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Case Study

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CO-ORDINATED COMMUNICATION PATH TO PATCHWORK'S SUCCESS

Service Design Case Study 2
Patchwork by FutureGov

Policy used to be a linear, paper-based process that moved slowly from abstract theories to practical implementation. But the academics who used to generate policy are no longer inventing ideas. Instead, they're making sense of what's emerging from the public consciousness.

In response to a series of child-care failures in the UK, independent design agency FutureGov came up with the idea of a social network for public services. Having identified a lack of shared, co-ordinated communication between government agencies as a key issue, the team brought together children's and social services, teachers, police, health workers, technologists, designers and funders to prototype Patchwork.

This is a secure web tool that connects professionals from different organisations and

allows them to access the contact details of others working with their clients.

Design research was fundamental to articulating the problem accurately. Patchwork as a public service took six months of prototyping with Staffordshire County Council. Today, 1,894 professionals across the UK and Australia are currently supporting 5,375 clients through Patchwork, enabling a considerably higher quality of care.

This phenomenon is an acknowledgment that experimentation and discovery are credible paths to public welfare. In a very real way, it's all happening in innovation labs at every level of government; these labs are prototyping the future of government itself.



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Patchwork by FutureGov
Connecting care workers across
agencies