhood Environment Programme fund for 2015/16. Social media was used daily over a two week period to promote the opportunities to participate. Voting was also made available to young people aged 12-17 years, encouraging them to register and participate for the first time.

Citizen and User Influence

Equalities and Rights Network

- In October 2014 the Communities and Neighbourhoods Committee endorsed a proposal to establish a new Equalities and Rights Network within the City.
- Initial partners include Police Scotland, NHS Lothian, Edinburgh Partnership's Equalities and Rights Adviser, leading third sector providers and citizens from equalities and rights interests.
- The business of the Network will be set by the Network's Board that will proactively engagement with members to identify key business priorities.
- The Network was launched on 21 October 2015.



Cultural Change Result

- The creation of the network ensures a strong coordinated access point for the voice of citizens and others from equalities and rights interests in the design and delivery of public services.
- Having ready-access to these interests will enhance the ability of commissioners to coproduce services and ensure that impact assessments are routinely being applied in this regard.

Key developments

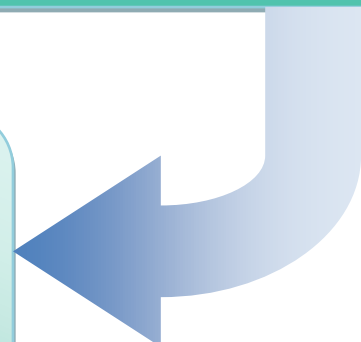
- The Network Board was established in February 2015 with established charter and governance arrangements.
- The Communities and Neighbourhoods Committee in February 2015 agreed to revise equalities and rights support arrangements to be delivered through the Network and in May to invest £40,000 in a business support provider.

Application of coproduction

- The availability of the Network ensures that equalities and rights issues can be fully explored within coproduction discussions.
- The Board in August 2015 approved a communications and membership growth plan.

Differences made and achievements

- In November 2015, the Network published a Memorandum of Understanding (MoU) which sets out the governance and operational and partnership activity.
- The MoU reiterates the Board's commitment to; (i) be reflective of the membership demography and (ii) that the business priorities will be informed by the membership.



Citizen and User Influence

Council Budget

- Committee will recall the recent decision (August and September 2015) of the Finance and Resources Committee to undertake around ten weeks of community engagement regarding budget reduction and other proposals for 2016/17.
- The budget engagement will take a broad approach, using the (i) dialogue app, (ii) budget planner and a range of traditional discussion sessions within localities.
- Reflecting the budget framework and the scale of change and move to locality delivery, committee also agreed that engagement on the Council budget be a continuing feature over the next 3-4 years.



Key developments

- Council budget framework proposals for 2016/17 considered by council in January 2016.
- Further reports to the Finance and Resources Committee January 2016 regarding the progress of engagement.

Cultural Change Result

- With improved community engagement on budget proposals for 2016/17, it is hoped that the product of the budget engagement will identify a range of preferences for reductions and this will help finalise proposals for the council in January 2016.
- The ongoing dialogue with communities and in particular citizens with protected characteristics, i.e.; equalities and rights, poverty and disadvantage, disability, ethnic minorities, older and younger people, etc. will help shape service priorities for the Council both across the city and within locality areas. As part the discussion with communities the following will be investigated; (i) proposals for particular activity, i.e.; appropriate investment in high and lower priorities, (ii) alternative delivery options.
- In adopting a cooperative approach to mitigating service and the budget challenges, it is hoped that (a) citizens will have a greater appreciation and value of the range of services delivered by the Council, and (b) will increase their input into their community to work in partnership with local organisations including the Council.

Cooperative Community Engagement (Changing our relationship with communities)

Citizen and User Influence

Youth Talk

- Consultation with local young people and through surveys with local residents living in Liberton / Gilmerton, a common consensus of opinion emerged that “there is nothing to do here, nothing for young people”. Despite this perception, service providers and partners were delivering a relatively wide range of opportunities and activities aimed at young people.
- Simultaneously, Police Scotland were reporting a high number of youth calls (during 1st January 2012 to 30th November 2012 - 1,335¹ ‘youth calls’) had been received, the majority of which related to low level incidents- further highlighting that some young people were choosing to engage in anti-social behaviour rather than accessing alternative activities or services.
- The local community planning body, the Liberton / Gilmerton Neighbourhood Partnership, recognised the need to actively involve young people in a positive way in tackling these issues and has adopted an innovative partnership approach in youth engagement.



Cultural Change Result

Young people are now actively involved in shaping service delivery across neighbourhood services in the South of the city.

