

Co-Production Forum

Lisbon
14-15 November

SANTA CASA
Misericórdia de Lisboa



Co-Production Forum

Delegate Pack

Thursday 14 November 2019

Friday 15 November 2019

Meeting Venue:

ISS – Institute for Social Security

Rua Laura Alves, 7, Lisbon

1050-063 Lisbon

Portugal

Accommodation:

VIP Grand Lisboa Hotel & Spa

Av. 5 de Outubro 197

1050-054 Lisbon

Portugal

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INTRODUCTION

The Co-Production Forum on 14-15 November is the 2019 edition of our annual seminar. The seminar will bring together 130 participants, including directors, practitioners, consultants, policy-makers and people using services to share policy and practice on how people using services can participate and have their say on social services planning, delivery and evaluation.

Co-production in social services is understood as the equal participation of people and professionals at all stages of social services planning, delivery and evaluation.

Co-production is increasingly being implemented by social services, acknowledging a shift in perspective of people who use services from beneficiaries to active participants in planning, delivery and evaluation.

This approach can help to:

- Gain insights into barriers and opportunities for people using services, which can inform policy and practice
- Improve services by making them more attuned to people's needs and expectations
- Empower people who use services by giving them skills and confidence

Through plenary discussions and workshops, participants at the event will have the opportunity to discover examples of co-production policy and practice in place across Europe, in addition to hearing about the challenges when implementing co-production, how these can be overcome, and the outcomes that can be achieved.

Participants will also help to create a co-production guide during their discussions. It will be published by ESN after the event and will provide practical advice for managers and directors of social services about ways in which they can promote the participation of people who use social services. We thank the support of our partners in Portugal who have helped with the preparation and hosting of the meeting:

- Santa Casa da Misericórdia de Lisboa
- Lisbon City Council
- Institute for Social Security

SANTA CASA
Misericórdia de Lisboa



08:30 - 09:00	Registration and welcome coffee
09:00 - 09:45	Session 1: Welcome <ul style="list-style-type: none"> • Christian Fillet, Chair, European Social Network • Rui Fiolhais, President of the Council of Directors, Institute for Social Security, Portugal • Edmundo Martinho, President, Santa Casa Misericórdia de Lisboa, Portugal • Nuno Veludo, Advisor for Social Rights, City of Lisbon, Portugal • Gabriel Bastos, Secretary of State for Social Security, Government of Portugal
09:45 - 11:00	Session 2: Co-production in Europe An introduction to what co-production is, how it is being implemented in Europe, key principles for implementing co-production, and inspiring examples. <ul style="list-style-type: none"> • Moderator: Alfonso Lara Montero, Chief Executive, European Social Network • Henrik Kristensen, Deputy Head of the Department of the European Social Charter, Council of Europe • Pete Fleischmann, Head of Co-production, Social Care Institute for Excellence, United Kingdom • Alex Horne, Chloe Currie, Kerrie-Anne Martin and Dawn Parker, Champions Board, South Ayrshire, Scotland United Kingdom
11:00 - 11:30	Coffee Break
11:30 - 13:00	Break-out 1: Inspiring Practices 3 parallel sessions with practices and interactive discussions. <p>1.A. Co-production for the labour market integration of homeless people 'É Um Restaurante' Project Plenary Room EN & PT</p> <ul style="list-style-type: none"> • Paulo Santos, Director of Social Rights, City of Lisbon • Américo Nave, Executive Director and Florência Salvia, Project Coordinator, CRESCER Association, Portugal <p>1.B. 'Four Co' multi-step approach to co-production in public employment services: (1) co-commissioning (2) co-design (3) co-delivery (4) co-assessment Sala 2 EN</p> <ul style="list-style-type: none"> • Dr. Matthias Schulze-Böing, Head of Employment, Statistics & Integration Policies Department, The City of Offenbach am Main, Germany <p>1.C. Co-production with the Traveller Community Sala 3 EN</p> <ul style="list-style-type: none"> • Anne Helferty, Chief Housing Welfare Officer, Dublin City Council, Ireland
13:00 - 14:00	Lunch
14:00 - 15:30	Session 3: Overcoming Challenges in Co-production The panelists will discuss challenges when implementing co-production such as overcoming time and resource constraints, achieving cultural change, and ensuring professionals and people using services have the right skills. <ul style="list-style-type: none"> • Moderator: Kenny McGhee, Throughcare and Aftercare Lead, Centre for Excellence for Children's Care and Protection, Scotland United Kingdom • Sylvie Desmarais, Director for Social Services Department, Institute for Excellence in Health and Social Services, Canada • Dr. Ossie Stuart, Equalities and Disability Consultant, United Kingdom • Elsebeth Nebeling, Development Consultant, Municipality of Esbjerg, Denmark
15:30 - 16:00	Coffee Break
16:00 - 17:30	Break-out 2: Inspiring Practices 3 parallel sessions with practices & interactive discussions. <p>2.A. Lisbon City of all Ages: Empowering older people Plenary Room EN & PT</p> <ul style="list-style-type: none"> • Maria da Luz Cabral, Director, Ana Moura, Senior Sociology Officer, and Custodia Carilho, Day Centre User, Santa Casa da Misericórdia de Lisboa, Portugal • Jorge Mourão, Senior Geography Officer, City of Lisbon <p>2.B. The Individual's Needs in Focus (IBIC) Sala 2 EN</p> <ul style="list-style-type: none"> • Lena Carlereus, Head of Health and Care Services and Anna Borgius, Director of Health and Care Services, Lund Municipality, Sweden <p>2.C. The Mandela Project Sala 3 EN</p> <ul style="list-style-type: none"> • Carlos Santos Guerrero, Deputy Director General of Social Services and Economic Management, Regional Government of Galicia, Spain
19:30	Dinner Restaurant Varanda de Lisboa, Hotel Mundial Praça Martim Moniz 2 1100-34, 1100-341 Lisbon, Portugal 19:00 Buses to the dinner for participants leave from the VIP Grand Lisboa Hotel & Spa

