



Global Human Services Summit 2026

InterContinental London, UK

20 - 23 April 2026

16:00

Formal Summit Kickoff*In-person*

Mon. | 20 Apr. 2026 | 16:00 - 16:30 BST

English

About the session:

Official start to the summit, including welcoming remarks, review of objectives, and housekeeping announcements.

Overview of the agenda and key expectations for participants.

Speakers:

- **Josh Hjartarson**, Global Human Services Lead, Deloitte Canada
- **Ben Powell**, Partner, Deloitte UK

16:30

Global Perspectives Panel*In-person*

Mon. | 20 Apr. 2026 | 16:30 - 17:30 BST

English

About the session:

Representatives from OECD, the European Commission, EU Institute of Social Security, and the International Social Security Association will discuss global trends and leading perspectives on how employment services, disability supports, and income security interact with one another to drive positive outcomes.

Speakers:

- **Anne Lauringson**, Senior Labor Economist / Lead for Active Labor Market Policies, Organization for Economic Co-operation and Development (OECD), France
- **Mario Nava**, Director-General, European Commission, Directorate-General for Employment, Social Affairs and Inclusion
- **Dorothea Schmidt-Klau**, Chief, Employment Labor Markets and Youth Branch, Employment Policy Department, International Labor Organization (ILO)

Moderator:

- **Josh Hjartarson**, Global Human Services Lead, Deloitte Canada

17:30

Cocktail Hour & Networking*In-person*

Mon. | 20 Apr. 2026 | 17:30 - 19:00 BST

English

About the session:

Informal networking event; opportunity for participants to connect and build relationships in a relaxed setting.

9:30

Arrivals, Breakfast*In-person*

Tue. | 21 Apr. 2026 | 9:30 - 10:00 BST

English

About the session:

Guest check-in, registration table in lobby, informal networking over breakfast; opportunity to meet peers before formal sessions begin.

10:00

Opening Remarks - Welcome, Purpose and Plan for the 3 Days Together*In-person*

Tue. | 21 Apr. 2026 | 10:00 - 10:15 BST

English

About the session:

Welcome participants, set the tone, outline objectives for Day 1, review agenda, encourage engagement and collaboration.

Speakers:

- **Josh Hjartarson**, Global Human Services Lead, Deloitte Canada

10:15

Opening Keynote: The Possible Futures of our Social Safety Nets*In-person*

Tue. | 21 Apr. 2026 | 10:15 - 10:35 BST

English

About the session:

Deloitte Germany will share their recently launched POV, which explores four plausible future scenarios for benefits delivery in 2035. The session will highlight the strategic responses governments can adopt today to proactively prepare for these emerging possibilities and ensure resilient, effective social support systems for the future.

Speakers:

- **Steven Janiec**, Partner, Deloitte Germany
- **Josh Hjartarson**, Global Human Services Lead, Deloitte Canada

10:35

Opening Executive Panel: Shared Pressures & Agendas - Lessons Learned Across Jurisdictions

In-person

Tue. | 21 Apr. 2026 | 10:35 - 11:35 BST

English

About the session:

Leaders from the UK Department of Work and Pensions, Employment and Social Development Canada, Kela Finland, and the European Commission will share about the progress made in strengthening income and employment support systems, highlighting practical lessons from implementation and reform across jurisdictions.

Speakers:

- **Miikka Saarteinen**, Program Director, Kela, Benefits Delivery Agency of Finland
- **Barbara Bennett**, Chief Executive and Director General, Department for Work and Pensions, UK Government
- **Paul Thompson**, Deputy Minister, Employment and Social Development Canada, Government of Canada
- **Mario Nava**, Director-General, European Commission, Directorate-General for Employment, Social Affairs and Inclusion

Moderator:

- **Stephane Laffly**, Partner, Deloitte UK

11:35

Fireside: Shaping Inclusive Labor Markets, with Massimo Temussi, Italian Ministry of Labor and Maurizio Millico, INAIL

In-person

Tue. | 21 Apr. 2026 | 11:35 - 12:00 BST

English

About the session:

Italy has made important strides in strengthening labor market participation and modernizing employment systems, while continuing to navigate long-standing structural complexities. Recent reforms, investments in public employment services, and closer alignment between skills, training, and labor-market demand are opening new opportunities to broaden participation and improve job quality.

This session brings together senior leaders from Italy to share how the country is advancing a more inclusive labor market to support long-term growth and social cohesion.