Application of coproduction

The young people involved in the engagement process generated over 70 ideas to improve services and facilities available in their local community.



Differences made and achievements

Service providers have an ongoing relationship with young people and local youth organisations, which are overseen by the Neighbourhood Partnership’s Youth Talk Action Group. The level of involvement has changed from young people “having a say”, to co-designing and delivering activities

Key developments

The target was to engage with 50% of the youth population in order to ensure that the process was robust and representative- 49% was achieved- over 1,500 young people. The youth sounding board whose members were aged between 11 and 18 oversaw the process and ensured that the engagement techniques used were inclusive, and directly aimed at the appropriate target group. In many instances, the young people became actively involved in the process and engaged with their peer groups. Methods of engagement included:

A mobile library used as a video bus- a Video Worker filmed vox-pop interviews with local young people;

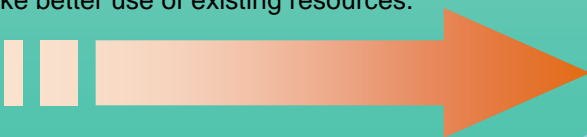
- Streetwork UK interviewed 658 young people on the streets over a year long period reaching those who are less likely to use traditional services;
- Opinion polls were held in the two local High Schools;
- Urban art graffiti workshops at the local Moredun Library;
- Community mapping sessions designed by the youth sounding board;
- A Market Place event was held with school leavers in Gracemount High School.

Pledges were also sought from service providers to identify where change could be made in direct response to the views expressed by young people- 40 service providers made 70 pledges.

Citizen and User Influence

Citizens and Localities

- The Council Transformation Programme's Citizens and Localities Work-stream has over the last few months been holding engagement sessions focussing upon local service priorities and use of assets.
- These engagement sessions have helped shape the outline approach to locality provision and transformation.
- Third and public sector partners have continued with the South-West 'Total Place' project which attempts to engage with staff, those who live, work, do business and learn in the area, as well as with all partners, to understand what people want and how services can collectively be re-shaped to deliver the following priorities:
 - change practice to identify local needs, solutions and better ways of delivering services;
 - increase and improve engagement with the community in developing services they want and need;
 - focus on early intervention and prevention, and reduce dependency on services to enable people to take control of their own lives;
 - make better use of existing resources.



Application of coproduction

- In line with Council decision of November 2014, a coproduction approach will be employed in the formation of Locality Plans and related service provision, in particular the examination of alternative delivery models.

Differences made and achievements

- It is hoped that the cooperative process being applied in the formation of Locality Plans (Transformation and Improvement) will enable improved and continued positive engagement with citizens and service providers.

Cultural Change Result

- Locality Transformation Plans will provide a platform for extensive staff and partner engagement programme.
- Arrangements for establishing the four Locality Leadership Teams are now underway with a small working group established agree governance arrangements.
- A critical product of these teams will be the development and publication of Locality Improvement Plans (required as a result of the Community Empowerment (Scotland) Act 2015).
- These will focus specifically on actions to address poverty and inequality and to better meet the needs of families and individuals with complex needs.
- Pilot working and meeting arrangements in localities from December onwards.

Key developments

- A Locality Transformation Plan has been agreed by the Executive Director of Communities and Families as Locality Champion for consideration by the Communities and Neighbourhoods Committee in November. The Plan is based on four objectives:
 - (i) implementing a lean and agile localities operating model
 - (ii) empowering communities and citizens
 - (ii) improving outcomes for citizens and communities and
 - (iv) developing culture and embedding values.
- It is anticipated that locality arrangements can be settled with partners from April 2016.
- Lessons from all three total place projects will help inform future citizens and locality plans as these evolve. Product from the 'Open Space events' in [April](#) and August 2015 is Wester Hailes Community Council.

Cooperative Community Engagement (Changing our relationship with communities)

Citizen and User Influence



Local Opportunities
for Older People

Signposting Older People
to Local Activities

- For busy social care professionals it can be challenging to find time to build relationships with local colleagues from other sectors and find out about the wide range of local activities and services available for older people in the area.
- LOOP meetings provide time and space to network and find out about valuable resources for older people and to develop new ways of working collaboratively to support and encourage local older people to use existing preventative services, social events and activities.



Cultural Change Result

- Older people and professionals in the area are routinely made aware of the services that they can use within the area

Application of coproduction

- In line with Council decision of November 2014, a coproduction approach will be employed in the formation of Locality Plans and related service provision, in particular the examination of alternative delivery models.

