Cooperative by Design
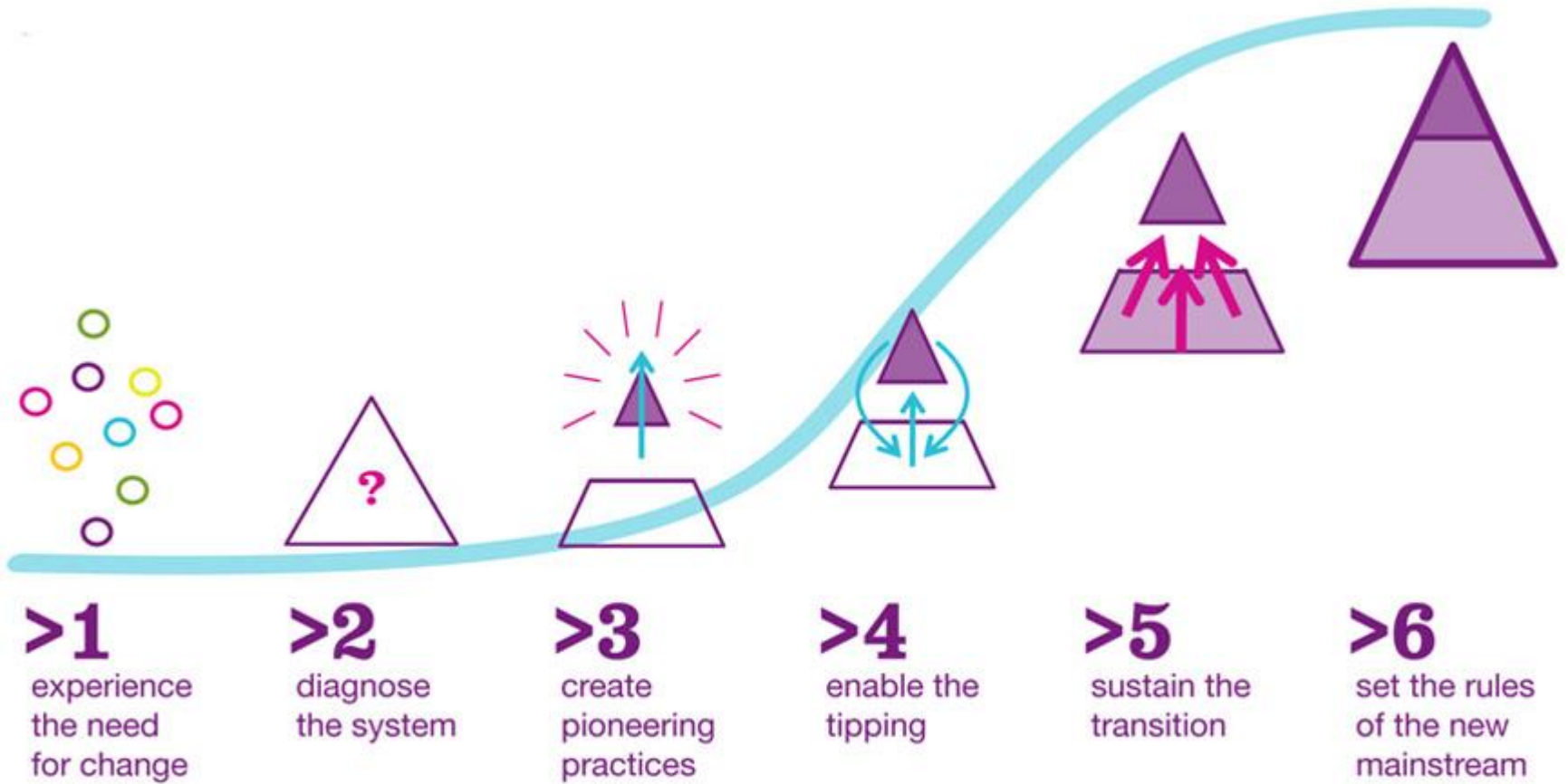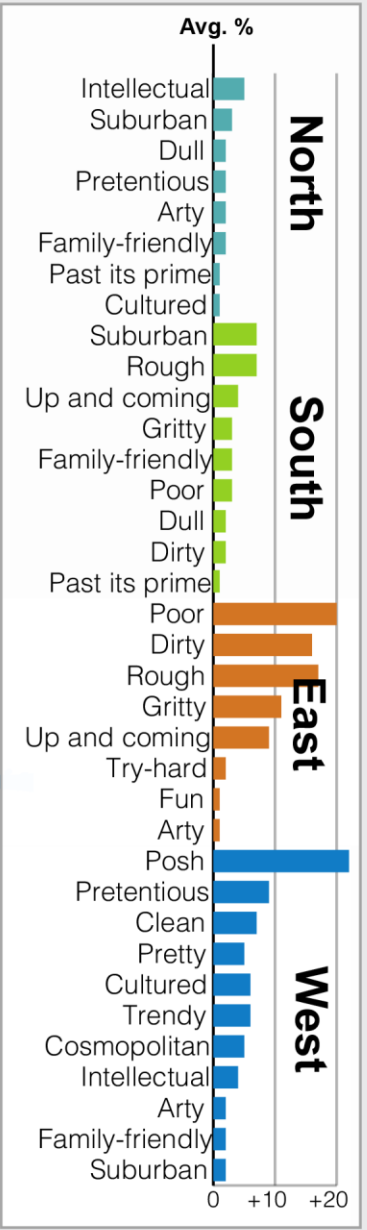
How can we collaborate with people to