The discussion will focus on practical lessons emerging as Italy scales reforms across a diverse national context. The panel will offer insights relevant to any jurisdiction seeking to expand participation while balancing flexibility, resilience, and fairness.

Speakers:

- **Massimo Temussi**, Director General, Ministry of Labor and Social policies, Italian Government
- **Maurizio Giuseppe Millico**, Board of Director, Italian National Institute for Insurance against Accidents at Work (INAIL)

Moderator:

- **Josh Hjartarson**, Global Human Services Lead, Deloitte Canada

12:00

Lunch and Transition to Breakout Rooms*In-person*

Tue. | 21 Apr. 2026 | 12:00 - 13:00 BST

English

About the session:

Lunch served; time for informal networking and follow-up discussions from morning sessions.

13:00

Breakout Lab 1.1: Employment Services: Addressing Youth (Un)Employment and Skills-to-Job Strategies*In-person*

Tue. | 21 Apr. 2026 | 9:30 - 10:00 BST

English

About the session:

Youth unemployment and NEET status remain defining challenges across the OECD. This panel brings together leaders from government, business, and civil society to examine what's working—and what isn't—in supporting young people's pathways into education, training, and decent work. Grounded in global experience and local realities, the discussion will explore scalable solutions, system barriers, and the role of innovation in reconnecting youth to opportunity.

Speakers:

- **Inga Balnanosienė**, Director, Užimtumo tarnyba, Lithuanian Public Employment Services
- **Hans Cremmer**, Program Manager, Integral Skillspassport Research Program, Amsterdam University, Netherlands
- **Barry Fletcher**, Chief Executive Officer, Youth Futures Foundation, UK

Moderator:

- **Marie Serrano**, Global Human Services Chief of Staff, Deloitte Portugal

13:00

Breakout Lab 1.2: Disability Supports: Employment, benefits, and disability - integration opportunities and lessons learned*In-person*

Tue. | 21 Apr. 2026 | 13:00 - 14:15 BST

English

About the session:

Reimagine disability supports as pathways to opportunity. This session examines how jurisdictions are integrating employment and benefits to improve outcomes, sharing hard-won lessons, real-world challenges, and proven approaches that move systems from support to sustained impact.

Speakers:

- **Bill Thorpe**, Director for Disability Benefits, Department for Work and Pensions, UK Government
- **Irene Bertana**, Head of Policy, European Association of Service Providers for Persons with Disabilities, Belgium
- **Charles Knox Vydamanov**, Social Policy Specialist, United Nations Children's Fund (UNICEF), UK

Moderator:

- **Martin Joyce**, Partner, Deloitte Canada

13:00

Breakout Lab 1.3: AI Tools & Ethical Frameworks: Practical use cases and lessons learned in the deployment of AI in benefits and employment services delivery

In-person

Tue. | 21 Apr. 2026 | 13:00 - 14:15 BST

English

About the session:

This session moves from possibility to responsibility. We'll begin by showcasing live demonstrations of how emerging tools are transforming service delivery and decision-making in real time. The conversation will then close with a focused discussion on AI ethics—examining trust, transparency, and accountability—to ensure innovation is matched with the safeguards needed to protect people and public confidence.

Speakers:

- **Shawn Bowers**, Principal, Deloitte US
- **Jeffrey Doucet**, Chief Executive Officer, Thrive, Canada
- **Dave Rama**, Partner, Deloitte Canada
- **Paul Schoukens**, Professor, University of Leuven, Belgium

Moderator:

- **Sauna Elliot**, Partner, Deloitte Canada

14:15

Break

In-person

Tue. | 21 Apr. 2026 | 14:15 - 14:30 BST

English

About the session:

Time for informal networking and transition to plenary

14:30

Breakout Lab 2.1: Employment Services: Engaging the demand side: supporting employers in activating talent

In-person

Tue. | 21 Apr. 2026 | 14:30 - 15:45 BST

English

About the session:

Activate employers as workforce leaders. This session spotlights practical strategies and tools from three jurisdictions that help employers find, attract, and engage talent—empowering them to play a central role in building resilient, future-ready workforces.