Differences made and achievements

- It is anticipated that there will be an increased take-up of local older people's services
- action to ensure the 'voice of older people' is heard and is used to inform policy and service development at a range of levels.

Key developments

Partners: Pilmeny Development Project and EVOC, working with City of Edinburgh Council, have established locally based Local Opportunities for Older People (LOOP) Networks in each of the Social Care quadrants to begin to address some of these challenges.

Consultation with local older people, projects and professionals was undertaken across the city and the following was coproduced in order to address the information deficit:

North East LOOP: Community Navigation
NW & SE: Support line
North West: Community Champions
South East: Chums
South West: Community Navigators

Improve the awareness of older people and care professionals in localities of services available in their neighbourhood.

During a mapping exercise over the last year EVOC identified 1900 activities for older people every week. We have put that together as a website at <http://www.evocredbook.org.uk>

Citizen and User Influence

Payment to Third Parties

(Investment in Community Outcomes)

- In February 2013, as part of the Council's Budget Framework a review of grants to third parties was commissioned. The review product (undertaken through coproduction) was reported to the Communities and Neighbourhood's Committee in February 2013 which included; (i) transfer of grant-making decisions across all executive committees, (ii) new grant programmes be coproduced with three years as a default.
- As part of the Council Transformation Programme, the Finance and Resources Committee in January 2015 approved the business case to reduce by 10% current investment (grants and contracts) in community services. (This included the product of the grants review) and the business case identified that coproduction approaches be applied in regards to developing new investment programmes.



Cultural Change Result

- Coproduction efforts to devise new investment (grant and contract) programmes have led to a broader dialogue with service users, third sector providers and other interests.
- On occasion, service user/third sector input has enhanced the quality of engagement and provided alternative approaches to the funding of community services by the Council, examples of this include; focus upon outcomes while moving away from user-cost-outputs, a greater use of 3 year funding to support sustainability, greater use of added value, more flexibility in providing investment and improved and routine engagement with service users.

Key developments

- A Coproduction Steering Group on Payments to Third Parties comprising leading third sector interests and council officers, was created in April 2014 and continues to operate.
- Executive committees will have received reports over the last 18 months on the development and application of new investment programmes, in particular; new 3 year programmes being applied by the Children and Families Committee, new 3 year employability schemes under the Economy Committee, new commissioning arrangements under the Health and Social Care Committee and transition to the IJB/Health and Social Care Partnership

Citizen and User Influence

Commercial and Procurement Strategy and Handbook

- The Finance and Resources Committee in May 2015 received an update in relation to the progress of sustainable procurement practice allied to the Cooperative Capital Framework.
- While procurement activity covers a diverse array of goods, works and services, the key area for coproduction is in the provisions of works and services.
- Coproduction, in particular working with service users and the commissioning of services based on outcomes form a key area of the strategy.
- The Handbook also provides further guidance on the steps to occur to ensure that (in relation to service contracts) service users are involved in the formation of outcomes.
- In relation to capital/works contracts, in order that the building facilities are sustainable, it is good practice for those commissioning the building to ensure strong user input to inform the design/fit-out.
- On 3 August 2015 the Finance and Resources Committee appointed CLG as the new ICT provider for the Council. Within the procurement a requirement for community benefits in the supply chain, employability and community were required.



Key developments

- The Council Leader hosted a briefing with council commissioning and procurement staff which reiterated the Capital Coalition's commitment to coproduce services with service users in order to ensure their needs and outcomes are being addressed.
- Staff involved in these areas have agreed to a quarterly practice forum to ensure continuity of approach.
- New (coproduced) guidance on investing in community outcomes is being finalised by the Compact partnership and this is likely to be of particular assistance to council staff in order to identify the most advantageous investment route for services.

Cultural Change Result

- Installation of coproduction approaches will lead to more sustainable services which will meet service user's outcomes.
- Staff involved in these areas will be able to identify a suitable approach to investment in securing the delivery and review and effectiveness of the service.
- CLG as part of securing the contract will offer a range of supply-chain benefits for social enterprises, 221 new jobs, 60 modern apprenticeships and will provide additional £1.5m of investment.
- Following the Council Leader's briefing, a new officer forum has been initiated by the commercial and procurement service to focus upon coproduction of services and related investment.

Citizen and User Influence

Supported Employment

- In May 2015, the Finance and Resources Committee agreed a contract for the provision of support services for people with disabilities to access employment.
- The new pan-disability service offer for all jobseekers with a disability and to align the service with the established Scottish Government's Supported Employment framework which sets out a 5 step approach to getting people into a job and sustaining and progressing within the job. A core requirement was to ensure in-work support was a key feature and that securing a job was the start of an on-going career aspiration which was sustainable.



