

# Public Service Collaboration: Opportunities and Challenges

Hamilton House, Camden, London

13th November 2013

Organised in partnership with Camden Council, the final UK Design for Social Innovation and Sustainability (DESIS-UK) workshop aims to catalyse collaboration between Higher Education and public service providers.

The workshop offers an opportunity for design led social innovation researchers and practitioners to share and exchange expertise and resources with public service organisations facing the challenge of innovating service provision. We hope to identify and support the formation of common themes that may provide the focus for practice and research collaboration.

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## PROGRAMME

09.00	Registration
09.30	Introduction <b>Adam Thorpe and Alexander Kenmure</b>
09.45	Keynotes and Panel Discussion <b>Ezio Manzini</b> <b>Eduardo Staszowski</b> <b>Ali Griffin</b> Chair: Clare Brass
11.15	Break
11.45	<b>Quick Fire Case studies</b>
12.45	Lunch
13.30	<b>Quick Fire Case studies Case studies</b>
14.30	Break
14.45	<b>Marketplace</b>
16.45	<b>Plenary</b>
17.00	Close

## Keynote Speakers

### **Ezio Manzini**

Founder DESIS Network

Ezio will explain the synergies available to design schools, social innovators and service providers that view staff and students as societal resources, and collaborative action research as a de-risked environment for learning and experimentation.

### **Eduardo Staszowski**

Director, Parsons New York DESIS Lab

Eduardo will share learning and insights from Public and Collaborative NYC, a program of activities that explored how public services in New York City could be improved by incorporating greater citizen collaboration in service design and implementation.

### **Ali Griffin**

Deputy Director of Finance Camden Council

Ali will provide an overview of the policy context this work is situated within and outline the reasons for applying social innovation approaches to local government service design and delivery.

## **Quick Fire Case Studies** (5min presentations followed by 5min Q&A)

### **Angela Murphy & Charlie Acton**

London Borough of Camden

Heating and Changing Behaviour

### **Rebecca Ross and Dionne Campbell**

Central Saint Martins, London Borough of Camden

[urlife.org.uk](http://urlife.org.uk): redesigning a website for Camden's young people

### **Robert Young and Helene Turner**

Northumbria University, Tynesidemind

Tyneside Mind: using design to rethink mental health

### **Anna Ware**

London Borough of Camden

Behaviour Change for Sustainable Green Action

### **Matthew Upton**

London Borough of Camden

Community researchers - Local people at the heart  
of services

## **Quick Fire Case Studies** (5min presentations followed by 5min Q&A)

**Daniela Sangiorgi**

Lancaster University

Designing for Citizen engagement

**Brian Matthews**

London Borough of Camden

Camden Housing First

**Anna Meroni**

Politecnico di Milano

Micro Social Habitats Rethinking undersized apartments

**Richard Elphick**

London Borough of Camden

Collaborating with the voluntary and community sector to design an assets-based health and wellbeing offer for residents over-50

**Alison Prendiville**

London College of Communication

Developing local services for Ageing Well Communities through local codesigned partnerships

about

## DESIS-UK NETWORK

*“In the complexity of contemporary society, social innovation is spreading and its potential, as a driver of sustainable change, is increasing. To facilitate this process, the design community, in general, and design schools, in particular, can play a pivotal role.”*

— Ezio Manzini, Founder, DESIS International

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Design for Social Innovation and Sustainability (DESIS) International Network partners in the UK, including the [University of the Arts London](#), the [Royal College of Art](#), [Lancaster University](#), [Northumbria University](#), [University of Lincoln](#) and [Kingston University](#), have been awarded network funding from the Arts and Humanities Research Council (AHRC) to deliver a series of DESIS networking events across the UK during 2013.

The project aims to extend and establish a DESIS-UK Network, as a national multidisciplinary network of individuals and organisations exploring design-led social innovation and sustainability in collaboration with UK HE. It aims to strengthen connections between design academics and academics, design practitioners, and end users of design from public, private and third sector organisations and the communities they serve, to explore how best to employ design thinking and skills to deliver sustainable social and environmental benefits to communities.

The Network aims to help the Universities in promoting and supporting Design for Social Innovation and Sustainability (DESIS) across their schools and courses. It provides an opportunity to help shape the pedagogic focus of DESIS in UK HE in a spirit of peer-to-peer collaboration within a network of institutional partners.

[www.desis-uk.org](http://www.desis-uk.org)  
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## DESIS-UK

### **Adam Thorpe**

Principle Investigator DESIS-UK  
University of the Arts London DESIS Lab

### **Clare Brass**

Co-Investigator DESIS-UK  
Royal College of Art

### **Project Partners**

Robert Young, Northumbria University  
Anne Chick, University of Lincoln  
Paul Micklethwaite, Kingston University  
Daniela Sangiorgi, Lancaster University

### **Camden Council Convenors**

Alexander Kenmure, Strategy and Improvement Manager  
Matthew Dibben, Employment Strategy and Development  
Manager