help them build their resilience?
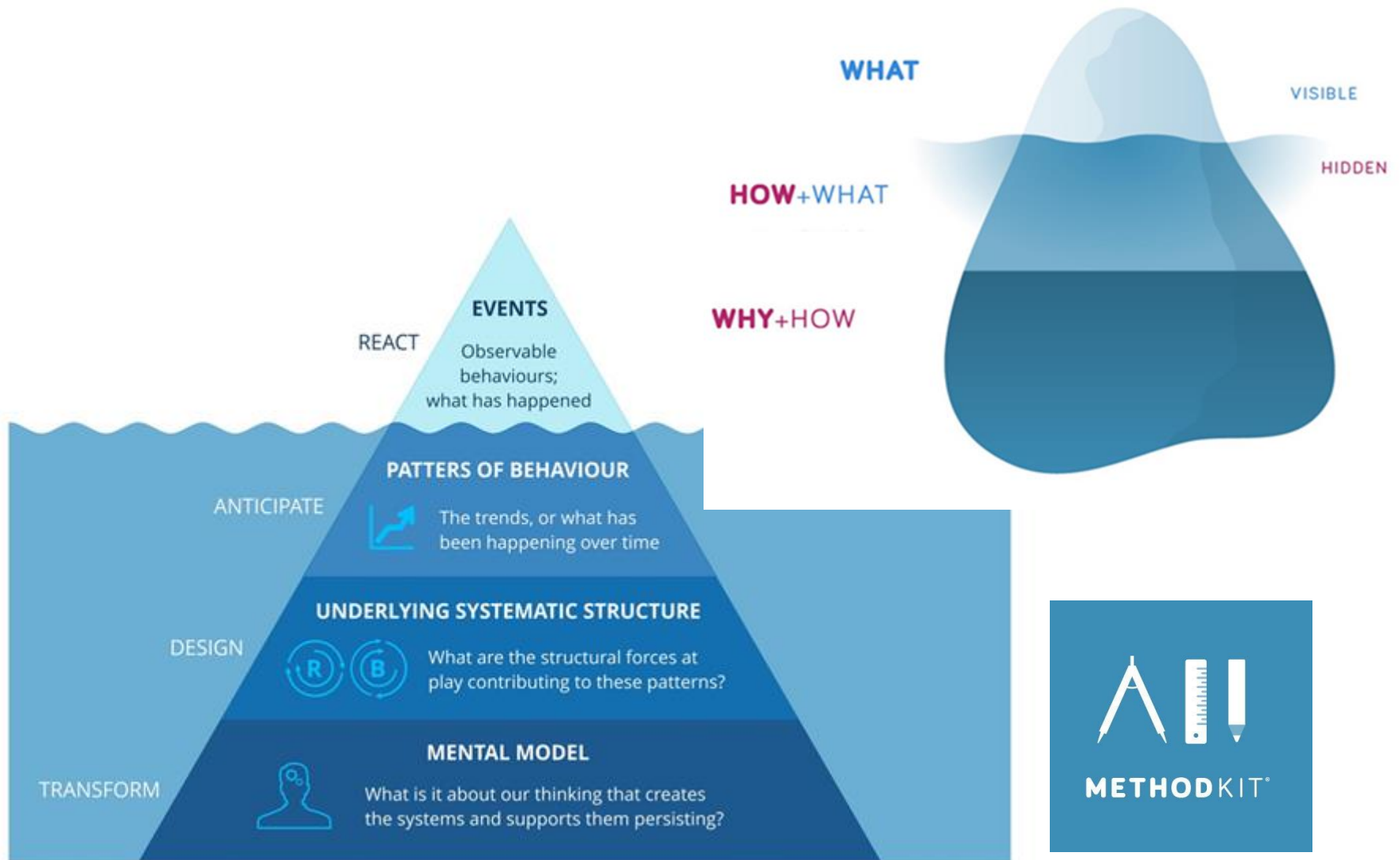
**Noel Hatch
Cooperative Council Manager
Lambeth Council
@noelito**

