



## Services

# Service Design & Innovation

We explore deep-rooted problems from new angles and come up with radical alternatives. We bring together multi-disciplinary teams to help transform public services and the work of large charities.





# Service Design & Innovation

There are some big social challenges facing the UK, from youth unemployment to the care of an aging population. But are our services and institutions capable of rising to these challenges? Do we need to rethink the way in which we respond?

We help to reshape services around the energy, talents and contribution of social entrepreneurs, social innovators, public sector intrapreneurs, and social enterprises.

We bring together multi-disciplinary teams to help transform public services and get new social ventures off the ground.

## **We contribute in a variety of ways:**

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**Co-production.** We work with citizens, service users, and staff to involve them as co-designers and co-producers of services.

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**Service redesign.** We help the leadership and management of public services to think creatively about alternative models of delivery.

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**Options assessment.** We carry out feasibility studies and option appraisals to test ideas, refine them, and make them happen.

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**Business cases.** We prepare business cases and service blueprints that are agreed, workable, and capable of attracting resources.

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**Social ventures.** We supply evidence and knowledge that can inform the rapid development of, or investment in, externalised public services and social enterprises.

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Sharing knowledge. We can help to capture learning, make connections, manage networks, and share evidence about successful social innovations.

We're particularly focused on stimulating radical thinking about ways in which public authorities can deliver improved services at a lower cost.

Want to talk about your service challenges? Just get in touch.

## Recent Work

### Accelerating community development

We were part of the team that delivered the Big Lottery's Our Place programme. This innovative support programme worked with residents in five communities to develop a common vision for change, rapidly build community capacity, and 'hot house' new social ventures.

### Fostering public service innovation

We developed and now manage Social Innovation Scotland, a new think tank dedicated to stimulating radical innovation in the design and delivery of public services in Scotland.

### Creating a blueprint for ethical investment

We worked with partners to design and model a new social investment fund for Northern Ireland. This established the mechanics of a pooled fund through which public sector and charitable funders could achieve a blended return from investment in physical assets.

### Reshaping grant-making and regeneration

We played the role of development partner to the Coalfields Regeneration Trust over a 12-month period; researching local needs, renewing the vision of the Trust, designing new support programmes, and providing bidding and business planning support.

Further case studies are available at [www.socialvaluelab.org.uk](http://www.socialvaluelab.org.uk)

**Get in touch! - Call us on 0141 530 1479**

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