

FUTUREGOV

Skills and mindsets for 21st century organisations



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#FGis10

The background is a dark blue color. In the top-left corner, there is a semi-circular pattern of red and blue teardrop shapes. In the top-right corner, there is a pattern of blue lines, pink triangles, and yellow triangles. In the bottom-left corner, there is a semi-circular pattern of green and cyan rectangular bars with pink teardrop shapes. In the bottom-right corner, there is a pattern of small blue, yellow, and cyan dots.

hello

Ian Hutchison
Senior Consultant

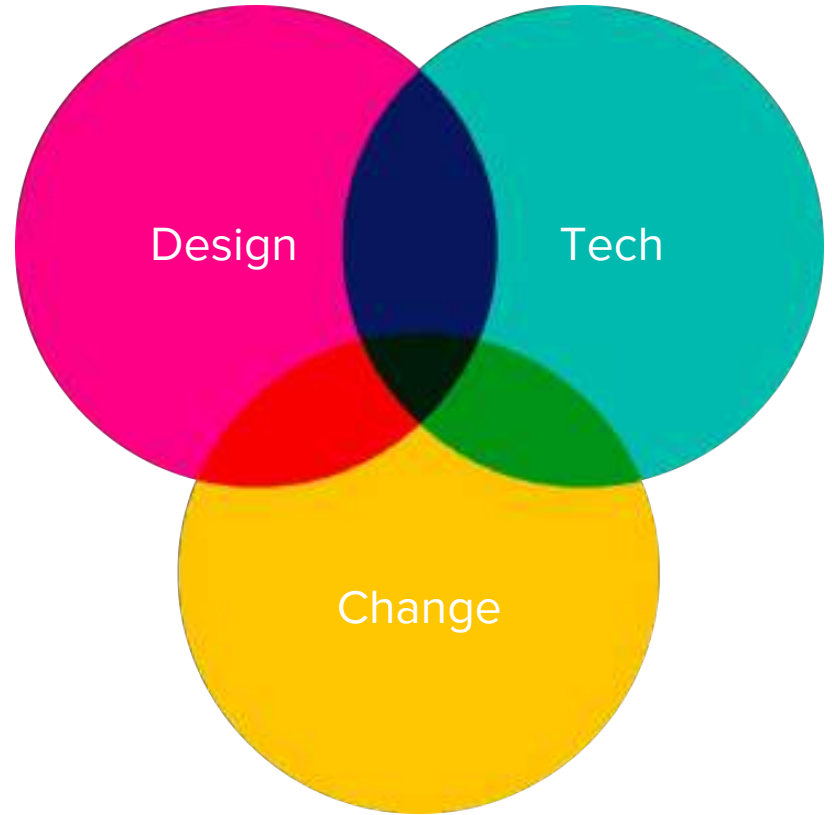
Belen Palacios
Senior Service Designer




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**10 years of creating
better public services
fit for the 21st century,
together.**



A photograph of Madeleine Albright speaking at a podium. She is wearing a blue jacket and has a serious expression. To her left is an American flag. The podium features the Department of State seal. The background is a dark, draped curtain.

We are taking 21st century challenges, evaluating them with 20th century ideas and responding with 19th century tools.

Madeleine Albright

Today we're discussing...

21st century organisations

The challenges and skill gap in the public sector

How to shape 21st century organisations

The Futures Academy at Essex County Council

21st century organisations



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Food & Drink



Surfing



Experiences in the spotlight



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Where Businesses Thrive

Whether you need a desk, office suite, or entire HQ, we create environments that increase productivity, innovation, and collaboration.

Where do you need workspace?

📍 London, United Kingdom ✕

How many employees are in your company?

1-20

20-100

100-1,000

1,000+

Start

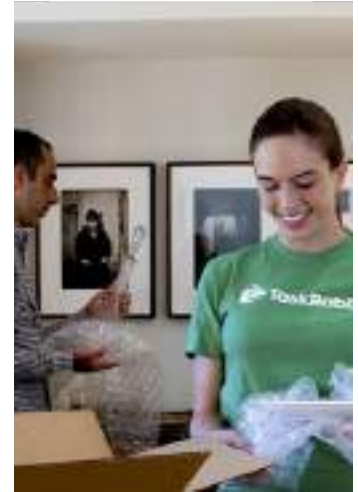


Common space in New York City



Services that change our lives and expectations

UBER



21st century organisations

CHANGE & TECHNOLOGY

Making the organisational changes needed to fully use what modern technology can offer and using technology to allow the organisation to be truly agile.

USER-DRIVEN

Being user-centred and creating a culture where people, processes and platforms are all focused around user need.

RESPONSIVE

Building teams that can adapt quickly when situations and expectation change.

OPEN

Developing transparent processes that create mutual accountability and help users understand every step of their user journey.

NETWORKED

Building a culture of helping and creative problem solving by empowering cross-functional multidisciplinary teams to respond to challenges collaboratively.

DATA-DRIVEN

Using data to make better and faster decisions, devolving decision making to smaller teams and developing iterative and rapid ways of doing things.

**We need 21st century
public sector organisations**

21st century public sector organisations

DIGITAL AT THE HEART OF
ORGANISATION STRATEGY

PROCURE ACCORDING TO
SERVICE STANDARDS

SERVICES DESIGNED
AROUND THE NEEDS OF USERS

EMBEDDED DIGITAL SKILLS & TALENT
ACROSS THE ORGANISATION

AN ORGANISATION THAT
WORKS LIKE THE INTERNET

EMPOWERED TEAMS WORKING
WITH SHARED STANDARDS

PRODUCTS & SYSTEMS THAT
ENABLE USERS AND EMPLOYEES

DATA-DRIVEN TO MAKE
BETTER & FASTER DECISIONS

DIGITAL: applying the culture, practices & processes of the internet-era to respond to people's raised expectations.

Tom Loosemore @tomskitomski



**Digital is
not only technology,
but a mindset &
way of working.**



**Most government services
were never designed
for the internet.**



**Most government services
were never designed
~~for the internet.~~**



The purpose of service design is to uncover **user needs** and build services meeting those needs.

*User needs are not the tasks a user need to do.
It is the goal they are trying to achieve.

Start by reframing the problem

We need an
E-FORM for
Adult Social Care
assessments

How might we better
understand and support
adults in need of care?

Typical starting point

Reframed problem / opportunity

Shift the way you think about your services

Hospital
Discharge

Get me
home

Housing

Find me
a place
to live

Individual
Electoral
Registration
System

Register
to vote

The challenges

What challenges do you face?

—

The building blocks



VISION & STRATEGY

A clear and meaningful purpose, and a well communicated direction.

USER-CENTRED SERVICES

Services developed putting users first.

TALENT & SKILLS

An empowered workforce enabled by design and a digital mindset.

DIGITAL GOVERNANCE

A supportive and innovative digital leadership.

CULTURE & WAYS OF WORKING

A collaborative and agile working culture across all teams.

PRODUCTS & SYSTEMS

Tools that work well to support service delivery and new ways of working.

DATA

Data tells how we're performing, informs decision making and is open by default.

PROCUREMENT & COMMISSIONING

Adopting shared standards to procure and commission.

Futures Academy

The Essex story

Essex Futures Academy alpha



ONBOARDING

DESIGN SPRINT

FRAME YOUR NEXT
DESIGN CHALLENGE

PLANNING YOUR PROJECT

PROJECT TEAM WORK

COACHING

SHOW & TELL /
COMMUNITIES OF PRACTICE







RETURN ITEMS

ESSEX
Libraries



Creating the right conditions

How do you become a 21st century organisation?





Q&A

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thank
you



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