08:30 - 09:00	Welcome and Registration
09:00 - 10:00	Session 4: The Outcomes of Co-production Discussion on the impact co-production can have for empowering people who use services, and improving the quality of social services in addition to how the outcomes can be measured. <ul style="list-style-type: none"> • Moderator: William Hayward, Policy and Communications Officer, European Social Network • Dr. Elke Loeffler, Director, Governance International and Senior Lecturer, Strathclyde University, United Kingdom • Carsten Wulff Hansen, Head of Social Services, Municipality of Randers, Denmark • Tara Flood, Strategic Lead for Co-production, London Borough of Hammersmith and Fulham, United Kingdom
10:15 - 11:15	Break out 3: Developing a Co-production Guide Discussions on developing a guide for social services to implement co-production. <p>Plenary room – Discussions in English</p> <p>Sala 2 – Discussions in Portuguese</p>
11:15 - 11:45	Coffee Break
11:45 - 13:15	Session 5: The Future of Co-production The key messages from the discussions are presented before a roundtable holds a forward-looking discussion to evaluate the potential of co-production in the future and to summarise the talking points from the event. <ul style="list-style-type: none"> • Moderator: Alfonso Lara Montero, Chief Executive, European Social Network • Deirdre Connolly, Standards Development Lead, Health Information and Quality Authority, Ireland • João Varela, Coordinator, Centre for Independent Living, Portugal • Nadežda Buinickienė, Head of Social Services Department, City of Vilnius, Lithuania • Representative, Directorate General for Health, Portugal
13:15	Close and Lunch



VENUE OF THE MEETING

The meeting will take place on Thursday 14th November and Friday 15th November 2019 at:

ISS – Institute for Social Security

Rua Laura Alves, 7
1050-063 Lisbon
Portugal

ACCOMMODATION

ESN will fund and book accommodation (breakfast included) for one person per organisation, for two nights (unless agreed differently in advance with ESN) at:

[VIP Grand Lisboa Hotel & Spa](#)

