COUNCILS LEADING THE WAY

Council collaboration and technology driving down costs

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We make LOCAL PUBLIC SERVICES BETTER & CHEAPER through elegantly designed DIGITAL PRODUCTS AND SERVICES
WE BELIEVE IN

DESIGN

TECH

CHANGE
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**Our APPROACH**

**DISCOVER**
- Looking for insights
- Preparing and engagement with various stakeholders
- User / ethnographic research
- Design thinking
- Organisation and existing service mapping
- Customer journey mapping
- Project opportunity scoping

**DESIGN**
- Co-design workshops and events
- Customer journey mapping
- UI/UX design
- User probes
- Storyboarding
- Blueprinting, system and strategic design

**DEVELOP**
- Prototyping
- Organisational development
- Business model analysis and iteration
- System and service development
- UI/UX testing and development
- Knowledge transfer and upskilling

**DELIVER**
- Communications
- Community engagement and development
- Community management
- Benefits realisation
- Knowledge transfer and upskilling
- Streamlining into other innovation programmes

**ITERATE**
- Ongoing analysis and evaluation
- Regular user feedback
- Iterating / tweaking service based on solid data
- Measure social return on investment
TIMES THEY ARE A-CHANGIN'
NEW BEHAVIOURS
NEW WAYS OF THINKING

Open
Collaborative
Engaging
Authentic
Fun
Human
Relaxed
Transparent
Sharing
Personalised
Honest
“We Gov”

We believe in the power of people
shift from public institutions to focusing on public value
shift from thinking about command and control to focusing on creating relationships
DESIGNING A FUTURE THAT DOESN’T YET EXIST

Do you want to take a leap of faith?
PEOPLE DESERVE THE BEST
HACKING THE OLD AND BRINGING IN THE NEW
The world is full of good intentions and ideas.
BUT DELIVERY IS EVERYTHING

Innovation is the act of doing, turning a bright idea into momentum and meaningful change - but being the most well read on others being innovative

Ideas aren’t the hard bit – applying yourself to make meaningful change happen is
BUT DESIGN BRINGS WITH IT

The ability to ask right questions
An attention to detail in defining the right problems

A relentless focus on humans at the centre (usually) intelligent and elegant solutions
A new independent report published by the Design
GOVT NEEDS TO CREATE SOCIAL SPACES FOR ACTI
Creating a culture of openness
RANGE OF PROJECTS:

CORE PROJECTS

- Adult social care
  Supporting the REoutcomes and feeding into the development of a prototype self-assessment tool
  Sam/Svenja, Dan/Dom

- Looked after Children
  Designing assessment/info gathering tool (linked to adults)
  Emma, Ben/Carrie

- Re-ablement
  Designing tech tools to support the re-ablement team, with a view to linking it with Adults project.
  Svenja, Dan/Carrie

- Patchwork
  Implementing Patchwork and supporting troubled families in new ways of working
  Emma, Biot, Dom (Sean)

- Shift Dashboard
  Helping small sparks to grow using Shift tools, including Shift activities and events
  Zoe/Ben

STRUCTURE OF A CORE PROJECT

- Project Lead (Shift)
- Service Lead (Surrey)
- Project Sponsor

SHARED RESOURCE

- Tech
- Design
- Comms
OUR APPROACH

R & D
- Incubation
- Innovation Labs
- Consultancy/Strategy
- Hack Days

Prototype
- Prototype Build
- Feasibility Study
- Business Case
- Development Roadmap

Scale
- Tech. Development
- Community Management
- Marketing/Engagement
- Support/Customer Service

Products & Innovation Labs
- Paid for by Councils
- Grants
- Cost Share
- FutureGov Investment based on an agreed business case for investment to take product to scale and profit*

Adult Social Care
- Leweslab
- Shift Surrey
- Hub Launchpad

Doc Ready
- Here to

Patchwork
- Casserole
- Simpl
MAKE CHANGE HAPPEN

The Public Service Accelerator by Solve and FutureGov

16 IDEAS

35 FOUNDERS

14 WEEKS

£9,400 SEED INVESTMENT

£46,000 FOLLOW-ON INVESTMENT ON OFFER
WHERE THIS STUFF IS HAPPENING
Government Service Design Manual

Build services so good that people prefer to use them

Discovery
A short phase, in which you start researching the needs of your service’s users, find out what you should be measuring, and explore technological or policy-related constraints.

