CHANGE! - social design of public services

Opening up public services

People powered public services

The network

European Union
European Regional Development Fund

URBACT
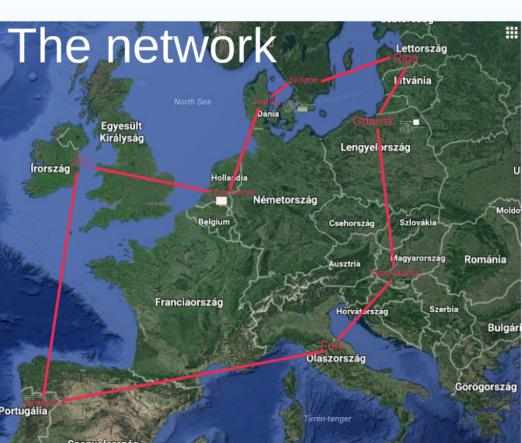Driving change for better cities

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Driving change for better cities

Prezi

Open Governance

Open data

Transparency — Collaboration

Open government

Open decisions — Participation — Open services

Doing to → Doing with
Needs → Assets
Provider → Enabler

Opening up public services

The 'Graph of Doom'

Adults Social Care Children's Services — Council's predicted budget

It is a historic moment to reorganise the Welfare State, because:
- existing top-down services reproduce social inequalities
- in order to qualify for services, needs often have to be overemphasized
- existing services are poor at preventing social problems, and better equipped for reacting to emergencies, which is very expensive
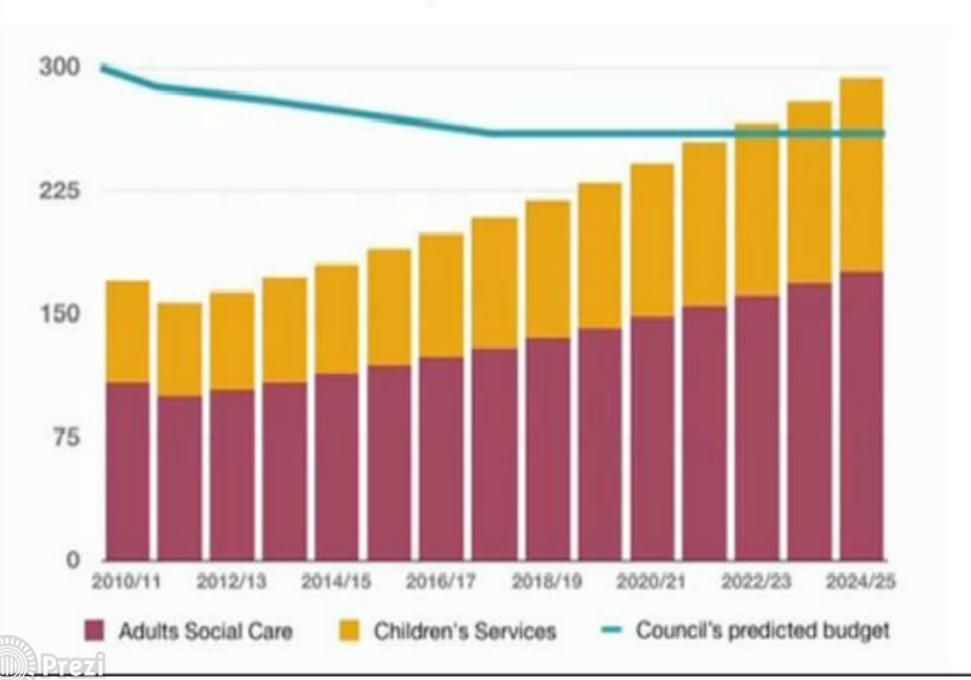- the recent welfare state cannot efficiently tackle the new problems

The new service provision:
- local
- help people help themselves
- focus on what people need

1. Needs to Capabilities
2. Targeted to Open to All
3. Financial Focus to a Resource Focus
4. Centralised Institutions to Distributed Networks
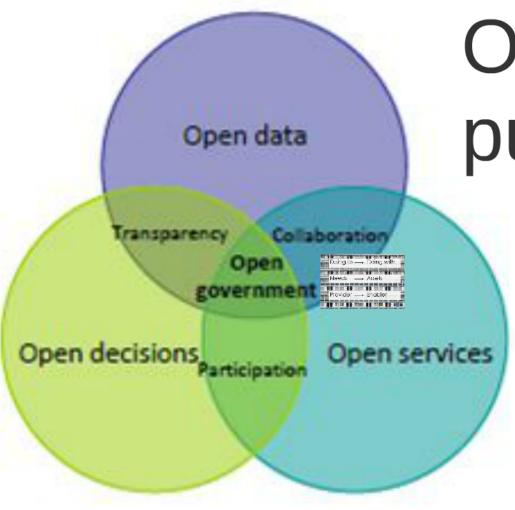5. Individual to Social Networks