>1 experience the need for change

>2 diagnose the system

>3 create pioneering practices

>4 enable the tipping

>5 sustain the transition

>6 set the rules of the new mainstream

forum for the future
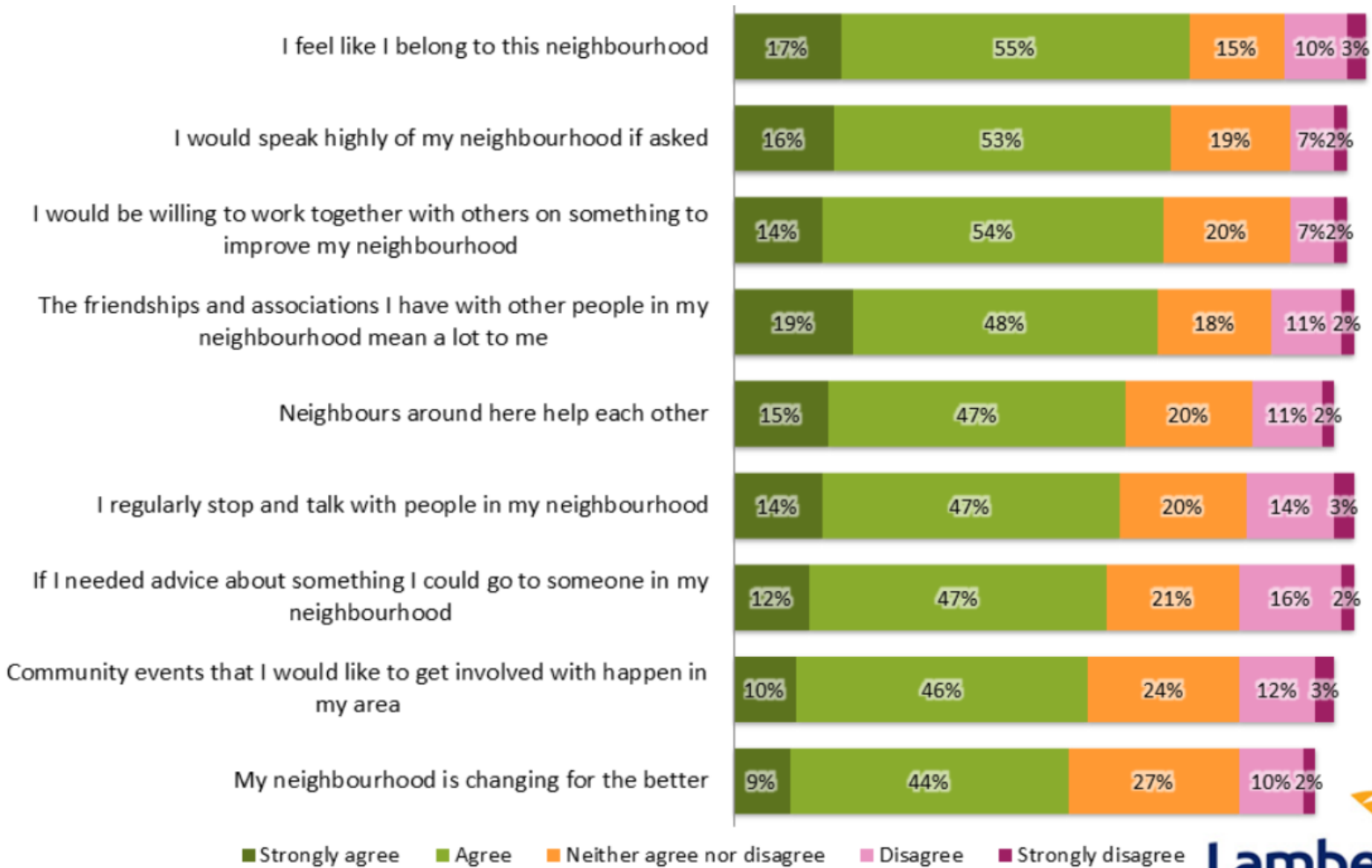
Source: YouGov

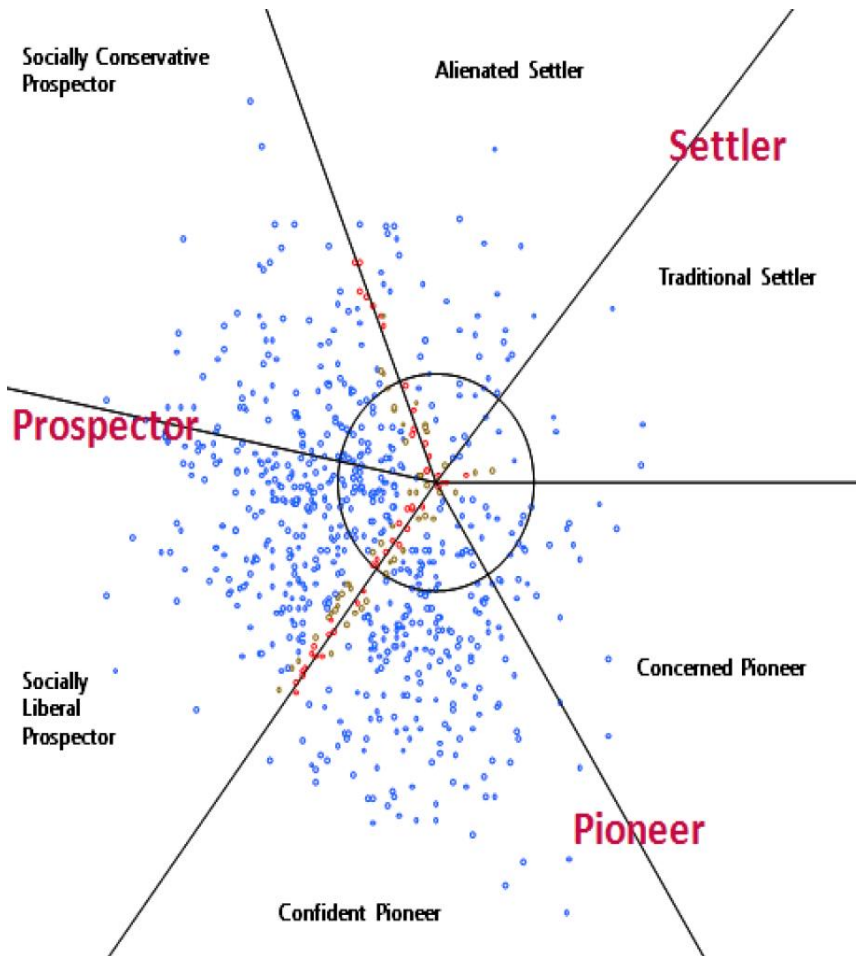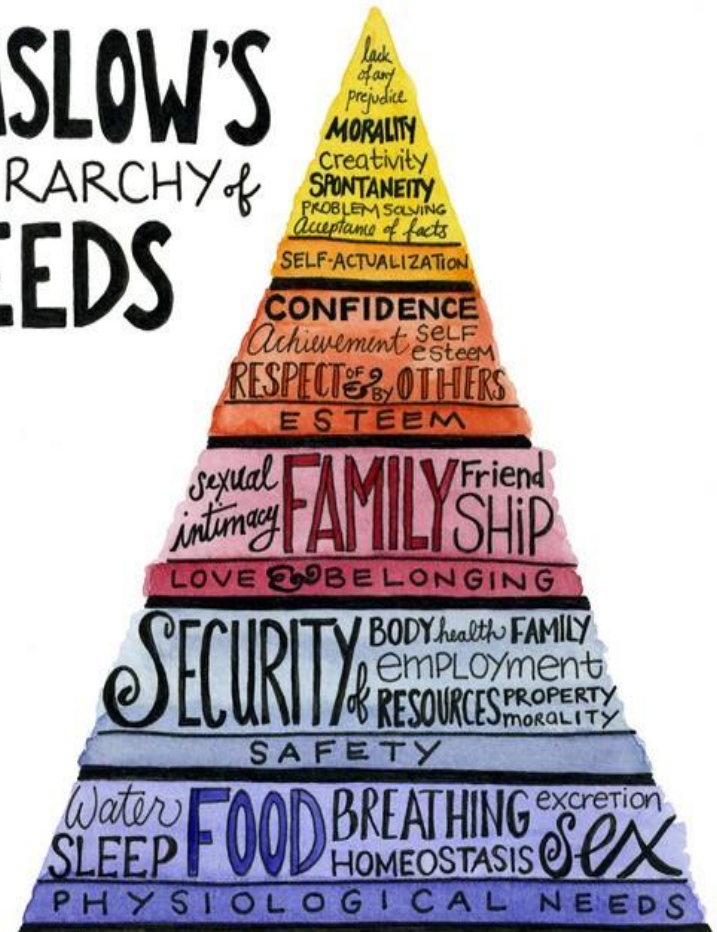# Get under the skin of the culture…

...and the lives people live

Identify people's feelings and experiences of community...

...understand what people think is shaped by different values

Is shaped by the environment and infrastructure around them

Spaces

BEFORE   AFTER

Utilities

Food

Products

Money

The future of collaboration could bring many opportunities...