Learn about the discovery phase

Alpha
A short phase in which you prototype solutions for your users needs. You’ll be testing with a small group of users or stakeholders, and getting early feedback about the design of the service.

Learn about the alpha phase

Beta
You’re developing against the demands of a live environment, understanding how to build and scale while meeting user needs. You’ll also be releasing a version to test in public.

Learn about the beta phase

Live
The work doesn’t stop once your service is live. You’ll be iteratively improving your service, reacting to new needs and demands, and meeting targets set during its development.

Learn about the live phase

Retirement
Even the best services may eventually reach retirement. That should be treated with the same care as went into the building and maintaining of that service.

Learn about the retirement phase
Need a new or updated licence?

Renewing the photo on your driving licence
In most circumstances, you'll need to renew the photo on your driving licence before it expires, as the photo's only valid for ten years.

› Renewing the photo on your driving licence

› The cost of a driving licence
Driving licence application fees for different vehicles and how to pay

› Applying for a provisional driving licence
Getting a provisional licence for a car, moped, motorcycle, lorry, minibus and bus

› Replacing your driving licence
How to replace your lost, stolen, defaced or destroyed driving licence

› Renewing your short period driving licence
Renewal of a short period licence due for medical review

› Renewing at 70 plus
How to renew your driving licence at 70 plus

› Renewing entitlement for larger vehicles
Renewing your lorry or bus licence at 45 or 65
Welcome to GOV.UK

The best place to find government services and information
Simpler, clearer, faster

Search GOV.UK

Services and information

Driving and transport
Includes car tax, MOT and driving licences

Employing people
Includes pay, contracts and hiring

Working, jobs and pensions
Includes holidays and finding a job

Benefits
Includes tax credits, eligibility and appeals

Passports, travel and living abroad
Includes renewing passports and travel advice by country

Housing and local services
Owning or renting and council services

Business and self-employed
Tools and guidance for businesses

Education and learning
Includes student loans and admissions

Crime, justice and the law
Legal processes, courts and the police

This website replaces Directgov and Business Link
CONNECTING COMMUNITY RESOURCES
Do something great with an extra plate
Home-cooked food by neighbours for neighbours in Tower Hamlets & Barnet

Costs of meals on wheels across England

- Average cost of providing one meal: £4.90
- Average weekly cost of one person (5 meals): £24.50
- Average number of meals provided per week: 347,553
- Cost for providing meals in 2009/2010: £88 million
How it works

Cook signs up and completes safety procedure

Local Recruiters find Diners and help to sign them up

Cooks search for local Diners, Casserole team help match

Cook and Diner arrange a date and time for meal share

Cook delivers tasty home cooked food to their Diner
Overcoming the digital divide

Your neighbours
Find other Casserole members in your area...

Enter a postcode to find people cooking delicious food
Find

LITTLE PRINTER

BERG CLOUD
IN PHILADELPHIA

a team of geeks built Textizen, reinventing the town hall by enabling thousands to participate in their government via SMS.
ADOPT A HYDRANT

Claim responsibility for shoveling out a fire hydrant after it snows.

Email address

I haven’t signed up yet
I’ve already signed up

Name (visible to others)

Organization (visible to others)

Home phone number
617-555-1212

Mobile phone number
857-555-1212

Choose a password

Sign up
We are developers and designers who volunteer to make a difference.

JOIN US

Want the latest news? Read our blog
Want to get involved? Read our guides
IT'S ABOUT SEEING GOVERNMENT AS A PLATFORM FOR CONNECTING PEOPLE
Scout is a fast, easy way to find local services that can help with financial difficulties

- Answer 5 simple questions
- Scout recommends the most appropriate services
- Download the results or send to your clients via email
- Browse a full list of financial support services in the area
There are 17 services to recommend to your client, based on their needs. Use the ✗ to remove any services that aren't quite right for your client.