Cost efficiency: - Design Council states that for every £1 invested in the design of innovative services, our public sector clients have achieved more than £26 of social return.
- personal transport budgets: Coventry City Council

Prezi

The 'Graph of Doom'

Legend:
- Adults Social Care
- Children's Services
- Council's predicted budget

Y-axis values: 0, 75, 150, 225, 300

X-axis values: 2010/11, 2012/13, 2014/15, 2016/17, 2018/19, 2020/21, 2022/23, 2024/25

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The 'Graph of Doom'

■ Adults Social Care   ■ Children's Services   — Council's predicted budget

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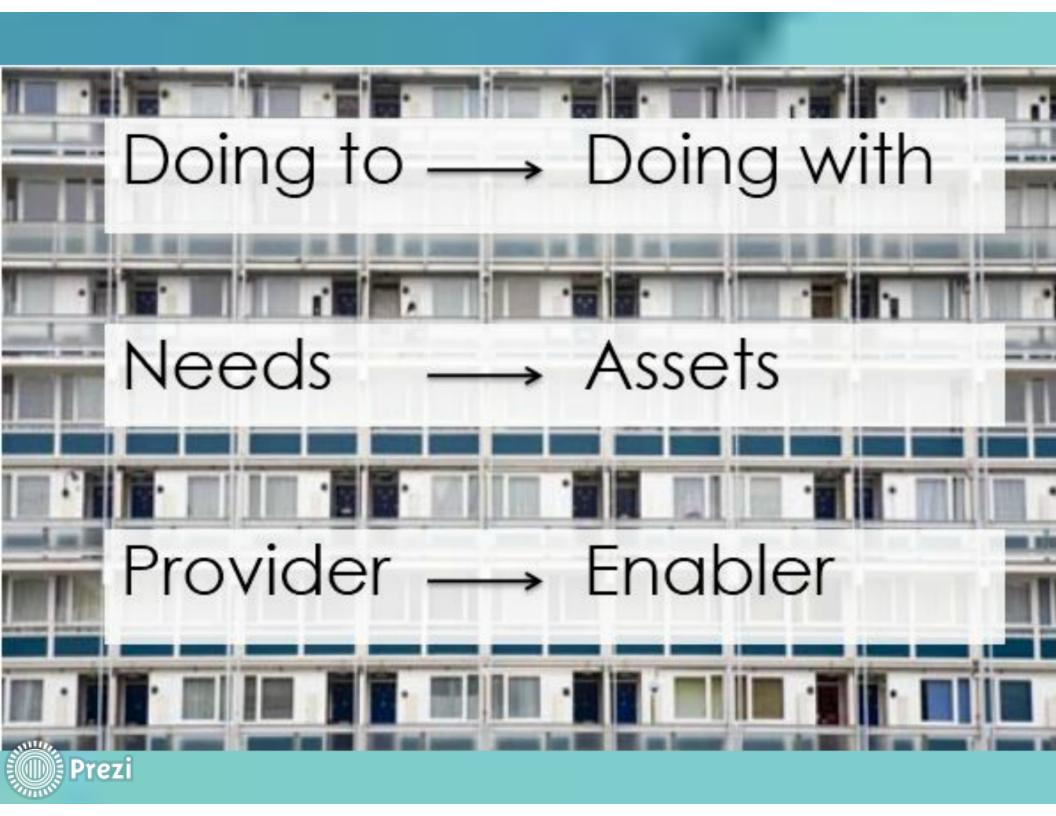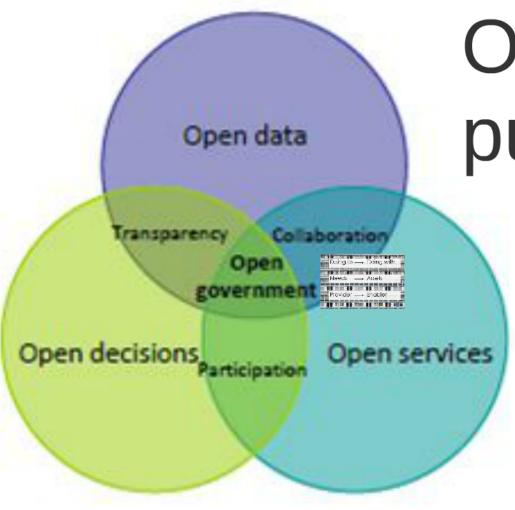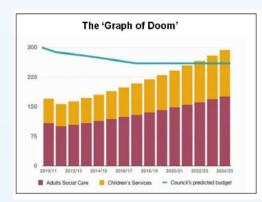- personal transport budgets: Coventry City Council