Service User comments

"the new service meets my needs and supports me when I need it"

Differences made and achievement

- The provision of future services is now commensurate with the Scottish Government's inclusion employability programme.
- The voice of current and potential clients was a critical factor at the heart of the changes and was represented at all times.
- Challenging discussions with existing and potential providers also led to the position where a consortium was formed to deliver the service.
- The new service is now for four years, with an optional two year extension. This gives the client group the longest period of security of support.

Cultural Change Result

- The resulting outcome was the commissioning of a one stop shop Supported Employment service for all job seeking clients with a disability. The service brings together a core consortium of 6 third sectors organisations to provide the service.
- With a clear procured service, we are able to draw down European Social Funds (EU funds require procurement) at a 40% intervention rate, which will increase the core budget to circa £1.8 million. This is the largest investment in employment support for people with a disability in the history of the council.
- The early adoption of the Supported Employment model has already resulted in a 50% increase in employment outcomes as other providers take on its working methods and principles.
- Additional benefits are being realised including; 9 month internships in the Council to move into employment, expansion into the NHS, offering up to 60 internships over the next 3 years.

Cooperative Education (Changing the culture of schools and childcare)

Citizen and User Influence

Scottish School of Co-operation

- This initiative has been developed to introduce all of Edinburgh's school pupils to co-operative values and their associated models.
- All schools have been offered support and information from the Co-operative Education Trust Scotland (CETS) to help them meet the criteria required to apply for a Scottish School of Co-operation award.
- These criteria ensure that pupils have a democratically elected pupil council, actively participate in their school and community and also take responsibility for demonstrating and sharing their knowledge about co-operative values the wider community.



Service User comments

"Learning about co-operatives has helped me understand how I can be an active and useful person and what I can do to make a difference"

Cultural Change Result

- Through learning about co-operative models at school, pupils are introduced to a wider range of possibilities for engaging with their communities. Whether it is through setting up a co-operative business or active participation in the democratic process, this empowers them to understand how their voice and their actions can have a positive impact on their communities.

Key developments

- All primary and secondary schools across the council have been offered opportunities to learn about co-operative values and how these impact on developing pupil voice, understanding the democratic process and how their actions contribute to the positive wellbeing of their school and wider communities.
- To date 10 schools have achieved the award receiving their Charter Mark. Schools receiving the award include: Craigmount High, Gorgie Mills and primary schools; Stockbridge, Tollcross, Ferryhill, St Catherines, St Francis, Hermitage Park, Blackhall and Granton.

Application of coproduction

- Edinburgh Council is working in partnership with the Co-operative Education Trust Scotland and Scotmid to provide expertise in knowledge and understanding of Co-operative models. Scotmid has funded all the plaques for the schools as well as catering for any events, which schools may attend

Differences made and achievements

- It is too early to provide detailed evidence of the difference made. The aspiration is that as pupils move from school to further education, employment or self-employment, they will have the knowledge about co-operative models which can widen and inform their choices.
- At present, co-operative models are not usually an option when choosing to study business or when setting up their own business so by introducing this at school, it is hoped we can increase the number of co-operative business start-ups as well as encourage citizens, through pupil voice, to actively participate in the democratic process.

Cooperative Education (Changing the culture of schools and childcare)

Citizen and User Influence

1 in 5 Child Poverty

- School pupils and parents will be engaged throughout and influence the outcomes and recommendations that will be made to schools



Cultural Change Result

- Co-operative learning and engagement
- Enhanced engagement with parents and pupils in school policy

Key developments

- 5 primary schools and 1 secondary school involved in the project, which will examine in depth the cost of the school day and poverty-related stigma, and produce policy and practice guidelines and resources that can be shared across the school estate

Application of coproduction

- This is a joint activity that will meet the definition of coproduction agreed by the City of Edinburgh Council
- The policy and practice guidelines will be co-produced.

Differences made and achievements

- A better understanding of school-related costs for low income families and actions to reduce or remove these.
- A better understanding of the causes of poverty and greater empathy towards people living in poverty

Cooperative Service Design (Changing the way we review and design services)

Citizen and User Influence

Leith Youth Services

- 90 young people responded to a survey over summer about views on youth work and what/how services might change. These will be used to help inform future service design and delivery.



