



Training and Consultancy

“Those who experience a problem understand it best.”

So why not ask them?

Everyday Innovators

improve public services



2009

We can show you how
because we do.

“ Everyday Innovators is a programme that puts service users and frontline staff at the heart of public service innovation. ”

Our track record

Developed over 10 years, the Everyday Innovators approach comes directly from our experience working in Newham. We have

- ▶ Worked with over 12,000 people using our innovative ‘Everyday Innovators’ approach.
- ▶ Produced over 40 reports based on our research over last 10 years
- ▶ Succeeded in securing 12 national policy changes.
- ▶ Successfully tested 11 ideas for improving local public services.

Our service

As a local community organisation, all our training and consultancy services are delivered by practitioners, people living with the issues every day. That's why our services are practical and affordable.

We also offer training and consultancy in

- ▶ community research
- ▶ organisational development
- ▶ innovation, and more

Visit www.community-links.org/our-national-work/consultancy-and-training

For more information contact us on 020 7473 9666 or uk@community-links.org

Everyday Innovators

The Approach

Stage 1: Researching new ideas

- ▶ **Exploring experience** reaches people that statutory services often find hard to hear, and asks them to share their aspirations and ideas.
- ▶ **Generating sparks** creates ideas and focusing on solutions for innovation from the ground up.

Stage 2: Testing solutions

- ▶ **Practical pilots** test innovative ideas.
- ▶ **Simple, rigorous, research** enables exploration of a particular issue.

Stage 3: Sharing learning about what works on the ground informs better policy, and develops more effective and efficient public services.

Outcomes

Participants will leave this programme:

- ▶ Equipped with practical tools to improve public services
- ▶ Confident in applying the ‘Everyday Innovators’ to their own local issues

Course outline

- ▶ 1 day Everyday Innovators taster course
- ▶ Follow up bespoke courses:
 - Assessing needs
 - Generating ideas
 - Community Research
 - Engaging service users
 - Project development
 - Campaigning
 - Influencing policy change