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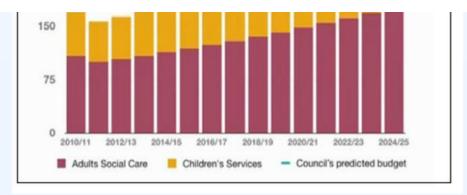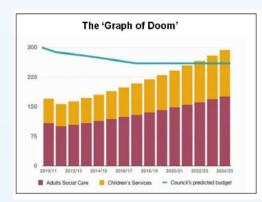- personal transport budgets: Coventry City Council

Chart showing Adults Social Care, Children's Services, and Council's predicted budget from 2010/11 to 2024/25. Y-axis: 0, 75, 150.

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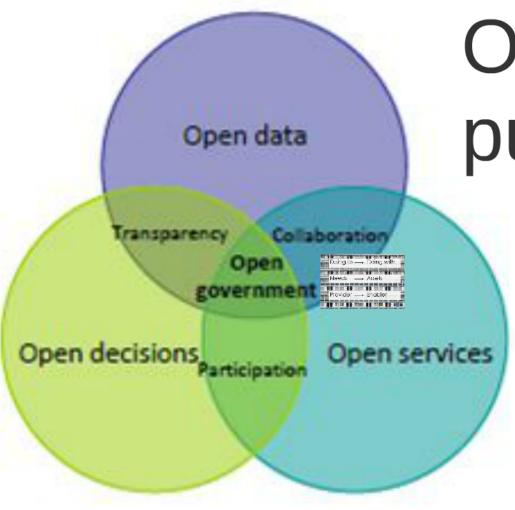
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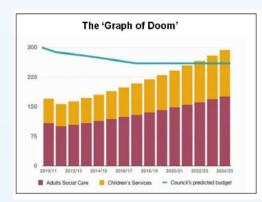5. Individual to Social Networks

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Adults Social Care | Children's Services | Council's predicted budget

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People powered public services

"I didn't think I was special enough for Oxford University."

FIND OUT HOW WE HELPED CYAN

Cyan, The Access Project alumna

the Localism Act for instance intends to transfer power from the state to individuals, neighbourhoods or the lowest possible tier of government, in that priority. What remains of state power will be used "galvanising, catalysing, prompting, encouraging and agitating for community engagement and social renewal"

About us

Home-Start is one of the leading family support charities in the UK. We help families with young children deal with whatever life throws at them.

Read more

According to the theory, social innovation offers two additional ways to sustain new projects beyond mainstream public management practices.

1. The first way is through the creation of marketplaces and introduction of competition, fostering social enterprise and the concomitant social investment market.

2. The second is through task-shifting public service functions to volunteers or microentrepreneurs in the community, which often achieve better and cheaper results.

CHANGE! - How to mobilise people in and alongside public services?