Services to help with their financial issues

**Turn2us**
Access benefits, charitable grants and other financial help

**Entitled to**
A quick quiz which tells you what benefits you might be able to claim

**Department for Work and Pensions: Budgeting loans**
Interest-free loans for essential items
Send is a fast, easy way to find local services that can contribute to your child’s needs

How Send works

**Moving into adulthood**
Identify according to your child’s needs

**Social Skills**

**Explore the categories**

**Search using key words**

Find by child’s needs

- Moving into adulthood
- Stress
- Tiredness
- Behaviour
- Sleep
- Food
- School support
- Social Skills
- Development milestones
- Isolation
- Coping with change
- Frustration
JOINING THE DOTS:
NETWORKED FRONTLINE PUBLIC SERVICES
The Problem

No one organisation has the whole picture of who is working with a client and their family, nor what is going on in their lives.
What is Patchwork?

Super charged contact directory:

Find and contact existing clients, agents and agencies saving time and effort connecting with other practitioners across agencies.

Connect to clients and join their team:

Quickly and easily connect to new clients to join the team around that client, making it easy to contact the entire team with one easy click of a button.

Track changes in relation to who is working with your clients and improve communication with their team.
On-going design and development

- You are the experts
- We release improvements little and often based on user needs
- New developments are part of the support, no extra cost
- Because it’s a web application there’s little IT overhead
Human networks matter
What is Patchwork?

Welcome to Patchwork
Patchwork is a simple and secure web application that uses social technology to join up professionals across public services for better results.

New to Patchwork?
Patchwork is only accessible to invited users, who must accept the invitation and activate their accounts before signing in.

Please email support@patchworkhq.com if you were expecting an invite and have not yet received it, or would like to request an invite.
The impact so far

Patchwork has become the core technology used in the government’s *Troubled Families* and other related local programmes in three counties, covering around **5% of the English population**.

**Brighton & Hove**
- A potential 275,000 residents
- 300 families
- 500 clients
- 500 practitioners across 45 organisations

**Staffordshire**
- A potential 800,000 residents
- 450 ‘troubled families’
- 1900 clients
- 600 practitioners across over 64 local organisations

**Surrey**
- 1,100,000 residents
- 350 ‘troubled families’ currently and over 1000 in the next 2 years
- Around 1000 practitioners

**Australia**
Patchwork is live across 20 local council areas in and around Melbourne, Victoria, initially covering 280 clients and 400 practitioners, 143 agencies. With a focus on embedding this practice over the coming months.
BRIDGING COMMUNITY AND LOCAL GOVERNMENT RESOURCES
An online tool for exploring your social care needs

- One simple self-assessment
- Reducing demand on social services
- Signposting tailored community resources

Stay up-to-date

Lantern is currently in private alpha. Leave your email below, and we'll notify you when we launch. We'll never send you spam. Promise.
In the bathroom
Washing, dressing and looking after your appearance.
Please indicate on a scale to what extent you might need help with any of the following:

Washing at a basin

Using the toilet

Bathing and showering

"Do you use any equipment whilst using the bathroom?"

I'm Done
## LANTERN
HIGHLIGHTING SUPPORT NEAR YOU

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### Your overall health
Your health, medical background and emotional well-being.

### Looking after yourself
Washing, dressing and looking after your appearance.

### Being at home
Preparing food, daily living, and security at home.

### Mobility and getting around
Moving around and getting out and about.

### Family and social connections
Looking after each other and staying in touch.

### Activities and community
Learning, working and doing what you enjoy.

### Money matters
Money concerns and financial support.

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### Help and tips
Summary
Sign In

### Summary of your questionnaire
- **Questionnaire id:** 1940910
- **Date and time:** Wednesday 13 November at 24:24
- **Assessed Risk Level:** Amber

**Your score:** Moderate

"Your answers indicate that you need some extra support occasionally. There are some resources you may find useful to review."

**Your summary**
You now have two options, download a PDF of your summary or email a copy using the form below.

#### Download summary as PDF
- **Your email address**
- **Message:**

#### Send via email

### Answers you’ve given
Below are the answers you gave to the questions.

#### Looking After Yourself
- Washing, dressing and looking after your appearance.
- Washing at a basin

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### Community Resources
Here you can review, save and share community resources available in your local area.

### My resource list

- **12 TO REVIEW**
- **0 SAVED**

**VIEW MY SUMMARY PAGE**
**+ SUGGEST A RESOURCE**
“GOVT IS WHAT WE DO TOGETHER THAT WE CAN DO ALONE”