Speakers:

- **Deborah Woodcock**, Head of Strategic Relationship Team, Department for Work and Pensions, UK Government
- **Paul Diviny**, Founder and Director, Prospert, Australia
- **Michael Mwasikakata**, Head, Labor Market Services for Transitions, International Labor Organization (ILO), Switzerland
- **Patricia Peñalosa**, Policy Analyst, Center for Entrepreneurship, SMEs, Regions and Cities, Organization for Economic Co-operation and Development (OECD), France

Moderator:

- **Martina Hornung**, Partner, Deloitte Germany

14:30

Breakout Lab 2.2: Supporting Those with Multiple Barriers: Use cases in what works in supporting persons presenting multiple and complex barriers

In-person

Tue. | 21 Apr. 2026 | 14:30 - 15:45 BST

English

About the session:

Move beyond good intentions to proven impact. This session spotlights what works—through real world examples and global leadership—in supporting people facing multiple, complex challenges progress to employment and self-sufficiency.

Speakers:

- **Sophie Dean**, Department for Work and Pensions, UK Government
- **Nicole Clobes**, Consultant, World Association of Public Employment Services (WAPES)
- **Donnalee Bell**, Co- Chief Executive Officer, Canadian Career Development Foundation
- **Ian Treasure**, Multiple disadvantage program specialist, UK

Moderator:

- **Stephen Badiako**, Partner, Deloitte UK

14:30

Breakout Lab 2.3: Benefits Delivery: Beyond 'botherability' - emerging models in mutual obligation and compliance

In-person

Tue. | 21 Apr. 2026 | 14:30 - 15:45 BST

English

About the session:

Move beyond box-ticking. This session challenges compliance-driven benefits models and spotlights innovative approaches that prioritize real participation, meaningful engagement, and outcomes that actually change lives.

Speakers:

- **Kenny Smith**, Managing Director, Deloitte US
- **Raphaëla Hyee**, Economist, Organization for Economic Co-operation and Development (OECD), France
- **Josh Hjartarson**, Global Human Services Lead, Deloitte Canada

Moderator:

- **Shawn Bowers**, Principal, Deloitte US

15:40

Break and Transition to Plenary

In-person

Tue. | 21 Apr. 2026 | 15:45 - 16:00 BST

English

About the session:

Break; time for informal networking and follow-up discussions on afternoon breakout sessions.

9:00

Arrivals, Breakfast*In-person*

Wed. | 22 Apr. 2026 | 9:00 - 9:30 BST

English

About the session:

Guest check-in, registration table in lobby, informal networking over breakfast; opportunity to meet peers before formal sessions begin.

9:30

Opening Remarks*In-person*

Wed. | 22 Apr. 2026 | 9:30 - 9:45 BST

English

About the session:

Welcome participants, set the tone, outline objectives for Day 3, review agenda, encourage engagement and collaboration.

Speakers:

- **Srini Subramanian**, Global GPS Consulting Leader, Deloitte Global

9:45

Opening Keynote: Global Social Policy Trends and Emerging Responses with Monika Queisser, Head of Social Policy, OECD*In-person*

Wed. | 22 Apr. 2026 | 9:45 - 10:15 BST

English

About the session:

What's changing in social policy worldwide—and are service systems keeping up? Monika Queisser, Head of the OECD Social Policy Division, unpacks the latest global trends and their real implications for service delivery.

Speaker:

- **Monika Queisser**, Senior Counsellor and Head of the Social Policy Division, Organization for Economic Co-operation and Development (OECD), France

Moderator:

- **Hannah Nogiec**, Senior Manager, Deloitte Canada

10:15

Paper Launch: The Future of Social Protection Systems 2035*In-person*

Wed. | 22 Apr. 2026 | 10:15 - 10:45 BST

English

About the session:

Steven Janiec, lead author of the paper will dive into the themes presented in the previous day Summit keynote. Drawing on insights from global experts and a strategic foresight analysis across 11 Western and Northern European countries, he will examine four plausible scenarios for how social protection systems could evolve by 2035. The session will highlight the critical trends and uncertainties shaping income replacement benefits—including social assistance, pensions, and unemployment benefits—and discuss the strategic actions governments can take today to ensure resilient, effective social support systems for the future.

Speaker:

- **Steven Janiec**, Partner, Deloitte Germany

10:15

Playbook Launch 3.2: Supporting Mid-Career Transitions by Blueprint-ADE; OECD (discussant)*In-person*

Wed. | 22 Apr. 2026 | 10:15 - 10:45 BST

English

About the session:

Drawing on extensive research and evaluation from an economy (Canada) facing headwinds, Karen Myers, CEO of Blueprint ADE, unveils new insights on how systems can better support mid-career workers through disruption, reskilling, and continuous professional growth—lessons applicable to policymakers and practitioners globally.

