

## Towards Co-creation of Public Services at the Local Level – Innovative Concepts and Practice Cross Europe

**5th May 2021, online seminar**  
Program times in CET (Berlin, Warsaw, Brussels)

- 9.00–9.15 Welcome and opening session  
Facilitator: **Anita Narbro**, Turku University of Applied Sciences  
Representatives of JPI Urban Europe (**Johannes Riegler**, Chair), Urban Experts Research Alliance (**Edoardo Croci**, Chair, tbc), CoSIE (**Heli Aramo-Immonen**, Director), University of Wroclaw (**Aldona Wiktorska-Świąćka**, on behalf of Chair of European Studies)
- 9.15–9.50 Opening speeches  
Facilitator: **Aldona Wiktorska-Świąćka**, University of Wroclaw  
  
Key Note: Towards Co-creation of Public Services at the Local Level – Innovative Concepts and Practice Cross Europe, Professor **Taco Brandsen**, Radboud University  
  
Key Note: Co-creation of public services – dilemmas and challenges for research and practice, Professor **Christopher Fox**, Manchester Metropolitan University
- 9.50–10.00 Time for questions and answers
- 10.00–10.30 **Policy statement:** Co-creation of public services *in actu* - dilemmas and challenges for public policy, **Dr József Bagó**, county notary of Nógrád county  
**Experience statement:** Co-creation of public services *in actu* – user’s voice, **Hanna Kirjavainen**, Turku University of Applied Sciences, **Ville Nieminen**, Suomen Kuntaliitto ry
- 10.30–10.45 Time for questions and answers
- 10.45–11.15 **Plenary Discussion I:** Towards co-creation of public services in local practice in the European Union  
**Facilitator:** **Anna Janus**, University of Wroclaw  
**Jessica Dijkman**, Municipality Houten, **Paolo Giorgi Rossi**, Local Health Unit Reggio Emilia, **Javier González Cardona**, Employment and Local Development Foundation Valènciactiva
- 11.15–11.30 Time for questions and answers



- 11.30–11.45 Break
- 11.45–12.15 **Plenary Discussion II: Towards co-creation of public services in theory and research**  
Facilitator: **Mariusz Dybał**, University of Wrocław  
**Taco Brandsen**, Radboud University, **Harri Jalonen**, University of Vaasa, **Rob Grundemann**,  
University of Applied Sciences Utrecht, **Andrea Bassi**, Bologna University, **Susan Baines**,  
Manchester Metropolitan University
- 12.15–12.30 Time for questions and answers
- 12.30–13.30 Lunch break
- 13.30–13.40 Opening presentations  
Facilitator: **Anna Miśniakiewicz**, Active Senior Foundation & Workshops Facilitators
- 13.40–13.45 Time to join preferred workshop
- 13.45–14.15 **WORKSHOP 1: Roadmap to co-creation: How to plan the process of co-creation?**  
**Michael Willoughby**, Universitat Politècnica de València, **Magnus Lindh**, Karlstad University
- WORKSHOP 2: Living Labs: How to support the Innovation of Relationships for Co-creation using Living Labs**  
**Rob Willson**, Northumbria University
- WORKSHOP 3: Lived experience: How to use Community Reporting method to create user profiles**  
**Hanna Kirjavainen**, Turku University of Applied Sciences, **Ville Nieminen**, Suomen Kuntaliitto ry
- WORKSHOP 4: Lived experience: How to co-create with stakeholders – useful methods and tools**  
**Anna Janus**, University of Wrocław, **Anna Miśniakiewicz**, Active Senior Foundation
- 14.15–14.30 Workshop summary and conclusions  
Facilitator: **Anna Miśniakiewicz**, Active Senior Foundation
- 14.30–15.00 Final remarks and recommendations  
Facilitator: **Heli Aramo-Immonen**, CoSIE Director  
Wrap-up of the Seminar