

CONFERENCE DAY 1

MONDAY 19TH MAY

8:00 - 9:00	Conference Registration. Tea/Coffee	
9:00 - 9:15	Welcome to Service Design in Government Mark Dalgarno, Michele Ide-Smith	
9:15 - 10:15	Earth Water and Air	Keynote Talk: Inside, outside and on the edge of design in Government Sarah Drummond, (We Are Snook)
10:15 - 10:45	Tea/Coffee Break	
	Earth and Water	Air
10:45 - 12:15	<p>Experience Report: Service Design and the organisational challenge Ben Reason (Livework)</p> <hr/> <p>Case Study: 'We've got an app for that' is old hat! Going Beyond Channel Shift With LoveLewisham Nigel Tyrell (London Borough of Lewisham)</p>	<p>Hands-On: Introduction to documenting a user journey Hua Zhang (Webcredible) Clara Teoh (Government Digital Service)</p>
12:15 - 13:30	Lunch	
13:30 - 15:00	<p>Experience Report: The Design Council: People-centred services and policies Ellie Runcie (Design Council)</p> <hr/> <p>Experience Report: Design in a hostile environment Emma Gasson (FutureGov) Carrie Bishop (FutureGov)</p>	<p>Experience Report: Hidden architecture: designing services for London Tim Hurles (we are experience) Paul Gibbins (we are experience)</p> <hr/> <p>Case Study: Kentish Bins: Redesigning online local government services in Kent Mike Thompson (mySociety)</p>
15:00 - 15:30	Tea/Coffee Break	
15:30 - 16:30	<p>Case Study: Lessons from redesigning the student loan experience Jon Fisher (Nomensa) Hilary Brownlie (Student Loans Company) Brian Hodgson (Student Loans Company)</p>	<p>Goldfish Bowl: Design for everyone: how can we include participants with special needs in our service design? Caroline Jarrett (Effortmark Limited)</p>
16:30 - 17:30	Lightning Talks & Birds of a Feather Discussions	
17:30 Onwards	Social Evening	

CONFERENCE DAY 2

TUESDAY 20TH MAY

8:30 - 9:00	Conference Registration. Tea/Coffee	
9:00 - 10:15	Earth Water and Air	<p>Keynote Talk: User centred government: Designing services so good people prefer to use them</p> <p>Leisa Reichelt (Government Digital Service)</p> <p>Ben Terrett (Government Digital Service)</p>
10:15 - 10:45	Tea/Coffee Break	
	Earth and Water	Air
10:45 - 12:15	<p>Experience Report:</p> <p>Improving outcomes and reducing demand, at scale</p> <p>Joel Bailey (Capita)</p> <hr/> <p>Case Study:</p> <p>From Broad Street to California — leveraging the power of geolocated data to impact the health of communities.</p> <p>Alberta Soranzo (Friday)</p>	<p>Workshop:</p> <p>Glasses for the future, involving tomorrow's citizens with scenario planning</p> <p>Itziar Pobes (We Question Our Project)</p> <p>Marc Garcia (We Question Our Project)</p>
12:15 - 13:15	Lunch	
13:15 - 14:45	<p>Case Study:</p> <p>Innovation Lessons from Agri meets Design</p> <p>Kim Spinder (kimspinder.nl)</p> <p>Anne Bruinsma (Hackwerk Advies / Polderhack Productions)</p> <hr/> <p>Case Study:</p> <p>Redefining the Royal Borough of Kensington & Chelsea's Website Experience</p> <p>Richard Rutter (Clearleft)</p> <p>Samantha Fanning (Royal Borough of Kensington and Chelsea)</p>	<p>Case Study:</p> <p>How we want to humanise the Criminal Justice System</p> <p>Julia Schrot (Royal College of Art)</p> <p>Roman Schoeneboom (Royal College of Art)</p> <p>Sebastian Nause-Blueml (Royal College of Art)</p> <hr/> <p>Experience Report:</p> <p>Contextual design for public services</p> <p>Sangya Pundir (EMBL-EBI)</p>
14:45 - 15:15	Tea/Coffee Break	
15:15 - 16:15	<p>Case Study:</p> <p>Designing for Dignity: An entangled public service addressed by emphasising a systemic approach to service design</p> <p>Manuela Aguirre (The Oslo School of Architecture and Design)</p>	<p>Workshop:</p> <p>Building Service Design into the Commissioning Process</p> <p>Jonathan Carr-West (LGIU)</p> <p>Ingrid Koehler (LGIU)</p>
16:20 - 16:30	<p>Event Close</p> <p>Mark Dalgarno, Michele Ide-Smith</p>	