Av. 5 de Outubro 197
1050-054 Lisbon
Portugal

Check-in on Wednesday 13th November from 14:00

Check-out on Friday 15th November at 12:00

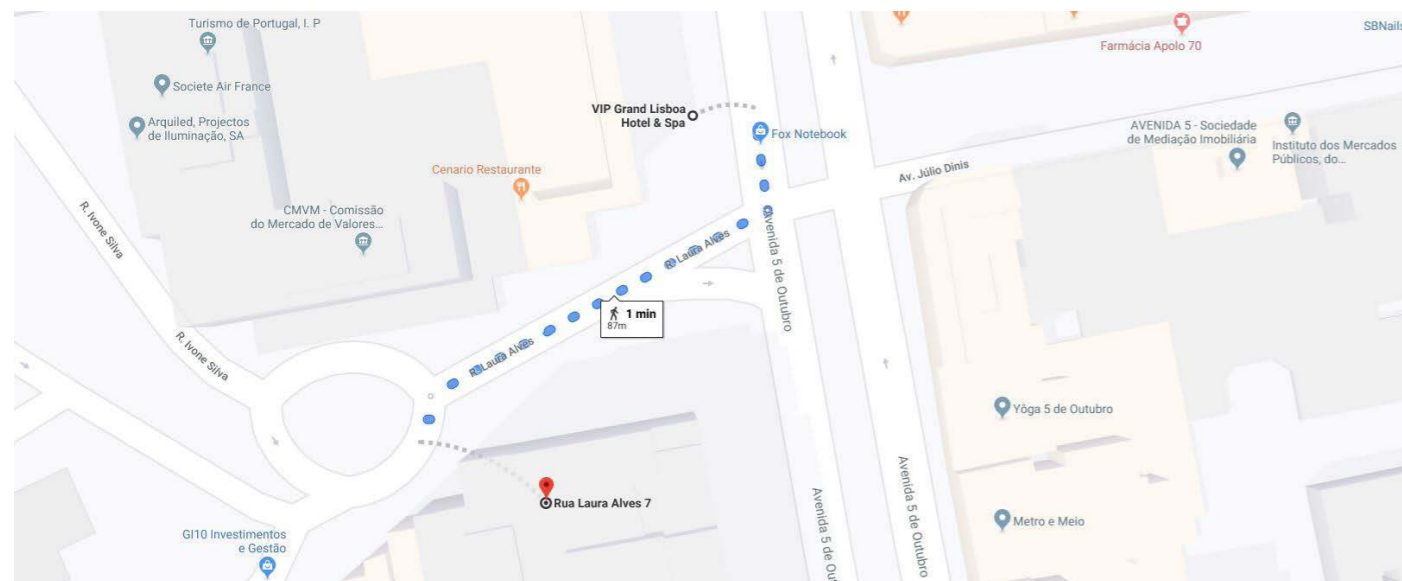
If you require an extra night at the Hotel or want to book a double occupancy room for an extra person, please arrange this with the Hotel directly by contacting Anabela Castro sales.trade@viphotels.com +351 210 435 000.

GETTING TO THE HOTEL FROM LISBON AIRPORT (LIS)

The Aerobus is the easiest way to get to and from Lisbon Airport. The Aerobus runs every day, every 20 minutes from 8 am until 21 pm. Take line Aerobus 1 and stop at Estação de Entrecampos. The Hotel is located 5 minutes walking distance from the station. The journey takes approximately 20-30 minutes. More information on rates and schedules [here](#).

GETTING TO THE VENUE OF THE MEETING FROM THE HOTEL

The venue of the meeting (ISS – Institute for Social Security Building) is just around the corner from the Hotel.



DINNER

On Thursday 14th November at 19:30, Lisbon City Council will host a dinner for delegates who have confirmed their attendance to the evening event.

Restaurant Varanda de Lisboa

Praça Martim Moniz 2
1100-34, 1100-341 Lisbon

The panoramic restaurant is located in the city centre of Lisbon, offering stunning views over the heart of the City. Buses to the restaurant will leave at 19 :00 from the entrance of the VIP Grand Lisboa Hotel & Spa. Please note that no buses will be organised for the return journey to the Hotel after the Dinner.

GETTING TO THE HOTEL FROM THE DINNER RESTAURANT

Take bus 736 from Rossio station and stop at Campo Pequeno. It is a 4 minutes' walk from the VIP Grand Lisboa Hotel & Spa. The journey is approximately 25-30 minutes long.

TRAVEL REIMBURSEMENT

Please book your travel as soon as possible and email your confirmation to Ines Boursot at Ines.Boursot@esn-eu.org

For the reimbursement of travel costs (up to €300) after the event, and **no later than 6th December** you should:

- Scan the [reimbursement form](#) filled out and signed together with all receipts, invoices, boarding cards, plane, train and public transportation tickets and email them to Inès Boursot;
- Also return all originals, by post to the ESN Secretariat:

Att/ Inès Boursot

European Social Network

3-4-5 Avenue des Arts, 8eme étage

1210 Bruxelles

Belgique

Please make sure that your travel complies with the financial specifications for reimbursement of travel expenses on page 2 of the [reimbursement form](#).

If we do not receive your travel reimbursement request by the 6th December we cannot guarantee that we will be able to make reimbursement for your travel costs. If you are unable to meet this deadline, please let us know as soon as possible by contacting Inès Boursot.

Should you need any additional logistical information or assistance please contact ESN's Projects and Events Officer, Inès Boursot Ines.Boursot@esn-eu.org

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ESN STAFF

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Get involved!

#CoProduction



@ESNsocial



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