Prezi

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Community Rights

Community Right to Bid

List a local building as
An asset of community
value

Community Right to Challenge

Bid to run local authority services

Community Right to Build

Community can grant planning permission
to bring forward small developments
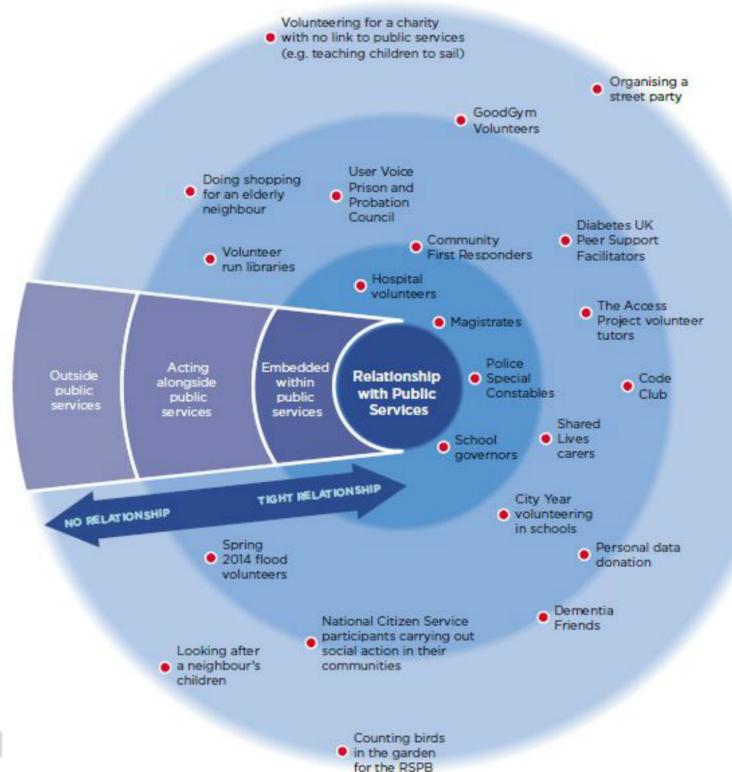
Neighbourhood planning

Communities developing neighbourhood
level statutory plans

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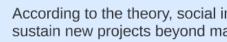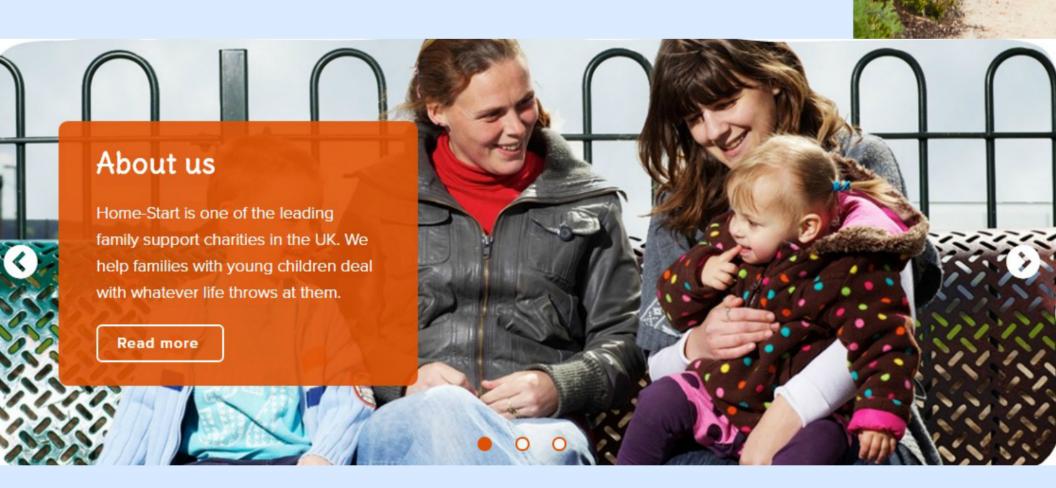CHANGE! - How to mobilise people in and alongside public services?

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BIG SOCIETY NOT BIG GOVERNMENT

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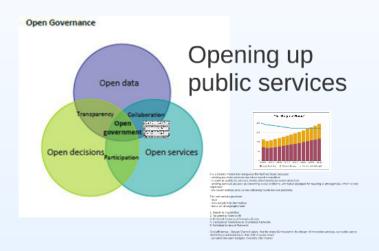
CHANGE! - social design of public services