Speakers:

- **Karen Myers**, Chief Executive Officer, Blueprint, Canada
- **Shruti Singh**, Senior Economist, Organization for Economic Co-operation and Development Active Labor Market Policies (OECD ALMPs), France

Moderator:

- **Sagar Pandit**, Principal, Deloitte US

10:45

Break and Transition to Breakout Rooms*In-person*

Wed. | 22 Apr. 2026 | 10:45 - 11:00 BST

English

11:00

Breakout Lab 4.1: The Future of Digital Service Delivery: The latest innovations and use cases***In-person***

Wed. | 22 Apr. 2026 | 11:00 - 12:00 BST

English

About the session:

From hype to impact. Global experts and technology partners reveal the digital innovations transforming service delivery, spotlighting practical tools and live use cases that cut friction, boost efficiency, and improve results for clients.

Speakers:

- **Kirsi Kemi**, Partner, Deloitte Finland
- **Nick Raponi**, Senior Vice-President, Curam-Merative, UK
- **Will Garner**, Service Owner for Working Age Services, Department for Work and Pensions, UK Government
- **Wanza Mwathani**, Technical Advisor, GIZ, Digital Convergence Initiative

Moderator:

- **Shargil Ahmad**, Partner, Deloitte UAE

11:00

Breakout Lab 4.2: Realizing the Benefits of Large Programs: Lessons learned from practical use cases***In-person***

Wed. | 22 Apr. 2026 | 11:00 - 12:00 BST

English

About the session:

Turning bold plans into real results is never straightforward. This session dives into how large-scale programs fight inertia, manage risk, and prove value—revealing what it takes to measure, realize, and maximize benefits when the stakes are high and change is hard.

Speakers:

- **Martin Duggan**, Social Program Transformation Advisor, Martin Duggan Ventures Ltd., UK
- **Miikka Saarteinen**, Program Director, Kela, Benefits Delivery Agency of Finland
- **Shawn Bowers**, Principal, Deloitte US

Moderator:

- **Shannon Kot**, Partner, Deloitte Canada

11:00

Breakout Lab 4.3: Future Proofing our Senior Supports: How are jurisdictions preparing for the demand surge?

In-person

Wed. | 22 Apr. 2026 | 11:00 - 12:00 BST

English

About the session:

The future of aging is not just about care—it's about capability, choice, and contribution. Hear how jurisdictions are redesigning senior-focused policies to support reskilling, continued workforce participation, and smooth transitions into retirement, while ensuring systems remain sustainable under growing demand.

Speakers:

- **Nadine Davies**, Group Director for Wales and the Marches, Department for Work and Pensions, UK Government
- **Monika Queisser**, Senior Counsellor and Head of the Social Policy Division, Organization for Economic Co-operation and Development (OECD), France
- **Michael Mwasikakata**, Head, Labor Market Services for Transitions, International Labor Organization (ILO), Switzerland
- **Alexandre Waldman**, National Project Manager – Demographic Transition & Experienced Workforce Development, L'OpCommerce

Moderator:

- **Dave Rama**, Partner, AI and Data, Deloitte Canada

12:00

Lunch & Networking

In-person

Wed. | 22 Apr. 2026 | 12:00 - 13:00 BST

English

About the session:

Buffet lunch served; time for informal networking and follow-up discussions from morning sessions.

13:30

Technology Showcase with Curam-Merative*In-person*

Wed. | 22 Apr. 2026 | 13:30 - 14:00 BST

English

About the session:

Where policy meets possibility. Curam-Merative showcases how governments and tech partners are co-creating next-generation social services—bringing cutting-edge tools to life and delivering real impact for people and communities.

Speakers:

- **Jason Singleton**, Senior Practice Leader, Curam-Merative

Moderator:

- **Hemant Makhija**, Director, Deloitte Canada

14:00

Break and Transition to Breakout Rooms*In-person*

Wed. | 22 Apr. 2026 | 14:00 - 14:15 BST

English

14:15

Breakout Lab 5.1: Innovation to Reduce Fraud, Waste, Abuse, & Errors: Innovations that are practical and implementable*In-person*

Wed. | 22 Apr. 2026 | 14:15 - 15:15 BST

English

About the session:

Stop leakage. Strengthen trust. This session dives into real-world innovations that are reducing fraud, waste, abuse, and errors—highlighting the technologies, process fixes, and policy choices helping organizations deliver cleaner, smarter, and more accountable services.

