



WALES AUDIT OFFICE
SWYDDFA ARCHWILIO CYMRU

The Good Practice Exchange
Y Gyfnewidfa Arfer Da



Arfer Da Cymru
Good Practice Wales

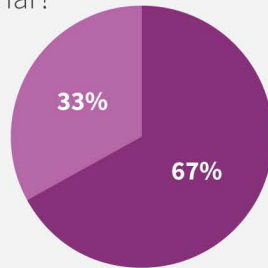
Reshaping Services with the Public

This seminar provided examples of how the relationship between those who deliver and people who use services has changed, including examples of co-production and social enterprises. The emphasis was on sharing practical experiences of how different relationships can help re-shape public services to deliver better outcomes.

Number of attendees: 71
Number of sectors represented: 8

How useful was the seminar?

- Very useful
- Useful
- Not very useful
- Not at all useful



Described by delegates as:

Delivered timely Cooperative
Forward thinking Challenging Motivational
Ideas Informative Creative Enjoyable
Practical Interesting Focused Engaging
Delicious Inspiring Positive Happy
Change (needed) Clarifying Enthusiastic
Networking opportunity
Appropriate information Innovative
Insightful Entertaining

@GoodPracticeWAO
#ReshapeServices



376,721 IMPRESSIONS 69,039 TWITTER REACH 199 RETWEETS

65 CONTRIBUTORS



Seminar tweets on Storify: <http://bit.ly/1oMjCQW>

Seminar partners:



2025
Gwasanaethau Cyhoeddus Cymru
Wales Public Services



Wales Co-operative Centre
Canolfan Cydweithredol Cymru

Results and outcomes

Looking into timecredit model

In our baseline survey instead of presuming we know what matters, ask first question what matters to you

I will be signposting colleagues to link in with community voice in Cardiff and Vale

Links to information from the seminar:

- Web page: www.wao.gov.uk/events/re-shaping-services-public
- Blogs: www.goodpracticeexchange.wordpress.com
- Pinterest: www.pinterest.com/goodpracticewao/re-shaping-services-with-the-public-ail-lunio-gwas/
- Good Practice Wales: www.goodpracticewales.com/
- Videos: www.vimeo.com/102217929