

irissforum2011

designs for the future



6TH DECEMBER · GLASGOW ROYAL CONCERT HALL

The IRISS Forum 2011 will focus on service design. Traditional approaches to improving service delivery tend to focus on consultative processes that create new policies, regulations and guidance. An alternative approach is for service providers and people who access support to work collaboratively, using Service Design processes to generate insights, develop ideas and then test them out.

Designing services together ensures outcomes important to people are the focus of the improvement process, advancing the personalisation agenda and enabling greater involvement and transparency by sharing the role of improving care and support.

This year's Forum will provide you with an opportunity to learn more about Service Design, how it has shaped service provision in England, and how IRISS and service providers in Scotland have embraced this approach.

The Forum will also provide you with an opportunity to talk to people who have worked this way, try out some of the processes for yourself and discuss and plan the potential impact of designing support in different ways. We will hear from those who have been pioneers in the field and will showcase Service Design projects which IRISS is working on.

forum.iriss.org.uk

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Speakers

- *Angela Constance MSP*
Minister for Children and Young People
- *Joe Heapy, co-founder and Director of Engine*
Joe leads the work with the public sector at Engine Service Design. He collaborated with Demos to research and publish *The Journey to the Interface*, setting out the role of user-centred approaches to service design in the public sector.
- *Denise Stephens, co-founder and CEO of Enabled by Design*
Inspired by her personal experiences following a diagnosis of MS, Denise presented Enabled by Design at the first Social Innovation Camp in 2008 and emerged as the winner.
- *Students from Glasgow School of Art*
will present highlights from their work with IRISS on service design projects, focusing on Reshaping Care for Older People.

Who should attend?

The event is targeted particularly at those able to make change happen: commissioners, heads of service, Change Fund leads, and those participating in planning groups.

Registration information

We are funding this event from our core resources so there will be no attendance fee. In order to get a mix of delegates from a range of situations, we are asking people who would like to attend to *register their interest* online at:

irissforum2011.eventbrite.com

This should be done by Friday 21 October. We will let you know if you have been successful in being allocated a place by Monday 31 October.

If you have any questions or queries, please contact Sharon Dennett:

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