



in association with



The Business Council of Co-operatives and Mutuals
in association with Social Enterprise UK

Study Tour of the UK Mutuals

17-28 September 2018

London · Surrey · Manchester

A unique opportunity to learn about mutuals and co-operatives and how successive UK Governments have incorporated member ownership into the delivery of health and human services to increase diversity and choice in the market, improve the quality and productivity of services and create better jobs.



The Business Council of Co-operatives and Mutuals (BCCM) in association with Social Enterprise UK (SEUK) is conducting a study tour for a select group of health and social care administrators and commissioners to learn from UK experience where new social enterprise mutuals have formed in health and social care.

This is an Australian first on how co-operatives and mutuals can add diversity in human services markets and increase the productivity of health and community services in Australia.

"In an Australian first, South Australian Government staff currently working in Child and Youth Services will form a Public Service Mutual – also known as an employee-led mutual, to deliver the NDIS Early Childhood Early Intervention services for South Australia" – Joint media release by the Hon. Dan Tehan, Minister for Social Services and the Hon. Simon Birmingham, Minister for Education, 9 February 2018

"This hosted study tour is an important opportunity for commissioners and service providers interested in adapting and thriving in new consumer-directed health and human services markets. The tour will focus on gaining insights and knowledge of a "third way" to commission and deliver public services that provide consistency of service delivery, attracts and retains workers, whilst preserving the public service ethos and high standards of quality and accountability expected of publicly funded services." – Melina Morrison, CEO Business Council of Co-operatives and Mutuals

Join a Study Tour to the UK to learn:

- How member-ownership can **increase trust and productivity** in health and community services?
- About the **UK Mutuals agenda** where employee-owned mutuals have increased worker and consumer engagement for over a decade?

- How co-operatives and mutuals can **increase choice and control in sectors such as NDIS, aged care, education and housing?**
- How **employee ownership** can be a point of difference for workers and consumers in a world of increased competition, choice and control?
- How **commissioning** of health and human services can **increase diversity** of providers through different models of ownership?

Only **10 places** available so register your interest here by 30 June.

Who should attend?

Board members, CEO's, commissioners, senior managers, union leaders and researchers from public and community sector health and human services organisations with an interest in:

- Workforce retention and development
- Productivity gains
- Business models that enable choice and control for service users
- Achieving high levels of employee and consumer engagement
- How citizen-owned digital platforms work with co-operatives and mutuals
- The drivers of successful market development
- Establishing mutual business models in NDIS, health, aged care, housing and education.



- Site visits with co-operative and mutual leaders in different sectors including housing, health, aged care, disability services transport and education
- How digital platforms can be co-operatively owned and used to increase choice and control
- Staff and consumer testimonials
- CEO/senior managers/commissioners
- UK Public Service leaders and researchers
- World's leading mutual and employee ownership experts including:
 - **Sir Julian Le Grand**, Chair UK Mutuals Task force
 - **Graeme Nuttall**, OBE, author the Nuttall Review
 - **Peter Holbrook**, CEO and **Charlie Wigglesworth**, Deputy CEO, SEUK
 - **Andrew Laird**, Managing Director Mutual Ventures UK
 - **Peter Hunt**, Managing Partner, Mutuo UK
 - **Professor Jo Pritchard**, Senior Consultant SEUK and immediate past CEO/Founder Central Surrey Health
 - **Gareth Swarbrick**, CEO Rochdale Boroughwide Housing
 - And more...
- 3 cities with leading mutual firms from London, Manchester and Surrey

Tour price: \$10,750.00 + gst

Price excludes international airfares ex Australia



Learn from experts

“In most contestable markets for human services, if the aim is for higher quality, greater user and worker well-being, more community involvement, greater accountability at an efficient price, then the best kind of organisations are mutuals of some kind. The type of mutual might be different in different markets, sometimes user-owned, sometimes employee-owned and sometimes multi-stakeholder. But if the design is right, both theory and evidence suggest they will generally perform better on almost any criteria, including productivity, than the alternatives.” – **Professor Julian Le Grand, London School of Economics and Chair, UK Mutuals Task Force**

“There is a strong culture of employee engagement among the participants. They have identified faster and easier decision-making and reduced bureaucracy as drivers of their success in developing better services and improving staff satisfaction” – **CIPFA Research into the UK Public Service Mutuals Sector**

“...the essence of mutuality is that it is the embodiment of business, of that enduring truth about people, that we achieve more together than by working alone. Put simply, mutuality is a good idea that can deliver trust, confidence and accountability between many institutions and the people they serve” – **Peter Hunt, Mutuo UK**



Jonathan Lindley



Sir Julian Le Grand



Graeme Nuttall OBE



Prof. Jo Pritchard



Andrew Laird



Gillian McFee



Inclusions

The BCCM UK Mutuals Study Tour price of AUD\$10,750.00 + gst is inclusive of the following

- Meeting itinerary for 10 working days with UK Public Service Mutuals
- Accommodation & breakfast in a single room at a centrally located 4 star hotel in London for 8 nights and inclusive of taxes
- Transfers to all meetings in London from 17 September to Sunday 23 September
- Transfers and travel to offsite visit to Surrey
- All internal transfers from hotels to departure points
- 1st Class train travel ex London to Manchester & return (inclusive of VAT taxes)
- Accommodation & breakfast in a single room at a 4 star hotel in Manchester for 4 nights and inclusive of taxes
- Transfers and travel to all offsite visits ex Manchester
- Dedicated BCCM Tour Manager

Accommodation – 12 nights inclusive in cost

8 nights in single room 4 star London Hotel including breakfast and all taxes

4 nights in single room 4 star Manchester Hotel including breakfast and all taxes

Meals

Includes

Breakfast

Welcome Cocktail Party

7 Lunches – 4 in London, 3 in Manchester

5 Hosted Dinners

Travel & Transport

All transfers from Hotel to London meetings

Coach or rail transfers to Surrey for offsite

First class train travel to Manchester and return to London

All transfers ex Manchester to offsite visits

BCCM Tour Leader - Gillian McFee, Chair Public Services Mutuals Task Force

Dedicated BCCM Tour Manager for duration of the Study Tour to travel with delegates

Flights & Travel Insurance

Flights and Travel Insurance is delegates responsibility



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OF CO-OPERATIVES AND MUTUALS



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Please note: Program is subject to change