Rise of the micro-entrepreneur

Hyper-productive goods

International monopolies

A million local economies

On demand, convenient and embedded

Increased sustainability

Nesta...
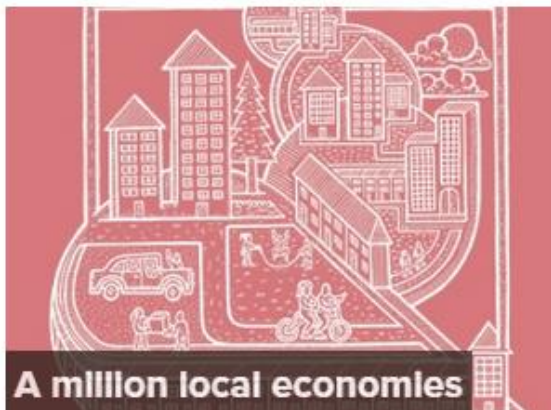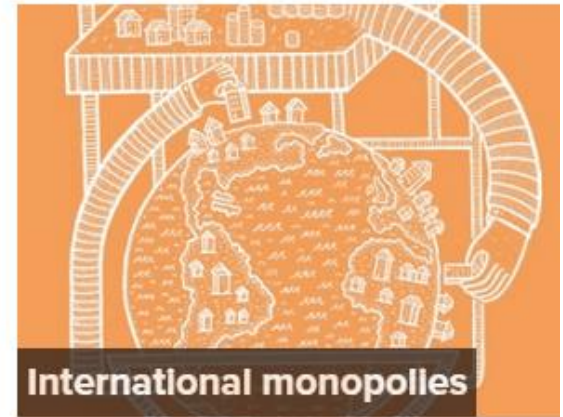
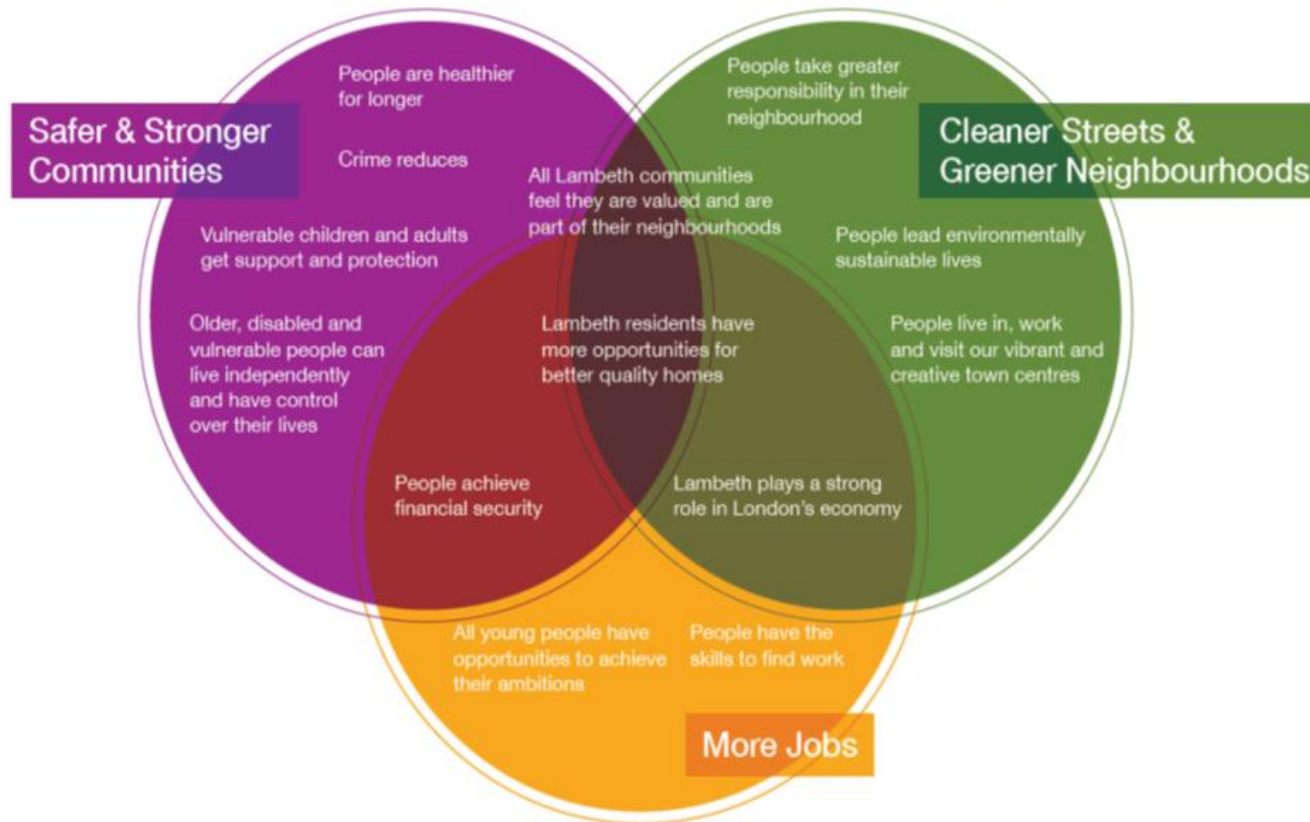# …but people find it more difficult to live and act together than before
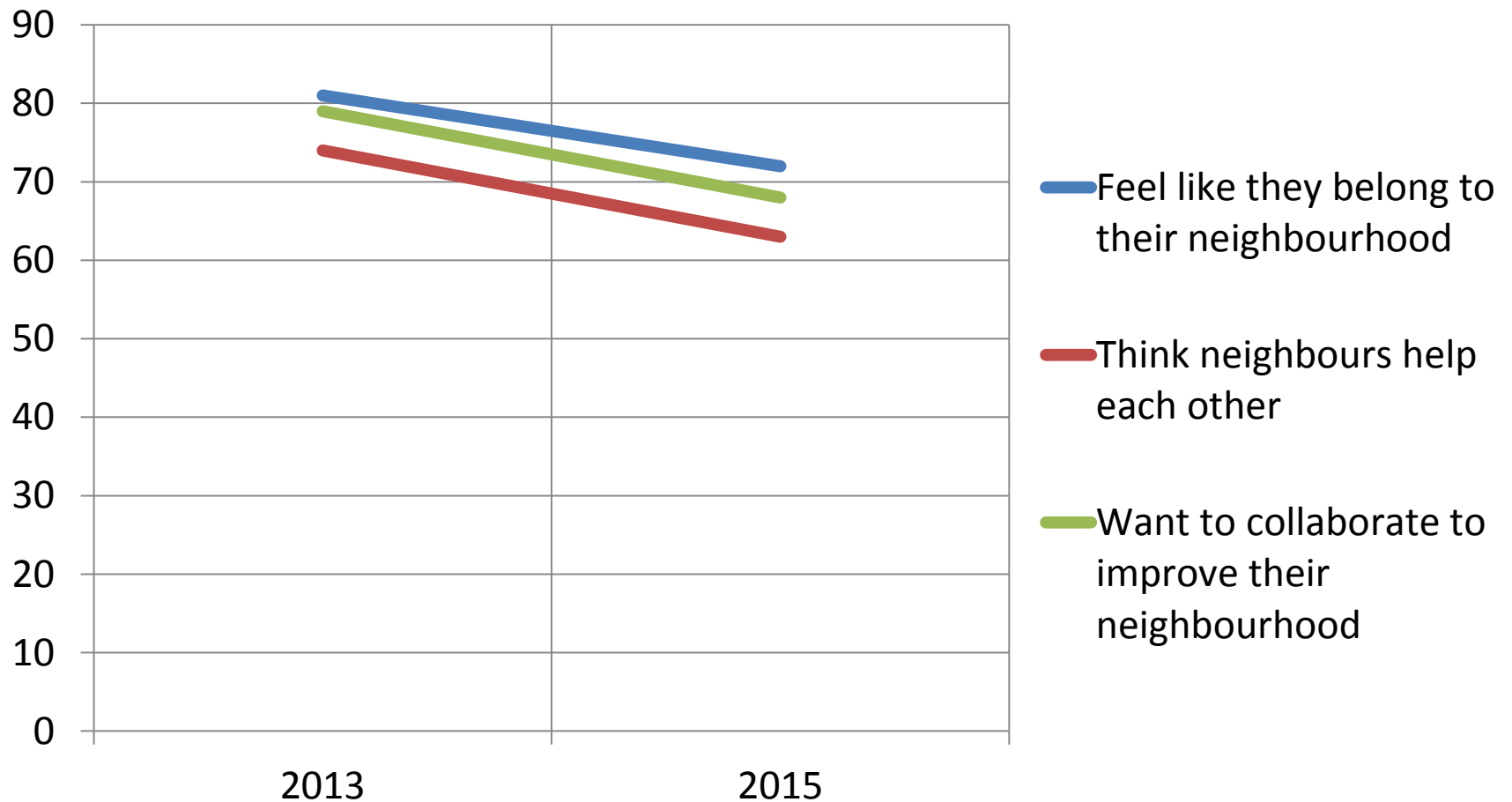
We have a clear strategic vision and direction of travel for the organisation

