

How might collaborative technologies improve public services?

Jon Kingsbury
Director, Creative Economy
NESTA

How might *collaborative technologies* improve public services?

Definition: people coming together
online

How might collaborative
technologies *improve public
services?*

Definition: being better for less

being better for less

Definition: more responsive, more tailored to human needs, offering additional benefits such as choice, convenience and ultimately achieving intended objectives for less cost

How might collaborative
technologies improve public
services?

Observation: In our private lives,
collaborative technologies have
brought us huge benefits...



Jon Kingsbury
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What's on your mind?



Jaya Chakrabarti

Is home alone with no cookies. Stuck with healthy dinner options. Pooh.

2 hours ago via Android · Like · Comment



Susannah Mutton likes this.



View all 4 comments



Geoff Hill rabbits like caramel bars.
about an hour ago · Like



Louise Jane Cooling i am very bored with rabbit food!
Especially when it makes absolutely no difference whatsoever to
my ever expanding waist line ! X
26 minutes ago · Like

Write a comment...



Simon Terrington

had a great day at the Oxford Media Convention – definitely the most fun
you can have with your clothes on.

3 hours ago · Like · Comment



View all 12 comments

Events

See All

What are you planning?

9 event invitations

Is something rotten in th...
Friday 3:00pm

Is something rotten in th...
Friday 3:00pm

Find More Friends



Brent Hoberman found you and 5
more friends using the friend
finder.

jonkingsbury@mac.com

Email Password

Find Friends

Facebook won't store your password.

Sponsored

Create an Ad

Grow your business



Grow your business
by promoting it on
Facebook. Click here
to explore how to
reach your customers
with a social ad.

Requests

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Feedback Profile


jonkingsbury (52 ★)

Positive Feedback (last 12 months): 100%
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Member since: 16-Aug-05 in United Kingdom

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	1 month	6 months	12 months
Positive	2	3	4
Neutral	0	0	0
Negative	0	0	0

Detailed Seller Ratings (last 12 months)



This information will be available when this member receives at least 10 detailed seller ratings.

Feedback as a seller

Feedback as a buyer

All Feedback


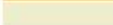

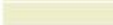
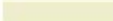
Feedback left for others

54 Feedback received (viewing 1-25)

Revised Feedback: 0

Customer Reviews

3 Reviews

5 star:  (3)
4 star:  (0)
3 star:  (0)
2 star:  (0)
1 star:  (0)

Average Customer Review

★★★★★ (3 customer reviews)

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Most Helpful Customer Reviews

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37 of 37 people found the following review helpful:

★★★★★ **great resource for parents of 2-6 year olds**, 27 May 2006

By [Catherine](#)  - [See all my reviews](#)

This review is from: Montessori Play and Learn : A Parents' Guide to Purposeful Play from Two to Six (Paperback)

This book explains the montessori approach to education, but the best bit is all the ideas for activities you can do with young children (age 2-6). I think lots of parents aren't happy with the idea that children need constant stimulation from heaps of brightly coloured noisy plastic toys, visits to expensive theme parks, endless kids' tv, etc, etc in order to be happy. Personally I've found that these things often cause tantrums, restlessness and arguments and the best times I've had with my children have been much simpler things like visits to the park, cooking, even playing with a couple of cardboard boxes. If you've ever felt like this you might find that this book helps explain why and gives you a push in the right direction for helping find simpler activities to amuse (and develop) your children.

[Ad feedback](#)

It explains the importance of play and the types of play needed to help your child learn and gives loads of ideas for play activities involving everyday things in the house, garden or while out and about. It's a great resource for rainy day activities and ways to involve your child in everyday things like shopping, cooking, gardening, etc. Even if you are not specifically interested in the montessori method it's still a good read and a useful way to help your child develop their creativity and practical skills using simple, everyday things.

