

# Programme

## Co-designing services for the White Paper era Friday 22 January

How many organisations can genuinely say they sit down, listen and co-create their services with residents? How many really see the world from their residents' point of view?

A service that is designed, delivered and maintained without involving customers is built on sand, but all too often we take a one-size-fits-all approach that can't possibly take into account the needs of every resident.

In the White Paper era, co-designing services has never been more important across all channels. And in a digital world where we are encouraging more and more people to interact online and 'self-serve', how can we be sure that we are getting it right?

At this one-day masterclass, led by award-winning service design company Hellon, we will combine expert guidance with practical advice and interactive tasks.

It will put you ahead of the game. You don't need to wait for more guidance from MHCLG and the Regulator of Social Housing. Work with your residents now.

### **10:30 Registration and Welcome**

**10:35** Co-design services (part 1)  
**Andreas Pattichis, Lead Service Designer, Hellon**

### **11:30 Break**

**11:35** Co-designing services (part 2)  
**Andreas Pattichis, Lead Service Designer, Hellon**

### **12:20 Q&A**

### **12:30 Finish**