We have a way of working which puts the citizen at the centre – cooperative commissioning. This is reflected in our structures and in the behaviours

We have a clear plan for our finances and a balanced budget for 2015/2016

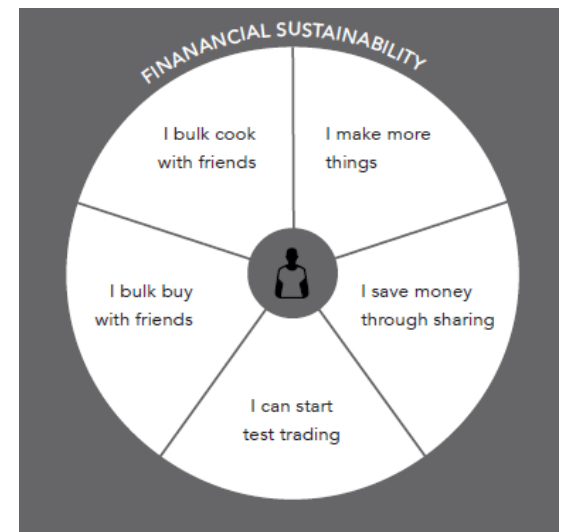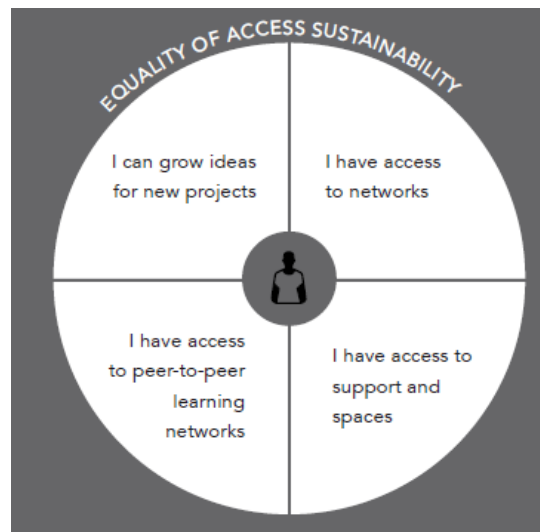We want to continue to deliver good services within our budgets

Safer & Stronger Communities

People are healthier for longer

Crime reduces

Vulnerable children and adults get support and protection

Older, disabled and vulnerable people can live independently and have control over their lives

People take greater responsibility in their neighbourhood

All Lambeth communities feel they are valued and are part of their neighbourhoods

Cleaner Streets & Greener Neighbourhoods

People lead environmentally sustainable lives

Lambeth residents have more opportunities for better quality homes

People live in, work and visit our vibrant and creative town centres

People achieve financial security

Lambeth plays a strong role in London's economy

All young people have opportunities to achieve their ambitions
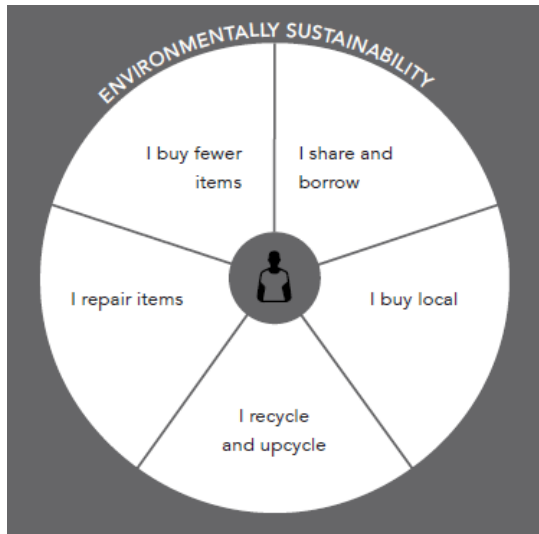
People have the skills to find work

More Jobs

Equality: continuing to protect those who need it most

Prevention: addressingthe causes of problems rather than their consequences

Resilience: helping to grow strong and supportive communities to tackle issues and take greater responsibility

How can we help people...and communities build their resilience?

