

### **Alan Morris, Wales Audit Office**

At the event:

In Wales, people have a fierce devotion to their community, and the interests of local people have given rise to some of our most valuable public institutions. We need to harness this quality if we are to achieve successful transformation. And we must transform if we are to have the services and outcomes that are valued by the communities, and if those services and outcomes are to survive.

Interview:

We arranged this shared learning seminar at this particular time because public services are facing major challenges. The current models of public service delivery can't continue as they are. We really need to look at new and different ways of doing things in order to meet the demands and the financial pressures they face. Co-production is an important part of that. There are different ways of doing things that we must adapt to and learn, and this was an opportunity to share experiences of things that have already worked and to begin to spark ideas about how more people can get involved in co-production.

### **Chris Bolton, Wales Audit Office**

At the event:

Something different about this seminar – Barod, who are with us today, are running a whispering service. You may not be familiar with what a whispering service is. I experienced it a few months ago, and it changed the way I think about how we run seminars. Essentially what it does, is it translates conference jargon into something everybody else can understand.

### **Anne Collis, Barod CIC**

Interview:

We started off offering a translation service. In Wales we're used to needing to manage Welsh and English, working together in meetings. What we wanted to do was to trial a way at this meeting of working together between conference speak and plain, clear everyday language. There were two benefits. The first was people who didn't need the service started to think about different ways to say things. The main benefit, where a couple of people who said they'd been at a meeting yesterday without translation had felt really shut out, tired, grumpy by the time they left, and today said "It was so different" – they could understand and take part.

### **Alan Armstrong, Barod CIC**

At the event:

We done a thing yesterday where we looked on information which was jargon, and we come up with between sixteen to nineteen words which were jargon.

### **Anne Collis, Barod CIC**

Interview:

One of my colleagues at Barod, Alan, ran a workshop, where we looked at how we can include or shut people out by the language that we use. If we're going to work together, we need to find a shared language so we used some fun ways for people to see how they use language at the moment and to think of ways they could change.

### **Sally Church, Torfaen Leisure Trust**

The main thrust of the presentation was that we were questioning the fact that it's not just services that need reshaping, it's the people delivering them. There's too much emphasis on bureaucracy, red tape. We're looking backwards all the time, inwards. What we need to do is look outwards at the customer. There's enough resource in the system, it's just spent in the wrong place – bean-counting, feeding the beast. But as I say a lot of people are very comfortable with that. They need to, as I say, reshape the people, look at the attitude. The attitude should be “what can I do that's better for the customer?” and not about report writing and all the other things that people are very comfortable with. Now in terms of how we could possibly do that, what we have done is that we have created a social enterprise where we are able now to make decisions very quickly. We're agile, we focus on the service we are delivering, we're using commercial practices to deliver social outcomes, so we're not endless report writing. We're looking at saying this is about delivering excellent customer service and the best way to do that is by quick, agile decisions, being proactive, reacting to the market, rather than taking out all the risk, doing all the things that we unfortunately have to do when I was in the public sector.

### **Tony Bovaird, Birmingham University**

At the event:

And I suppose this morning is about that gap. The amount of guff that's being talked and the amount of practice that's being walked. And our desire to close that gap, learn from the practice and make the talk more relevant to what people are actually wanting and doing

### **Simon Pickthall, Vanguard**

Interview:

The main purpose of my presentation was to talk about how we need to think differently about how we design and manage public services. That's spoken about quite often, but not often are we talking about what different thinking looks like, so I helped the delegates understand there's three elements they need to think about. Firstly, is not all work through the work is work to be done. If people are coming back more than once we need to ask why – very, very prevalent in social care environments. If we haven't said what matters to people and help them achieve it they tend to come back. Another element is we need to standardise and specialise. That's a current paradigm that people think about. Actually that causes enormous problems. An example being one lady we're working with with learning disabilities, her mother described it as “You've known my daughter since she was zero, she's now eighteen, every time you come through the door it's like you've never met her before.” It transpired that she had thirteen different specialists working with her. Actually, what she wanted to do was just talk about what mattered to her and what a good life looked like. And the third element is that we need to provide services for people. In actual fact, people have enormous resilience themselves, communities have resilience and loads of social capital that we can use ourselves.

**Jon Argent, GLL**

I think the one key message that I would like delegates to take away is a call to action. We need to move now. Doing nothing is potentially irresponsible. The status quo is not an option. So let's have a really good discussion around the options, and be bold and brave and move forward positively.