Cultural Change Result

- Youth Services providers are working together more closely.
- Young people are more involved in shaping services
- Both of these will develop much further as a consequence of the work underway to review youth services contracts in the city

Key developments

- Sharing resources (e.g. mobile football pitch)
- Joint volunteer/part time staff training
- Joint events (e.g. summer programme)
- Joint consultation with young people to inform programme planning
- Joint publicity for young people ('what's on for young people in Leith?' flyer)
- Co-ordinating youth work programmes to avoid duplication where possible (i.e. not having the same age range on same evening)
- Shared response to issues identified by other agencies (e.g. 2013 LYSN outreach project in response to concerns raised by community safety and police about anti-social behaviour in Cables Wynd)

Service User comments

- *"Nothing needs to change"*
- *"Better activities"*
- *"More trips out"*
- *"Open more time"*
- *"Better publicity"*
- *"More stuff to do"*
- *"More sports"*
- *"More encouragement at school"*

Application of coproduction

- Users and providers working together to look at where and how services can change and develop
- The voice of young people is recognised as essential in planning services

Differences made and achievements

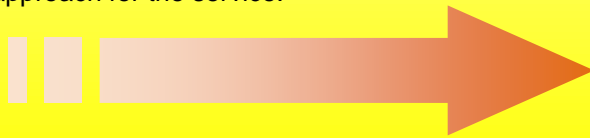
- Improving relationships amongst providers
- Sharing of information and joint planning
- Greater engagement of young people and their views

Cooperative Service Design (Changing the way we review and design services)

Citizen and User Influence

Community and Accessible Transport Service (CaTS): Public Social Partnership

- A review of community and accessible transport has been ongoing over the last 18 months with a phase 1 report most recently considered by the policy and resources Committee on 4 November 2014.
- On 24 September 2015 the Finance and Resources Committee in September agreed that a Public-Social Partnership progress and provide for a new model for future community transport provision. The use of the PSP approach (as a form of coproduction) provides for a structural approach across a range of partner interests and will therefore ensure that service users are at the centre of the service design and that their voice and influence will have a strong bearing on the subsequent outcomes, outputs and investment approach for the service.



Key developments

- On 15 January 2015, the Finance and Resources Committee agreed to extend the current provider service contracts for an additional one-year period to allow coproduction of the next phase of the service.
- The transport service will work with the Scottish Government's Ready for Business provider to form and facilitate then PSP. The PSP has already begun to meet, however it is likely that the coproduction, engagement and consultation period will continue into 2016.

Cultural Change Result

- The CATS services will reflect the needs, aspirations and outcomes of service users
- As part of the coproduction process, the most advantageous investment route (taking account of added value and community benefits) will be explored, i.e.; contract or grant arrangement.

Application of coproduction

- Users and providers working together to look at where and how services can change and develop
- The voice of those people needing a CaT service is recognised as essential in planning services



Differences made and achievements

- Improving relationships amongst providers
- Sharing of information, joint planning and oversight
- Greater engagement of service users and their views

Cooperative Service Design (Changing the way we review and design services)

Citizen and User Influence

Homelessness Prevention Services

- A collaborative consultation approach with service providers, service users and other stakeholders has been undertaken to re-shape commissioned homelessness prevention services, supporting the Council's commitment to work cooperatively with partners and service users.
- Service providers and service users feel more involved in service design. It is a less confrontational approach and allows pilot projects to be developed which inform final service specifications.



Key developments

Re-shaping of commissioned homelessness prevention services for Homelessness Prevention Commissioning Plan Work Streams on:

- Advice and Support
- Domestic Abuse
- Young People
- Crisis and Complex needs.

Cultural Change Result

Increase in the number of service users, providers and representatives that feel involved and listened to in shaping services.

Application of coproduction

- Services were re-designed in collaboration with service providers and service users.
- Officers met with existing providers on an individual and group basis to get buy-in to the approach.
- Service users have also been involved in the consultation for each work stream through questionnaires, focus groups and interviews.
- Questionnaires were used to get feedback from both service providers and service users. Service users got the opportunity to comment on what services should be offered and how these should be offered.
- Consultation was overseen by Checkpoint Group, which includes service users, providers and stakeholders from third sector and across the Council.



Differences made and achievements

- Contracts for pilot services awarded following successful collaborative consultation with partners. Approach tested with Advice and Support services and extended to other work streams.
- Services are more focused on outcomes. Services are more flexible, enabling support provided to individuals to be tailored to help them meet agreed outcomes. There is a greater focus on service provision at neighbourhood level. This has been achieved within the required budget savings.
- Collaborative pilot approach with existing providers and service users allows services to be re-shaped in a more controlled way, allowing Council and service providers to test approach and it is less disruptive to service users.