ENVIRONMENTALLY SUSTAINABILITY

I buy fewer items

I share and borrow

I repair items

I buy local

I recycle and upcycle

HEALTH & WELLBEING SUSTAINABILITY

I make other people's lives better

I eat home cooked meals

I am learning

I exercise

I see friends regularly

EQUALITY OF ACCESS SUSTAINABILITY

I can grow ideas for new projects

I have access to networks

I have access to peer-to-peer learning networks

I have access to support and spaces

FINANANCIAL SUSTAINABILITY

I bulk cook with friends

I make more things

I bulk buy with friends

I save money through sharing

I can start test trading

THE OPEN WORKS

Understand people's different situations and capabilities to...

WHO CO-PRODUCES OUTCOMES	ACTION THAT PRODUCES OUTCOMES
1 — Person with specialist needs / Person with specialist expertise	Work together to produce outcome
2 — People with local knowledge & networks / Person with specialist expertise on universal service	Professional consults public - outcome produced by professional
3 — Person with specialist needs	Work together to produce outcome
4 — People with specialist platform expertise / People with local knowledge & networks / Person with local government expertise	Build platform to produce ventures and activities
5 — People with venture expertise / People with lived experience & talents / time	Build a venture together type 1
6 — People with venture expertise / People with lived experience & talents / time	Build a venture together type 2
7 — People with talents / time / People with lived experience & talents / time	Do an activity together to produce an outcome
8 — People with talents / time / People with activity expertise	Do an activity together to produce an outcome

THE OPEN WORKS

…develop pathways that help them build resilient relationships

1	Drop in Participate		Self-initiated learning		Kickstart	>>
2	Host Co-build Initiate Develop project		One-to-one project incubation Group project incubation		Design	⚙
3	Incubator Programmes Hybrid ventures Community businesses		Programmes for individuals & groups		Co-design	
4	Platform building Designing systems for platform		Programmes for individuals & groups One-to-one training and mentoring		Co-build Support	

THE OPEN WORKS

Ecosystem of participatory
commons projects, community
businesses and ventures

Prototypes

Spaces

PROJECT DESIGN

Model discovery
Testing strategy
Evaluation framework
Theory of Change
Branding

Participatory
culture models
and hybrid
civic models

Networks

Local ideas

Surfacing and connecting
people and ideas

THE OPEN
WORKS

Help people experience and practise change together

Approach		What if?	Innovations
Integration	Integrate the offer with other offers	What if services created by citizens were integrated into those by councils?	**Place Pulse** combines crowd perceptions to visualise how area is, while **Log Cabin** prototyping community-en accommodation as an altern hostels
Inversion	Turn common practice upside down	What if citizens became the auditors or designers?	**Traffic Com** helps people cre data on their neighbourh measure the level of traffi **Lambeth Council** uses gamin people design their park
Subtraction	Take something away	What if you could use infrastructure for unhealthy food for the opposite purpose?	Rather than removing sweet m **Project Green Aid** fills them w

Translation	Translate a practice from another field	What if games could be used to help people stay safe?	**Street Pong** redesigned walk signals to get people to interact with strangers while keeping them from crossing dangerous interactions
Grafting	Graft on a practice from another field	What if disused spaces could be turned into places to share?	**People United** transformed beach huts into innovation hubs for the community, while **Phone Book Share** repurposed obsolete phone booths into book share
Exaggeration	Push something to its most extreme expression	What if public services infrastructure could be used by communities to have fun?	**Hello Lamppost** extends the use of sensors for smart cities as touch points for games, while **Edible Bus Stops** reimagines bus stops as places to grow vegetation.

MADE IN LAMBETH

WORKING TOGETHER WITH LOCAL PEOPLE TO MAKE LAMBETH BETTER

THE BRIXTON POUND
USERNAME:
B£ PAY BY TEXT
PLEASE TEXT: 07797 880 200
With the following message:
"pay 1234 business 12.50"
1. The word 'pay'
2. Your personal 4 digit pin
3. The business username as written above
4. The amount in numbers eg 1.99 or 5
Confirmation will be sent to both yours and the business' mobile
WWW.BRIXTONPOUND.ORG

WHERE'S YOUR POUND? B£
PAY BY TEXT
1 TEXT: 07797 880 200
2 PAY 1234 loungebar 10.00
YOUR PIN THIS VENUE THE AMOUNT
Lounge

