

Agenda

09.00 Registration, refreshments and exhibitions

09.30 Housekeeping

09.35 Keynote speech

Alan Morris, Sector Lead for Local Government and Criminal Justice, Wales Audit Office

09.45 Plenary session* – 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.

10.30 A choice of attending one of the following workshops:

- **Beacons Creative**

Hazel Jukes, Provider Services Manager (Learning Disability/ Mental Health)

Beacons Creative Wales Ltd is an emerging social enterprise, developing through partnership working with Powys County Council. Prior to the transfer it was a Local Authority day service set up to enable people with learning disabilities opportunities to gain skills and training towards meaningful paid employment.

This workshop will share how they moved from a local authority service to being a standalone social enterprise, the lessons learnt and the benefits to the service users.

- **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.

- **Relevant Risk – Abergele Town Council's Experience of working with the 'Strong Roots' Project**

Councillor Richard Waters, Abergele Town Council and Rhodri Thomas, Cynnal Cymru/Sustain Wales

The workshop will provide an overview of the Strong Roots Project and explore the links between environmental risks and community wellbeing. The workshop will help delegates recognise that Community and Town Councils have an important role in managing risk and identify the potential for collaboration between local councils, community groups, volunteers, unitary authorities, emergency services and other statutory agencies.

- **C.H.A.a.T Volunteer Service**

Aneurin Bevan University Health Board – Tanya Strange

The Care Home 'Ask and Talk' (C.H.A.aT) Volunteer service. Made up of retired professionals, the service aims to ensure that people living in nursing homes are safe, well cared for and enjoy living at the home.

This workshop will provide an how and why the service was developed and the benefits of this particular service for the older people living in care homes, their relatives, the nursing home staff and the wider health and social care organisations.

11.30 Tea and coffee

11.45 A second chance to attend one of the above workshops

12.45 Plenary session – Call to action

13.00 Close, buffet and exhibitions

***Whispering Service**

Barod is a worker's co-operative 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)*