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85 of 89 people found the following review helpful:

★★★★★ **Inspiring for parents with children from the age of two.**, 24 Oct 2000

By [sekkiou@bluewin.ch](#)  (Switzerland) - [See all my reviews](#)

This review is from: Montessori Play and Learn : A Parents' Guide to Purposeful Play from Two to Six



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Public services

From Wikipedia, the free encyclopedia

Public services is a term usually used to mean [services](#) provided by [government](#) to its [citizens](#), either directly (through the [public sector](#)) or by financing private provision of services. The term is associated with a social consensus (usually expressed through [democratic](#) elections) that certain services should be available to all, regardless of [income](#). Even where public services are neither publicly provided nor publicly financed, for social and political reasons they are usually subject to [regulation](#) going beyond that applying to most [economic sectors](#). Public service is also a course that can be studied at a college and/or university..

It is also an alternative term for [civil service](#).

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Sectors

[\[edit\]](#)

Public services tend to be those considered so essential to modern life that for [moral](#) reasons their universal provision should be guaranteed, and they may be associated with fundamental [human rights](#) (such as the right to water). An example of a service which is not generally considered an essential public service is [hairstressing](#). The Volunteer Fire Dept. and Ambulance Corps. are institutions with the mission of servicing the community. A service is helping others with a specific need or want. Here, service ranges from a doctor curing an illness, to a repair man, to a food pantry. All of these services are essential to people's lives.

In modern, [developed countries](#) the term public services often includes:

Observation: and yet, we are just at the foothills of bringing these types of experience to our public services

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Why?

Reboot Britain

NESTA Making
Innovation
Flourish



Digital Disruption – case studies

Can digital innovation reboot our public services?

Mission: To test ways by which collaborative technologies might help design and deliver better public services

Method: Commission prototypes that follow principles of successful collaborative technologies and learn from testing them in a live environment

Principles:

- Disruptive
- User-centred
- Small tech, not Big Tech
- Responsive
- Scalable

Examples:

The LIFE Programme

Building new Lives for Individuals and Families to Enjoy.

« [back to All Projects](#)



In 2008, the UK's Prime Minister Gordon Brown famously said that there were 110,000 'problem families', and if the issues within these families were solved, much of society's ills would be cured. At Participle, we believe this figure is much closer to 150,000 and we call them 'Families in Chronic Crisis.' These families represent the point at which the current relationship between government and people has broken down to the greatest degree. They are the families considered the 'hardest to reach'. If we can build an approach and an infrastructure that supports a new, transformative relationship between the wider community, government and these families then we have repaired a deep failure in the current welfare state.

In 2009 Swindon Borough Council, Participle and a number of local families developed and prototyped a highly successful framework to support families in chronic crisis to build new lives. This new approach is known as the LIFE Programme (building new Lives for Individuals and Families to Enjoy.)

LIFE was developed by families for families. The Participle team rented a house on an estate in Swindon, and

Search Participle.net

Featured posts about this project

[What are you doing Friday night?](#)

Friday night projects to cut youth crime, says former Respect Taskforce head

[Bread and circuses](#)

Social tourism - low income families need holidays as much as a new washing machine

[A stronger duty of care](#)

<http://www.guardian.co.uk/society/2009/may/27/home/young-people>

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Hello, Anne

4 questions

Your Family ▼

Your Life Team ▼



Aims

for you and others



show

your mood



Write

in your diary



Photos

view and add



Ask

a question

My Aims & Questions

4 questions

Did you visit the family today? What happened? Are we going to throw a party this weekend? How are you today? Hello?

All My Keywords

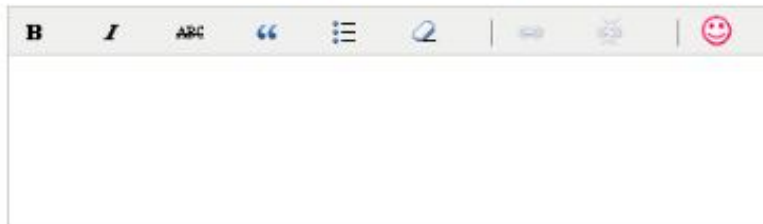
Social
Questions
Food

All My Starred Books

Your Family LifeBoard

Set an aim

What do you want to do or want someone else to do? This could be a goal or a plan to do something, in the near future or further ahead.