Cooperative Service Design (Changing the way we review and design services)

Citizen and User Influence

Enhancing Technology in Libraries

- The library service has in 2014/15 been empowering individuals with sight loss to design services and in turn volunteer to support other people.
- The Edinburgh project enables people with sight loss to live more independently, through learning to use technology to access information, library and council



Cultural Change Result

- More people with visual impairment are confident in using technology, are sharing their learning with other people and improving their skills to access library and council services independently.
- There are also increased opportunities to take part in social group activities, reducing isolation. Encouraging levels of participation in the project resulted in 130 new library members, 3 new reading groups set up and 9 regular classes held specifically for people who are blind or partially sighted.

Key developments

- Edinburgh City Libraries recently won the international Jodi Awards for best use of technology to widen access to information, learning, collections and creativity for disabled people in museums, libraries, archives and heritage

Application of coproduction

- People with sight loss were directly involved in developing the shape, content and implementation of the project through seven consultation forums. Organisations such as RNIB Scotland, Guide Dog Scotland, Deaf Action and Share the Vision have contributed to staff training and volunteer support.

Differences made and achievements

- Edinburgh is liaising with other local authorities to develop a community of best practice in widening access to information and learning for people with visual impairment.

Cooperative Service Design (Changing the way we review and design services)

Citizen and User Influence

Personalisation Core Group

Membership of the Monitoring and Evaluation Group included members of the Personalisation Core Group and representatives of the third and independent sector. The intention was to try and ensure that the monitoring and evaluation framework reflected outcomes that were important to citizens and that citizens had a real say in evaluating the effectiveness of the implementation of self-directed support in Edinburgh.



Cultural Change Result

- The involvement of citizens in the evaluation and monitoring group has led to a mutual understanding and greater openness between officers of the Council, citizens and other stakeholders.
- It has also led to recognition of the importance of obtaining the perspectives of a wide range of stakeholders at all stages of service planning, design, implementation and evaluation.

Key developments

- The Personalisation Core Group was established in July 2013 as a means of actively involving people who use health and social care services in the planning and preparation for the implementation of self-directed support.

Application of coproduction

- Facilitated workshops were used to establish a common vision of what the successful implementation of SDS would look like and then to agree a set of key questions to evaluate the extent to which the experience in Edinburgh matched up to this vision.
- A series of workshops have been held to establish the views of people who use services, and social care practitioners. The output from these workshops has been presented to senior managers and has led to the development of action plans to address issues raised.

Differences made and achievements

Collaboration with service users and other partners in relation to self-directed support and in the development and implementation of the monitoring and evaluation framework has:

- enriched the whole approach by having the benefit of a much wider range of perspectives;
- significantly improved the quality of feedback about service user experience;
- improved the understanding of the impact of the way in which services are planned and delivered on the lives of people who use those services.

Service User comments

"The Core Group has been a very novel experience bringing together lots of people from different backgrounds with their own stories. It has been a real learning situation for everybody round the table and we all trust each other. This model can be used to develop other models for the integration of services in Edinburgh."

<https://www.youtube.com/watch?v=Gycb7KUnwVw>

Cooperative Service Design (Changing the way we review and design services)

Citizen and User Influence

Health and Social Care Strategic Plan

- Four citizens with lived experience of using health and social care services or caring for someone who uses these services sit on both the Edinburgh Integrated Joint Board and the Strategic Planning Group. Other members of the Group include representatives of health and social care professionals, the third and independent sector, providers of social housing and the four localities covered by the strategic plan.
- All members of the Strategic Planning Group are committed to undertaking wider collaboration and engagement with the groups they are representing.
- Approximately 150 engagement events are planned with a wide range of citizens and service users.



Key developments

- Establishment of the Strategic Planning Group as the basis for collaborating with partners, including citizens, on the production of the strategic plan for the Edinburgh Health and Social Care Partnership.
- Period of three months public consultation on the draft strategic plan from 4th August 2015.

Cultural Change Result

- The inclusion of citizens and service users along with other partners on the board of governance of the Edinburgh Health and Social Care Partnership and on the Group responsible for the development of the strategic plan; makes it easier to embed collaboration with citizens at all levels of decision making.
- Citizens are actively engaged in wider collaboration with service users and other partners on behalf of the wider collaborative group.

