

# Re-shaping Services with the Public

## Shared Learning Seminar



## Agenda Swalec Stadium, Cardiff, 17 July 2014

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- 0900 Registration, refreshments and exhibitions.
- 0930 Housekeeping.
- 0935 Keynote speech – Alan Morris, Sector Lead for Local Government and Criminal Justice
- 0945 Plenary session <sup>\*</sup> – Professor Tony Bovaird, Birmingham University
- Reshaping services with the public: Co-producing public outcomes that really matter**
- We need to give citizens a greater role in our public services. First, they have far more resources and potential contributions to make than we realised in the past. Second, we need their judgments on what outcomes really matter to them as individuals (just as they need democratic institutions to decide what collective outcomes really matter to all of us). Good news, bad news: We can bring citizens much more fully into public services – but we need to change radically the way we co-commission, co-design, co-deliver and co-assess public services in order to do this successfully.
- 1030 A choice of attending one of the following workshops:
- **Co-Creating Healthy Change**  
*Cardiff Third Sector Council – Kerrine Phillips.*  
Co-Creating Healthy Change is a portfolio of 10 projects which aims to enable health service users and other people from disadvantaged or marginalised groups to be better placed to engage in health service planning, design and delivery to better meet their needs. People in Cardiff and the Vale of Glamorgan will be able to influence decisions about health and well-being services and co-create change in health and social care public service delivery.  
This workshop will provide an overview of the projects involved in the portfolio and their potential to influence positive change amongst underrepresented communities in Cardiff and the Vale. The workshop will touch on the motivations of the organisations involved and the endorsement of our stakeholders.

- **Meeting at the centre**

*Barod CIC – Alan Armstrong*

The workshop will look at the need for a joint effort by everyone involved with services so that everyone can work together and meet at the centre. The workshop will focus on power, control and the role of information. We will look at ways to make information easier to understand. No-one will be forced to do anything, but we hope people coming to the workshop will be willing to try some new things.

- **Radically re-shaping services at a locality level**

*Vanguard – Simon Pickthall.*

We are facing an economic reality in Wales that is set to devastate our public and third sector services, unless we dramatically change how we think about the design and management of work. This workshop will demonstrate what different locality thinking looks like, and the staggering improvements in outcomes and costs that can be achieved with this different thinking.

- **So why social enterprise?**

*Torfaen Leisure Trust – Sally Church and GLL – Jon Argent*

Torfaen Leisure Trust was formed in July 2013 to manage and develop the Torfaen County Borough Council Leisure facilities. GLL has been established since 1993 and now partners over 30 local authorities in delivering cultural services. Through organisational case studies this workshop will compare and contrast how large and small organisations operating in the social enterprise space can reshape public services for improved community outcomes, using commercial principles to deliver social outcomes.

1130	Tea and coffee
1145	A second chance to attend one of the above workshops.
1245	Plenary session – Call to action
1300	Close, buffet and exhibitions

**\* Whispering Service**

Barod is a workers cooperative of people with and without a learning disability. Their aim is to spread ideas and change attitudes. They specialise in making information easier to understand, and making meetings and events more inclusive. One of their new services is a simultaneous translation from "conference speak" into clear, everyday words. They usually do this by sitting and whispering to the person who wants a translation, but today Barod will be providing it via translation headsets for anyone who wants to experience the difference that whispering can make. (*Anne Collis*)