Give this aim to:

☐ George ☐ me ☐ Jack ☐ Jill ☐ Louise

Create aim

Admin has set a question for you :

Did you visit the family today? What happened?

Louise has shared a photo with you



Louise

9 minutes ago



**Invitations**

Team uses these to tell the family more about LIFE and invite them to join the programme.

**Interview Prompts**

Team uses these to help the family create their own questions for the team.

**Visioning**

A technique to help identify long-term goals and a technique for breaking this vision down into manageable steps.

**People in My Life**

A technique that help the families and team have a conversation about relationships, and identify how they change over time.

**Personal Strengths**

A set of prompts to identify strengths and open up conversation about personal development.

**New Experiences**

A process and set of prompts that build upon people's interests, deepens engagement with an activity and provides a means of unblocking people.

**Planning**

A process and set of questions that help a family think through how they will achieve a task or activity.

**Reflection**

A process for reflection for use across all techniques and stages.

**Being Present**

Techniques for remaining focused and present with families, for use across the whole programme.

Comments (2) [Hide Comments](#) | [Collapse All](#) | [Add Comment](#)**Liz Manser says:**

Oct 21

The whole journey for me and family has been an inspiration for all of us and have come across good and bad times as everyone does in life, and everything has worked out pretty good, alex is back into tutoring and doing a hands on course with mechanics, beks is looking into college and study in fitness, sammie and tracy are also doing courses which they are all enjoying, Im also seeking work in all aspects but really want to go into being a support work in domestic violence as I know how hard it is to speak about as women and men are scared.



The Future is....? Reporting back on part one of Safeguarding 2.0

****UPDATE**** Here's a short video of the presentations from our recent event, which covers our findings, our ideas for improving safeguarding...



Working together to support families: kicking off phase 2.0

As we've seen throughout this project, keeping children and adults safe is a complex undertaking that needs government and non-government...



The Future is....? Reporting back on part one of Safeguarding 2.0

****UPDATE**** Here's a short video of the presentations from our recent event, which covers our findings, our ideas for improving safeguarding...



Taking a step into the future – the end of the beginning

Safeguarding 2.0 – Invitation to a Milestone Event When: 18 May (9am – 12pm) Where: NESTA, 1 Plough Place, London. EC4A...

About Safeguarding 2.0

FutureGov is finding ways for social technology to contribute to keeping children and vulnerable adults safe. Others in the core project team include Friday and NESTA. You can see how the project is progressing here and we encourage you to leave comments and ideas and generally get involved.

Safeguarding on Twitter



- crazywizdom:** RT @FutureGov: The solution to better public services is "just enough technology" says @carlalally #safe20 #gov20 <http://fb.me/O27JVM3b>



- Jacattell:** RT @FutureGov: The solution to better public services is "just enough technology" says @carlalally #safe20 #gov20 <http://fb.me/O27JVM3b>



- mgarrigap:** RT @FutureGov: The solution to better public services is "just enough technology" says @carlalally #safe20 #gov20

Innovation in the UK

MY BOOKINGS

Richard Manby Booking Overview

TOTAL BUYER	TOTAL BOOKINGS	BOOKINGS CANCELLED	TOTAL HRS	AVERAGE RATE
23	101	0	172	

Richard Manby Bookings

Booking	Buyer	Start time	Shifts	Hrs	Rate	Type	Status
P99	Robin Care Home	19 Mar 2010 10:00	1	2:00	£6.58	Companionship	BOOKED
P101	Mr Arthur Hyde	15 Mar 2010 14:00	3	3:00	£6.63	Nursing	BOOKED
P109	Alex Darby	15 Mar 2010 17:30	1	1:30	£6.69	Companionship	WAITING
P97	Robin Care Home	04 Mar 2010 15:00	1	2:00	£6.58	Household	BOOKED
P96	Rose Minadri	25 Feb 2010 13:30	1	2:00	£6.82	Daughter's	BOOKED
P95	Mr Arthur Hyde	05 Feb 2010 17:00	5	20:00	£6.40	Companionship	BOOKED
P90	Michelle Wiers	30 Jan 2010 12:00	1	3:00	£6.63	Trips / errands	BOOKED
P89	Mr Arthur Hyde	25 Jan 2010 12:00	1	3:00	£6.40	Homecare with L	BOOKED