Service User comments

"I believe that the service user members of the IJB are taking an active role in the planning and governance processes for integrated care in the city. My experience is that board members treat us no differently to other board members, i.e. our input is welcomed and considered. I feel able to ask questions from out with the formal structures to determine how the IJB's work will help citizens."

Differences made and achievements

- Citizens with lived experience of using health and social care services have a voice at the highest level of decision making about the integration of health and social care services in Edinburgh.
- The collaborative approach taken to developing the strategic plan for health and social care has involved developing and using different approaches. This has made it easier to come together as a collaborative group and citizens in particular to engage on an equal footing.

Application of coproduction

- The Edinburgh Health and Social Care Partnership agreed to establish a Strategic Planning Group as the basis for consultation on its strategic plan as an opportunity to produce the plan in collaboration with key partners including citizens and service users.
- The first draft of the strategic plan has been produced through a series of facilitated workshops which enabled the Strategic Planning Group to agree a vision and set of priorities for recommendation to the Edinburgh Integrated Joint Board. These form the basis of the draft strategic plan currently out for public consultation. Specific efforts to support those traditionally been hard to engage in formal consultation such as people with learning disabilities and dementia are being made.

Cooperative Service Design (Changing the way we review and design services)

Citizen and User Influence

Tenant Participation Strategy

- All social landlords have a statutory requirement to develop and implement a Tenant Participation Strategy in discussion with their tenants.
- The Scottish Social Housing Charter sets out the standards that tenants can expect from their landlord.
- Landlords must ensure that "Tenants and other customers find it easy to participate in and influence their landlord's decisions at a level they feel comfortable with." - the Scottish Housing Regulator monitors landlord performance

Key developments

- Health, Social Care and Housing Committee approved the City of Edinburgh Council Tenant Participation Strategy on 21 April 2015. The Strategy includes a section on "Working well together" to promote a culture of mutual trust, respect and constructive working between all parties.

Application of coproduction

The Tenant Participation Strategy was developed by a short-life working group involving tenant representatives. Their work was informed by a detailed consultation process involving a survey, tenants' conference, focus groups, a benchmarking exercise and discussions with elected members.

Cultural Change Result

- Increase the number of people who feel they are able to have a say on how Council services are run and increase the number of service users, representatives and providers that feel involved and listened to in shaping services.
- The Strategy is part of the Council's commitment to deliver services cooperatively with residents and communities, to ensure effective public services informed by the views of those who use them.
- The Strategy is designed to improve tenant participation arrangements.

Differences made and achievements

Developing new ways to involve tenants in scrutinising housing services has been central to this work; the Tenants' Panel was set up in response to tenants saying they wanted us to improve the ways they could comment on housing services and standards. The aim of the Panel is to strengthen the influence of those who wish to be involved as individuals rather than groups. There has been an 84% increase in members since its launch in October 2014.

During its first year tenants who have joined the Tenants' Panel have completed surveys, taken part in events and given their views on, e.g., rents, repairs, using the internet, ways to have your say and the Tenants' Handbook. As a result of tenants' views we are:

- looking at the ways rent can be invested to save tenants money
- improving the customer experience of reporting a repair
- exploring how we can help more tenants to get online
- improving ways tenants can become involved
- improving the Tenants' Handbook

Service User comments

"We do work together and we do get to have our say and we do get listened to, which is something that never happened in the past." (CEC Tenant)

"I do feel that I do have a voice and that my voice is heard and things are getting done and it is making a difference." (CEC Tenant)

"I would say to people, there's never been a better time for tenants and residents to get involved in influencing decisions." (CEC Tenant)

Citizen and User Influence

One City Consortium

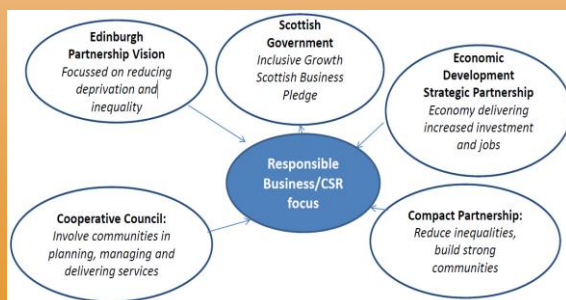
The One City Consortium (allied with the One City Trust) is Scotland's leading campaigning initiative for responsible business and corporate social responsibility

Not just about "writing the cheque" or "corporate giving"

As indicated in a recent report to the Economy Committee, this work is more about:

- A partnership of equals in a shared market-place;
- A powerful city identity founded on an network of advocates and champions;
- Creating a more equal Edinburgh by reducing poverty and disadvantage;
- Making it easier to be a responsible business; and
- Supporting active citizenship through inspiring individuals and communities to contribute to the city.