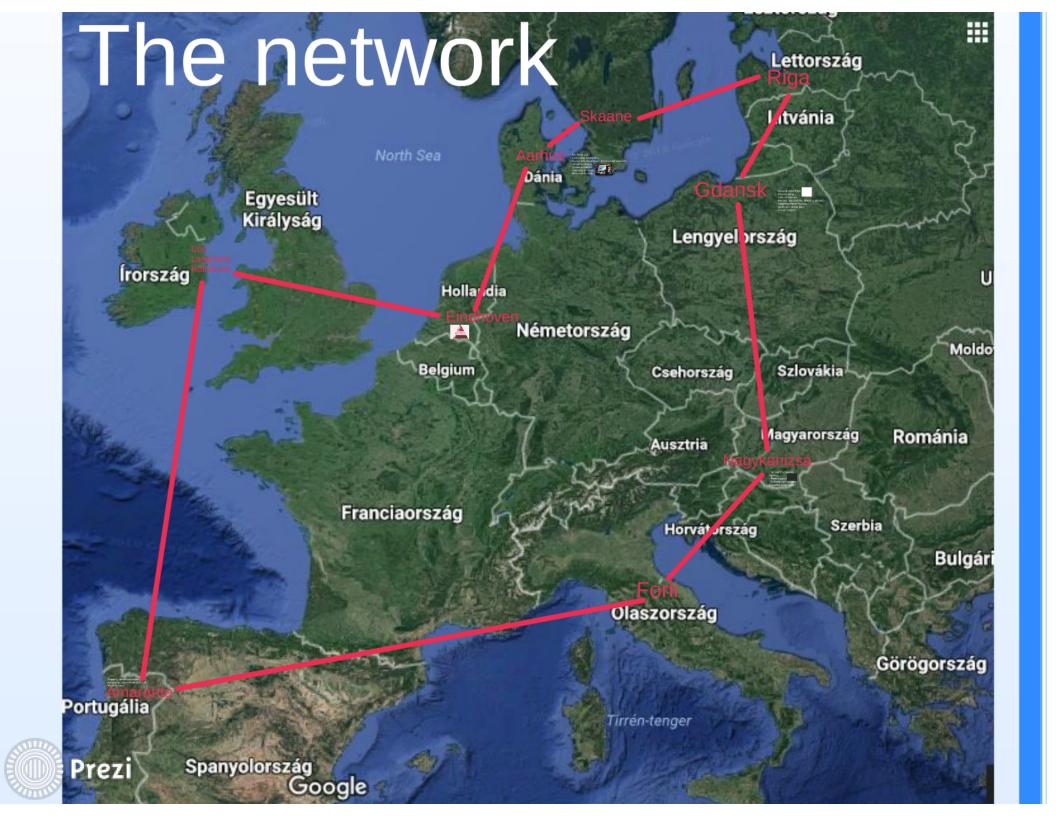**Opening up public services**

People powered public services

The network

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- Gdańsk 2030 Plus
- Placemaking
- Club of Gdansk
- Internal reorganising (working groups)
- Neighbourhood Houses
- youth and senior fund
- citizen budget

Riga

Skaane

Aarhus

- Re-Think 2017
- Citizenship Committee
- Digital Neighbourhood - the unusual suspects
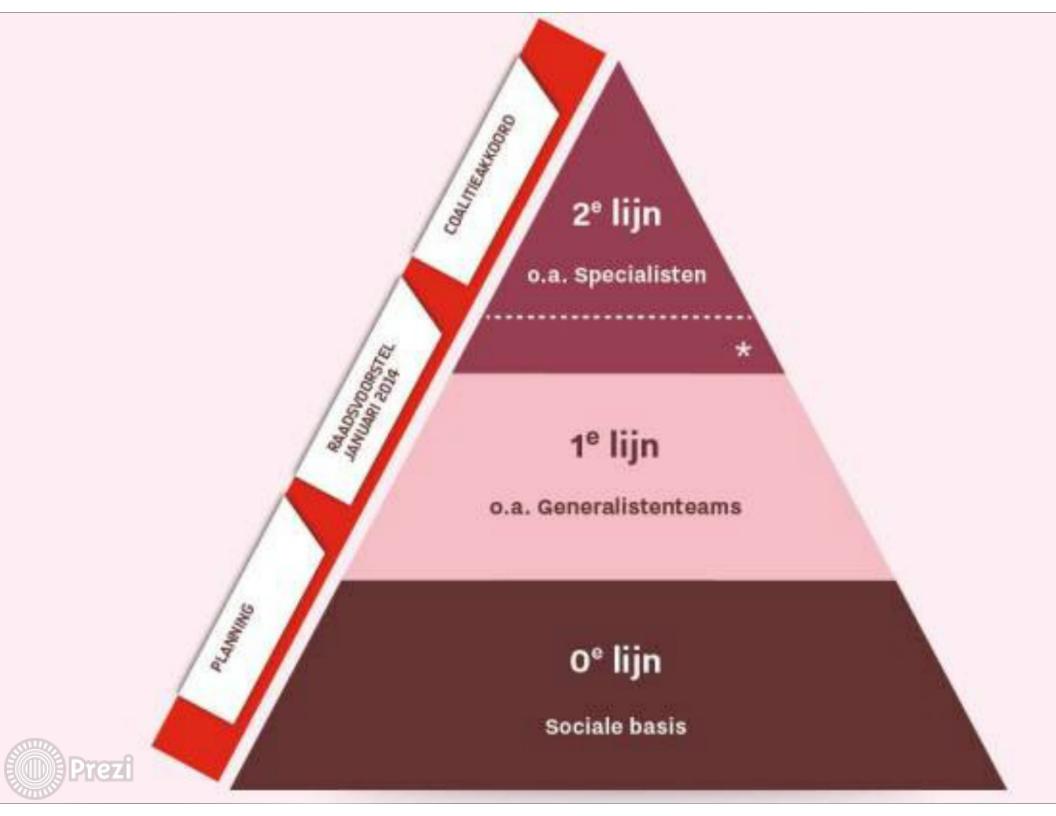- Innovation Fund
- Personal Budget
- Everyday Activism
- Welcome Society

