

Starting with the right questions

Scenarios

Service Design in Government 2020

Friday 6 March 2020



Pop-up play spaces

Discovered

Your council have learned that most starter flats in your city are being built with no play space, or space that is not suitable for pre-school age children.

Opportunity

You have identified an opportunity for supervised in-vehicle and outdoor pop-up play spaces and secured budget for a trial.



Ideas and questions

You have lots of ideas for different types of play and want to learn more about which will work best in a pop-up context.

You have concerns about where a pop-up play space would be setup and what permission you would need.

You have lots of ideas and questions about how visits are requested, scheduled, advertised and notified to parents.

You have concerns about supervision and whether parents must always be present.

Green roof service

Discovered

Your city is committed to improving air quality and reducing carbon emissions.

You know that more green roofs can help achieve these goals. But you've found that concerns about leaks and ongoing maintenance are significant barriers.

Opportunity

You have identified the opportunity for a social enterprise to install and service green roofs, on both council and other properties, and secured budget for a trial.



Ideas and questions

You believe that a list of approved builders to prepare roofs will allay fears.

Staff from the social enterprise will maintain the green roofs - which will also help with apprenticeship targets.

You have ideas and questions about how to monitor green roofs, schedule weeding and replanting, and capture excess water to use during dry periods.

You have questions about how to measure air quality change and carbon capture.

Community ride sharing

Discovered

Your city council has a mission to reduce loneliness and isolation for older people and other disadvantaged groups.

You know you have many areas with limited or no public bus services. And local minicabs are very expensive for regular hospital, education and leisure visits.

Members of your council have visited established volunteer run community bus services in other areas.

You found that as well as increasing mobility, these can support efforts to reduce traffic and carbon emissions.

But you also found that these services can be tightly restricted (eg to blue badge holders), can struggle to provide a consistent service, and can put pressure on a small group of volunteers.



Opportunity

You have identified an opportunity to kickstart a social enterprise that would provide a community ride sharing service. And secured budget for a trial.

Ideas and questions

You have ideas and questions about how people book rides and receive notifications, how rides are routed (mix of fixed routes and on demand) and what types and sizes of accessible electric vehicles will work best.

You are divided on whether anyone can use the service, and who might get free rides.

You are also concerned to make sure that people with low digital skills and more significant access needs are not disadvantaged.

Urban wetlands

Discovered

Your region has 3 large brownfield sites that are available for development but are all subject to regular flooding.

You have visited other cities that have created new wetlands to reduce flooding and provide new leisure areas.

You plan to build new housing, schools, clinics, community spaces and small business developments on the higher ground. And plan to prepare the lower lying areas for trees and other freshwater marshland planting,



Opportunity

You have identified an unused council depot that has been regularly flooded and secured budget for a small scale trial.

Ideas and questions

You have lots of questions about what leisure and education activities to provide. And whether the wetlands are completely open access or for organised groups only.

You have concerns about safety and how to control access when there are different levels of flooding.