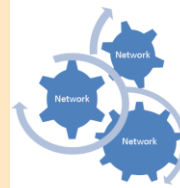
The following diagram sets out how the the One City Consortium's work sits within the city's community planning fabric:



Key developments

- the One City Consortium was established in the summer of 2015 and has set-out an ambitious remit and governance arrangements as follows:

Remit of OneCity Consortium



- Edinburgh's "responsible business" network of advocates
 - Ambassadorial role in bringing new converts
 - Provide advice and expertise on ways to engage with employers and employees
 - Catalyst in harnessing resources from businesses to enlist more supporters
- Rather than*
- Debating city social priorities, preferred beneficiaries or priority outcomes
 - Fundraising for particular causes

Governance of OneCity Responsible Business



- a key event to launch the work of the consortium will take place on 20 October 2015.
- The Edinburgh Guarantee now has 400 business supporting 1,577 young people into work.

Cultural Change Result

- Improved profiling of CSR and related business benefits leads to a strengthen pattern of community/business engagement for mutual benefits.
- Improved coordination in engagement between city and community-based SMEs and organisations.

Application of coproduction

- The One City Consortium is working across a broad partnership context to refine its programme of work, involving; third sector representatives, small business and business support organisations, schools and leading experts. The programme of partner's work is built around there key themes Making Work Pay, Inspiring Our Future Workforce and Raising Community Aspirations

Differences made and achievements

- SMEs and third sector/communities are clear on the offer and needs.
- Ambition to grow the Edinburgh Guarantee is now higher within the business sector.

Citizen and User Influence

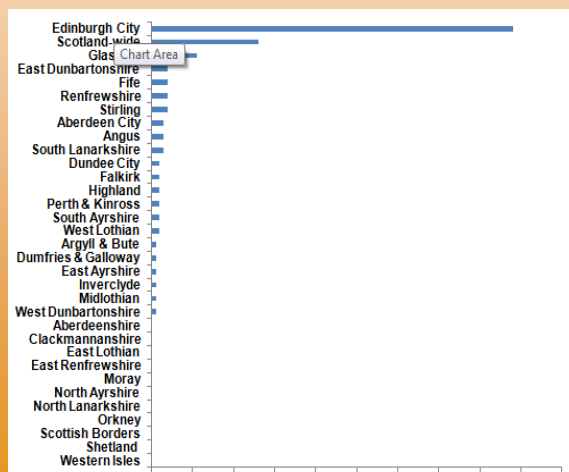
Compact Volunteering Strategy

- The Compact Partnership Board continue to implement the City's Volunteering Strategy 2012-17 "Inspiring Edinburgh's Volunteers – Building on Success"



Cultural Change Result

- a recently published report from Strathclyde University has identified that the city remains ahead of other areas in Number of Organisations Achieving a First Investing in Volunteering Award, i.e.; 'gold-standard' support to volunteers, as follows and provided subsidy for supported 60 organisations over the last eight years:



Key developments

- The Council is trialling Employer Supported Volunteering within the Corporate Policy and Strategy service.
- A progress assessment to this committee (September 2015) identified that the strategy remains on target to be achieved.
- two organisations have received a Queen's Award in 2015 and recognised at the recent Lord Provost Garden Party - Duddingston Kirk Lunch Club and LifeCare Edinburgh.
- In September 2015 Volunteer Edinburgh and the Council jointly submitted an outline bid to become Europe's Volunteering Capital for 2016. While the submission showcases the City's considerable volunteering profile, should the submission be successful an event programme will be co-designed.
- Improved profiling of charities' activities and requests for staff/citizens engagement is now regularly occurring on the Orb.

Application of coproduction

Edinburgh remains the leading centre for acknowledging citizens contributions to their community, key developments include:

- The Lord Provost's annual volunteering awards, most recently recognising an eighth Inspiring Volunteer of the Year;
- as part of the Council's Staff Awards scheme two new staff awards are to occur; (i) Volunteer of the Year Award 2015 and (ii) 'Fundraiser of the Year 2016';
- the new Compact Strategic Framework indicates that the next volunteering strategy will have a broader focus upon active citizenship and work on this will begin in the summer of 2016.
- It is intended that future promotion and support to the Lord Provost to enhance the Queens Award Scheme will come through leading volunteering involving organisations