

Introducing service standard assessments into local government

Philippa Newis, Senior Delivery Manager

Twitter: @philippanewis

Email: philippa.newis@hackney.gov.uk

LocalGovDigital: Philippa_Hackney

A decorative pattern of white and dark green squares of varying sizes, arranged in a somewhat random, pixelated fashion along the bottom edge of the slide.

What, why, how



Are we on the same page?



What does bad governance feel like?



Why we do service assessments at Hackney?



How do we do them?



What good feels like



“I think the format in which we did an intro, a demo and breaking up into groups and playing back the highlights was a really good way of making the most of our time in the service assessment.”

“The assessors were excellent and gave really useful and actionable feedback.”

“I liked how we prepared by giving information to the assessors before the assessment on a Trello board. This allowed us to use the time with the assessors to get feedback on things we could do in the next phase.”



“Using service standards to assess our work has provided significant improvements. It is a more collaborative approach, prompts more valuable conversations about how new services are meeting user needs and is helping the team to improve how we work across our service.”

“Service Standard assessments enable us to learn more, ensure our services put people first and make decisions together. They're the foundation of an approach to governance that is designed for the digital era.”



How to get buy-in?



Reading