Person-to-Person

By Slivers of Time

In partnership with Hertfordshire Council and Hounslow Council

This project run by Slivers of Time enables volunteers to be managed much more dynamically in a safe on-line setting. The web-based platform provides an infrastructure that enables local authorities and the voluntary sector to better support service provision, giving them a tool to increase the number of active volunteers.

Slivers of Time has tested this model in the private sector, as a way to manage flexible workforces, where some sectors such as supermarkets want people who can be hired for a few weeks, days, or just hours and often at short notice. The system allows anyone with spare hours to sell their time to local employers and enables employers to make precise bookings of workers, using an online platform.

Reboot Britain

Person-to-Person is part of the **Reboot Britain programme** where we look at how digital technology can help provide better public services for less.

Projects

- Buddi
- Buddy
- Jailbrake
- The Life Programme
- Want an MP in your pocket?
- Person-to-Person
- ReSync
- Safe Ground
- Safeguarding 2.0
- Transformed by you
- Where do I feel unsafe?



What have we learnt?

Citizens are happy to collaborate
in the public domain, so long as
mechanisms for trust are robust

LA/Public Service Leadership is
extremely open to testing
innovative new services

But there are organisational,
cultural, legislative and technical
barriers to entry that LA workers
have which prevents them from
being able to engage fully

Tim Davies checklist: -

<http://www.practicalparticipation.co.uk/socialstrategy/barriers:start>

Conclusion:

The deciding factor as to who provides public services in the 21st century is not an issue of cost, but one of agility and innovation capacity

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Map & Listings

Take action

Landshare toolkit

57846

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LATEST OWNER
PICKERS32 FROM LONDON ▶

FIND OUT HOW IT WORKS



I WANT TO }

FIND
LAND

OFFER
LAND

HELP
OUT

LATEST FROM THE NEWS



Landshare and TREE AID: Join the One Million Tree Revolution!

Posted on 17th January 2011

66 Landshare is supporting TREE AID's campaign to plant 1 million trees. Are you in?

[Read full post](#)



LATEST LAND WANTED

 [land search Oldham area](#)

LATEST LAND OFFERED

 [VEGETABLE PLOT](#)

TALKING LANDSHARE



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Get short, timely messages from GM Police.



Twitter is a rich source of instantly updated information. It's easy to stay updated on an incredibly wide variety of topics. **Join today** and **follow @gmpolice**.

Sign Up

Get updates via SMS by texting **follow gmpolice** to **86444** in the United Kingdom
Codes for other countries



gmpolice

A shop worker was pistol whipped during an attempted robbery in Trafford. <http://bit.ly/hYkPJD>

22 minutes ago via twitterfeed

@TamiH68 yes, always happy to receive feedback

about 2 hours ago via TweetDeck in reply to TamiH68

I uploaded a YouTube video -- GMP releases CCTV footage of thieves stealing from dying ... <http://youtu.be/gZ6Wo9hDBio>

a

about 2 hours ago via Google

Name GM Police

Location Greater Manchester

Web <http://www.gmp.police.uk>

Bio Greater Manchester Police's feed is monitored Mon-Fri but is not for reporting crimes. Emergency: call 999. Non-Emergency: call 0161 872 5050.

185 following **18,152** followers **383** listed

Tweets **4,910**

Favorites

Lists

[@gmpolice/gmp-on-twitter](#)

[@gmpolice/uk-tweeting-officers](#)

[@gmpolice/uk-police](#)

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Further Reading:

http://www.nesta.org.uk/areas_of_work/public_services_lab/reboot_britain

<http://www.collaborativeconsumption.com>

Thanks for Listening