Hollandia

Eindhoven

Dún Laoghaire Rathdown

- Mapping social innovation
- Amarra-te Urban Innovation Lab
- Youth Council

Amarante

ugália

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Prezi

Forli

- Cities of Commons
- Round tables
- Volunteer Readers
- Time Bank
- Regnoli 41

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- School Community Service
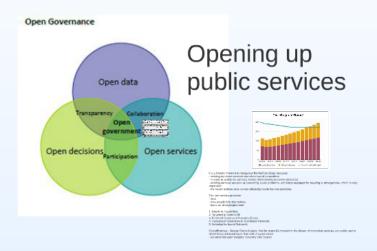- Peer support
- Unlikely connections boosting social action
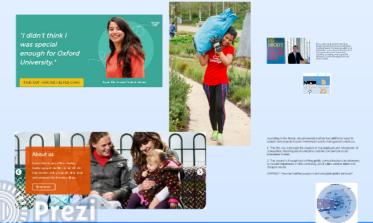
Social Innovation for Public Service Excellence
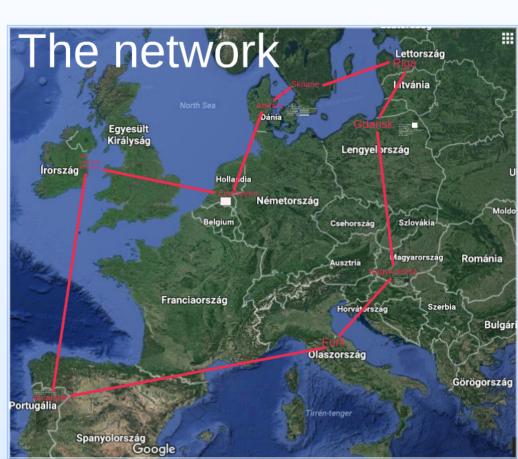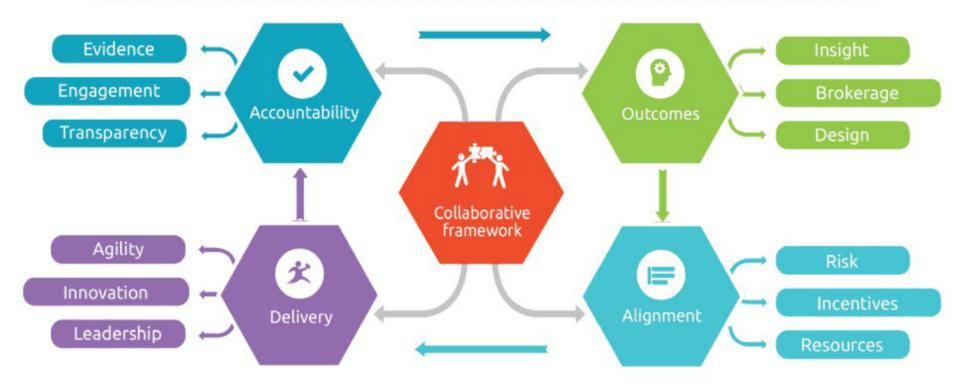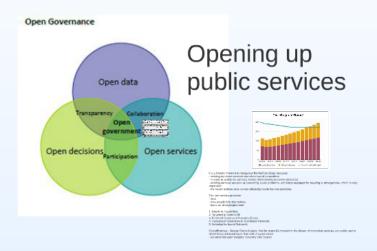
Governments around the world are grappling with a set of social challenges that are acting as a break on sustainable economic growth, leading to inequality and instability in society, and impinging upon the general

- Evidence
- Engagement
- Transparency

Accountability

- Insight
- Brokerage
- Design

Outcomes

Collaborative framework

- Agility
- Innovation
- Leadership

Delivery

- Risk
- Incentives
- Resources

Alignment