

Programme

Co-designing services for customer-centric organisations

Wednesday 26 February 2020 | Birmingham

Co-designing services has never been more important. With a renewed focus on building trust between residents and landlords, co-designing services can play a key role in putting customers at the heart of what we do.

And in a digital world where we are encouraging more people to interact online and 'self-serve', it can be an essential element of making sure we get things right.

At this one day masterclass, we are bringing together one of the housing world's most customer-centric organisations, Co:create at South Yorkshire Housing Association, with award-winning service design company Hellon, that works with some of the world's leading retail and finance companies.

09:30 Registration, refreshments and breakfast rolls

10:00 Welcome and introduction

10:05 Co-designing services – the Hellon way (practical workshop)
Andreas Pattichis, Senior Service Designer, Hellon

11:40 Refreshments and networking

12:00 Co-designing housing services: Methods and mindset
Rich Stockley, Head of research and Engagement for Surrey City Council

12:45 Group Q&A

13:00 Close