Help people grow everyday practices into sustainable projects
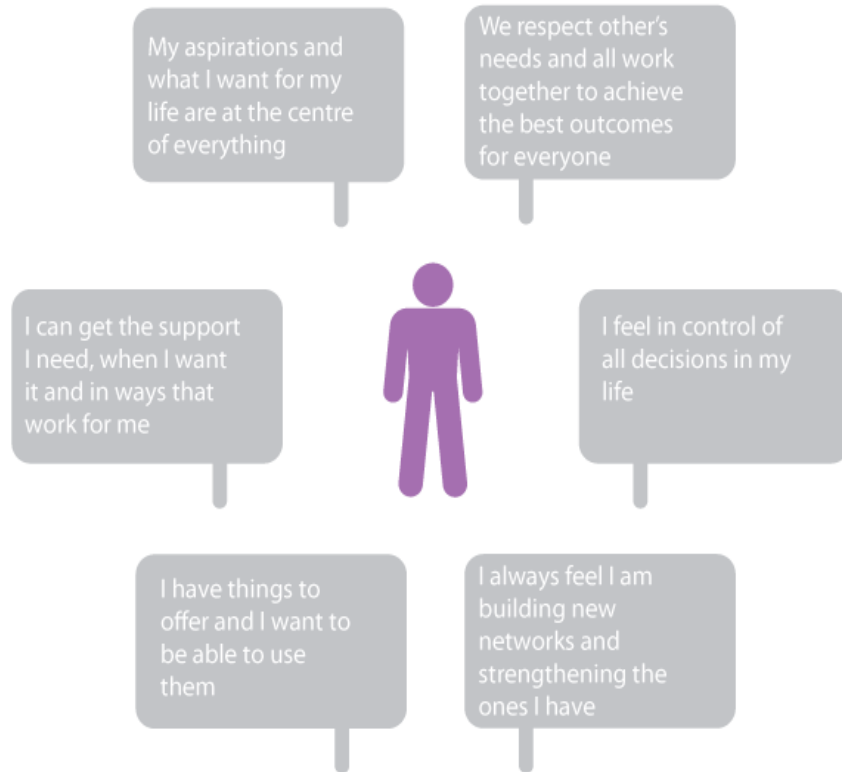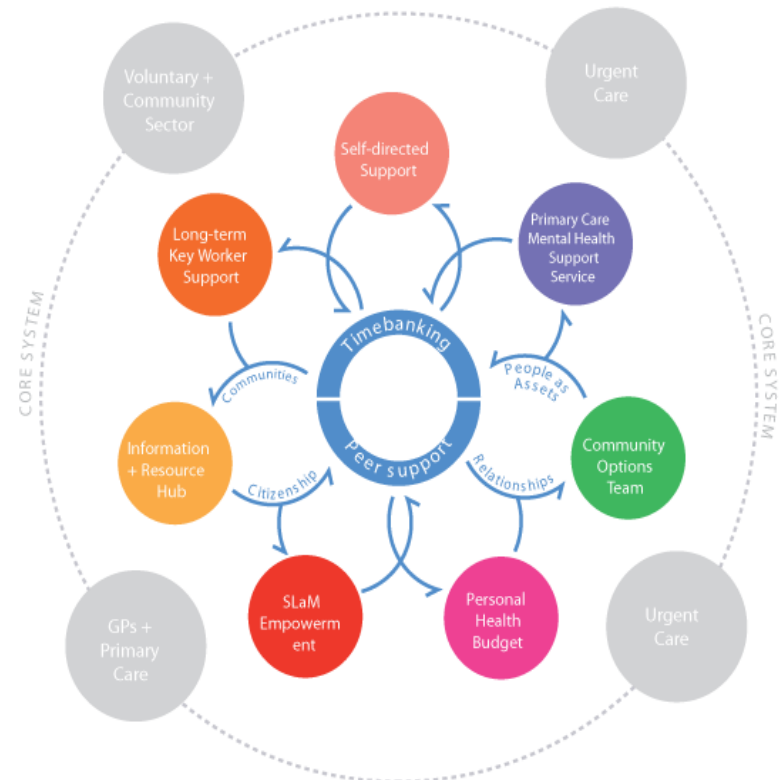

playing

borrowing

tinkering

planting

cooking

making

Turn people's everyday motivations into design principles

EXPERIENCE

My aspirations and what I want for my life are at the centre of everything

We respect other's needs and all work together to achieve the best outcomes for everyone