Speakers:

- **Amandeep Virk**, Lead Product Manager – AI Enablement & Service Sustainability, Department for Work and Pensions, UK Government
- **Jamia McDonald**, U.S. National Health, Human Services and Labor Leader, Deloitte US
- **Stephano Cascone**, Director, Italian National Institute for Social Security, Italy
- **Joe M. Barela**, Executive Director, State of Colorado, Dept of Labour and Employment, US

Moderator:

- **Tina Traini**, Partner, Deloitte Canada

14:15

Breakout Lab 5.2: Sovereign Cloud and AI in Human Services: What is “sovereign”? What are the opportunities and implications?

In-person

Wed. | 22 Apr. 2026 | 14:15 - 15:15 BST

English

About the session:

From data sovereignty to AI at scale. This session takes a deep dive into sovereign cloud—how jurisdictions are securing data, meeting regulatory demands, and unlocking AI-driven transformation in human services—while navigating the real implications for security, compliance, and service delivery.

Speakers:

- **Sören Blessmann**, Director, Deloitte Germany
- **Sarang Chaudhary**, Advisor, Giz, Digital Convergence Initiative, Germany
- **Jose Díaz Mendoza**, Technical Advisor- AI, Knowledge Management, Digital Convergence, International Social Security Association (ISSA), Belgium

Moderator:

- **Cesar Manrique Martin**, Partner, Deloitte Spain

14:15

Breakout Lab 5.3: Bridging the Future of Income Security and Employment Services: Use cases for integrated support systems

In-person

Wed. | 22 Apr. 2026 | 14:15 - 15:15 BST

English

About the session:

Explore the opportunity at the intersection of income security and public employment services—where better integration can improve outcomes for individuals and employers. Too often, income support and employment services are delivered in fragmented journeys for people who need both stability and pathways to work. From a digital and service provider perspective, this session will focus on what it actually takes to make integration work in practice. The discussion will move beyond theory to examine how technology, service design, and partnerships can reduce friction, support caseworkers, and enable more personalized, timely interventions—turning integration from an aspiration into an operational reality.

Speakers:

- **Naomi Jehlicka**, Director, Women Building Futures, Canada
- **Jeffrey Doucet**, Chief Executive Officer, Thrive, Canada
- **Amandine Moignard**, Executive Secretary, World Association of Public Employment Services (WAPES)
- **Mercedes Marin**, General Director, Department of Economy, Finance, and Employment, Community of Madrid

Moderator:

- **Anna Fuster Aguilera**, Partner, Deloitte Spain

15:15

Break & Networking*In-person*

Wed. | 22 Apr. 2026 | 15:15 - 15:30 BST

English

About the session:

Break; time for informal networking and follow-up discussions on afternoon breakout sessions.

15:30

Technology Showcase with ServiceNow*In-person*

Wed. | 22 Apr. 2026 | 15:30 - 16:00 BST

English

About the session:

Technology showcase details coming soon.

Speaker:

- **Ed de Minckwitz**, Director of Public Policy, ServiceNow, UK

16:00

Closing Keynote: Why Reform is Necessary with Sir Geoff Mulgan, University College London*In-person*

Wed. | 22 Apr. 2026 | 16:00 - 16:30 BST

English

About the session:

Sir Geoff Mulgan, Professor of Collective Intelligence, Public Policy and Social Innovation at University College London (UCL) presents his research on the urgent need to reimagine welfare systems to address today's complex social challenges. He introduces innovative tools and methods for organizing welfare services, and highlights the critical reforms needed to better support welfare innovation.

Speaker:

- **Sir Geoff Mulgan**, Professor, University College London, UK

Moderator:

- **Wendy Hardman**, Head of Health and Human Services Industry, AMS, ServiceNow, US

16:00

Closing Executive Panel: Preparing for Tomorrow - Leadership in Transformation*In-person*

Wed. | 22 Apr. 2026 | 16:30 - 17:15 BST

English

About the session:

The ground is shifting—and leadership is being tested. Hear from global leaders on what it takes to drive real transformation when expectations are rising, technology is accelerating, and teams are stretched thin. This panel confronts the hard realities of leading change: sparking innovation, sustaining people, and building organizations that can withstand constant disruption.