I can get the support I need, when I want it and in ways that work for me

I feel in control of all decisions in my life

I have things to offer and I want to be able to use them

I always feel I am building new networks and strengthening the ones I have

ORGANISATIONAL

Voluntary + Community Sector

Urgent Care

Self-directed Support

Long-term Key Worker Support

Primary Care Mental Health Support Service

Timebanking

Peer support

Communities

People as Assets

Citizenship

Relationships

Information + Resource Hub

Community Options Team

GPs + Primary Care
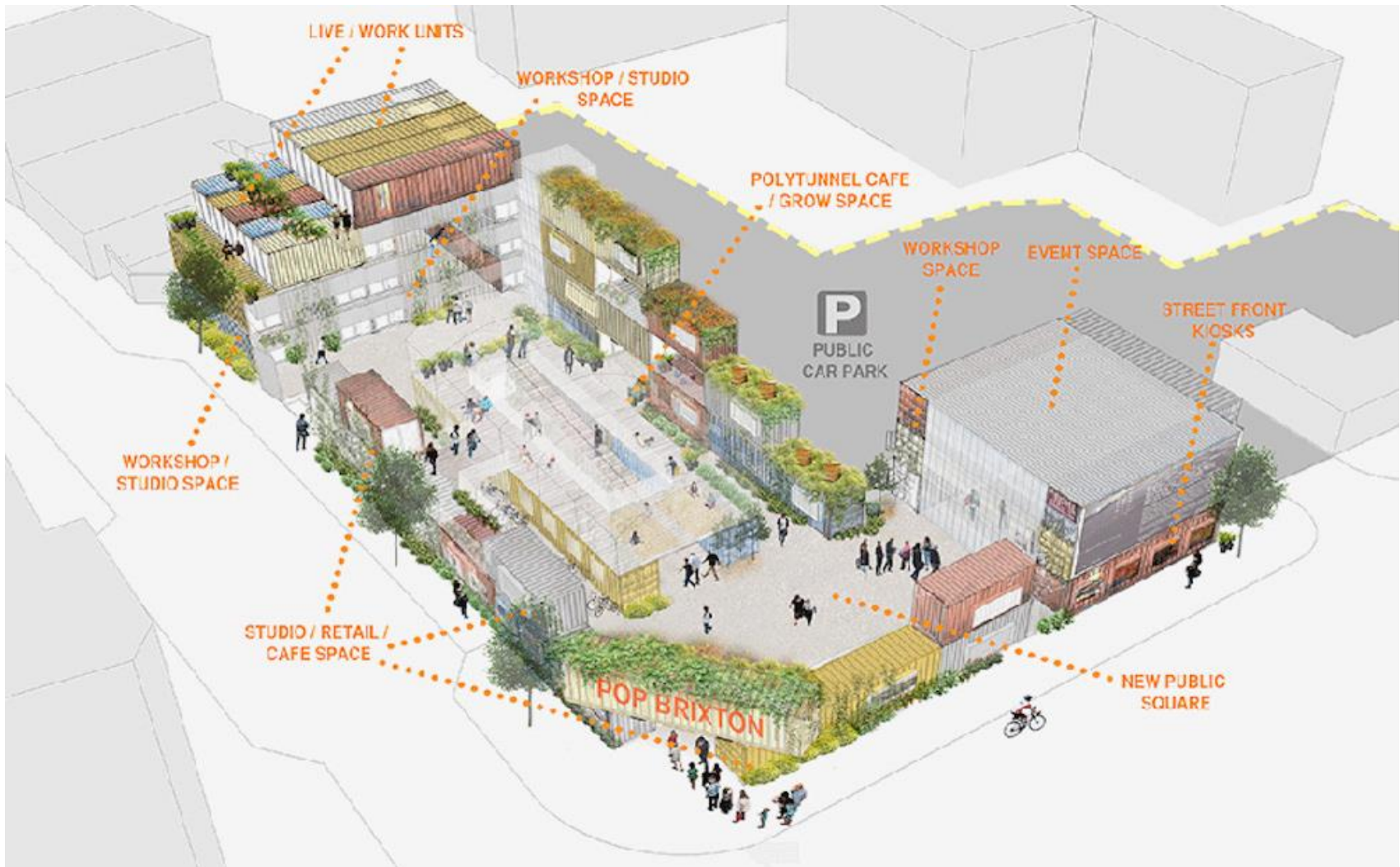
SLaM Empowerment

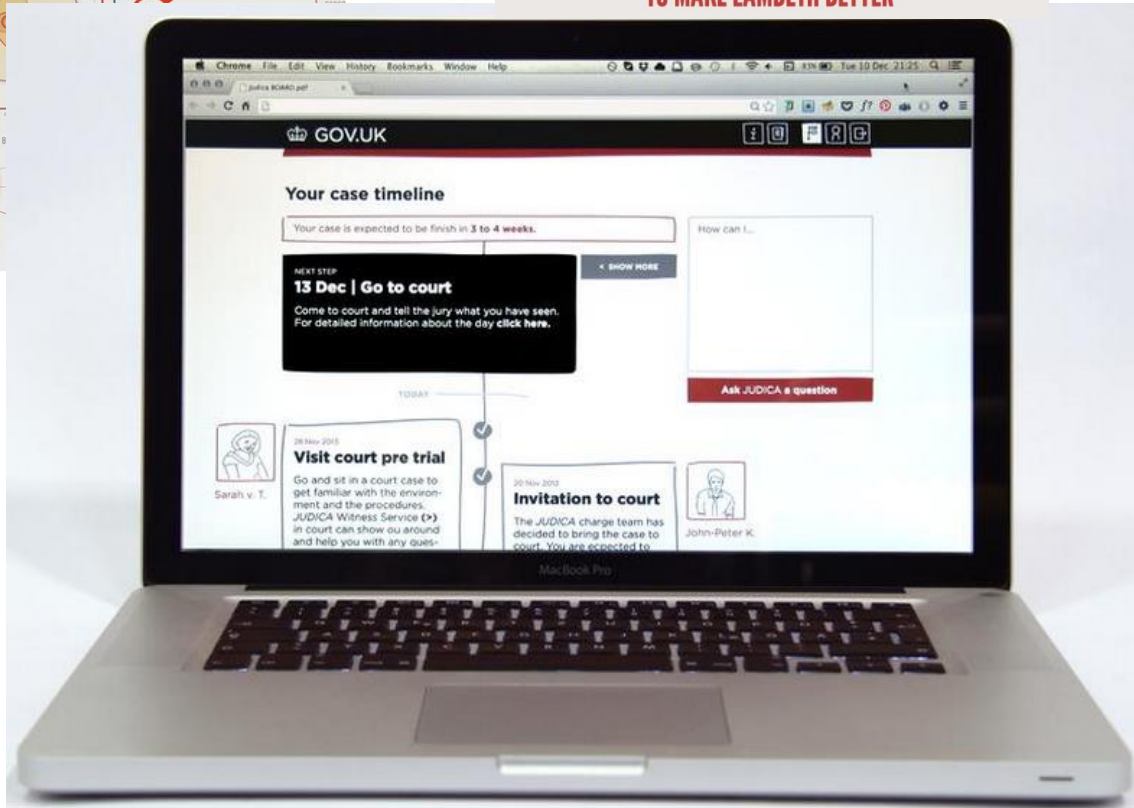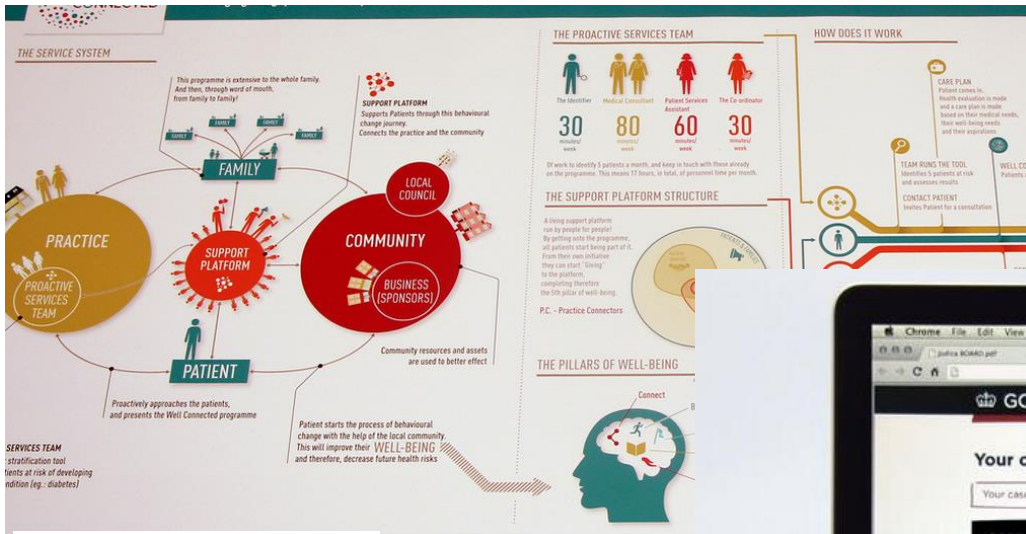Personal Health Budget

Urgent Care

CORE SYSTEM

The COLLABORATIVE
Living Well in Lambeth BETA

Support infrastructure that connects different cultures of collaboration

Build relationships with people designing in collaboration for the future...now