Speakers:

- **Sir Geoff Mulgan**, Professor, University College London, UK
- **Nagesh Reddy**, Chief Portfolio Officer & Head of PD Profession, Department for Work and Pensions, UK Government
- **Tracy Marshall**, Division Director, Colorado Department of Labor and Employment, US

Moderator:

- **Josh Hjartarson**, Global Human Services Lead, Deloitte Canada

17:15

Closing Session and Plan for Site Visits*In-person*

Wed. | 22 Apr. 2026 | 17:15 - 17:30 BST

English

Speakers:

- **Stephane Laffly**, Partner, Deloitte UK
- **Zoe Gould**, Technology and Transformation Director, Deloitte UK

19:00

Optional Group Dinner*In-person*

Wed. | 22 Apr. 2026 | 19:00 - 21:30 BST

English

About the session:

Join us for a eat-and-mingle dinner in the Museum of London Docklands to close the last day as a full Summit delegation. A unique opportunity to continue the conversation.

9:15

UK Department for Work and Pensions - Job Center Study Visit*In-person*

Thu. | 23 Apr. 2026 | 9:15 - 12:30 BST

English

About the session:

This site visit offers an immersive, behind-the-scenes look at the Department for Work and Pensions' (DWP) transformation of Job Center Plus into the new, universal Jobs and Careers Service (JCS), specifically at the Stratford Pathfinder site. Participants will gain practical insight into how DWP is reimagining its services to support everyone, not just benefit recipients, in finding and progressing in meaningful work. The visit includes a guided walkthrough, discussions with site leaders and the Digital Model Office team, and an exploration of how localized testing informs national policy and service design, providing valuable lessons for scaling new employment service delivery models.

9:30

Making Every Adult Matter: Working Together to Tackle Multiple Disadvantages*In-person*

Thu. | 23 Apr. 2026 | 9:30 - 12:30 BST

English

About the session:

Join us for this off-site session hosted by the national charity Making Every Adult Matter (MEAM) and local area representatives from the UK Government's Changing Futures program. Drawing on MEAM's role in providing learning, support, and a national network spanning 50 local areas, this session invites delegates to explore how evidence based, cross sector approaches are reshaping services and systems for people experiencing multiple disadvantage.

During the visit, you'll hear directly from Changing Futures program managers in Lancashire and Greater Manchester, who will share their experiences working across homelessness, mental health, substance misuse, domestic abuse, and the criminal justice ecosystems and how collaborative local partnerships have driven meaningful system change. The session will include reflections on employment support for people facing multiple disadvantage and how employment focused organizations have engaged in local partnerships.

Through conversations with knowledgeable practitioners, delegates will reflect on parallels and lessons for their own jurisdictions, offering practical insight into how multi agency reform can take shape on the ground.

9:30

Youth Futures Foundation, GVG, ILO – Putting Youth Engagement at the Heart of System Design

In-person

Thu. | 23 Apr. 2026 | 9:30 - 12:30 BST

About the session:

Join us for this site visit bringing Summit attendees together with Youth Futures Foundation to explore how youth engagement can meaningfully shape employment services and social security systems. Youth Futures Foundation is England's What Works Centre for Youth Employment; Grounded in their mission to address systemic barriers facing young people—particularly those from marginalised backgrounds—the session will highlight the importance of evidence and young peoples lived experience in informing approaches that improve access to good work and training. Participants will engage directly with practitioners and young people to understand how trust is built, what engagement methods work in practice, and how insights from lived experience can be translated into policy and service design.

Hosted by the Premier League Foundation at the Tottenham Hotspur Football Club, in collaboration with Youth Futures Foundation, Germany's GVG, ILO, and Deloitte, the session will feature young people who are actively involved in the codesign of policy for youth employment support and interventions. Their participation moves the discussion beyond consultation toward partnership, offering lessons learned on what it takes to engage young people meaningfully across institutional, cultural, and national contexts. The focus will be on practical takeaways for public employment and social security leaders: how to create safe and inclusive engagement spaces, how to share power in decision making, and how to sustain youth involvement so that it leads to tangible system change and reform.

10:00

Revolving Door: Bridging the Gap - Bringing those Closest to the problem into Public Sector Reform

In-person

Thu. | 23 Apr. 2026 | 10:00 - 12:30 BST

English

About the session:

Join us for an informal interactive workshop with staff and lived experience members from Revolving Doors, including people drawn from the National Expert Citizen's Group (NECG) – the national lived experience group for people facing multiple disadvantage.

During the visit, participants will gain theoretical and practical insight into the “why” and “how” of coproduction with people facing multiple disadvantage, drawing on powerful case studies that bring to life coproduction as an end-end cycle. Through conversations with knowledgeable practitioners, delegates will reflect on parallels and lessons for their own jurisdictions, offering practical insight into how multi agency reform can take shape on the ground.



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