User-Centred Design in Public Services

What Now and What Next?

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2012



2013



2018



2022



I spent hours trying to answer the question



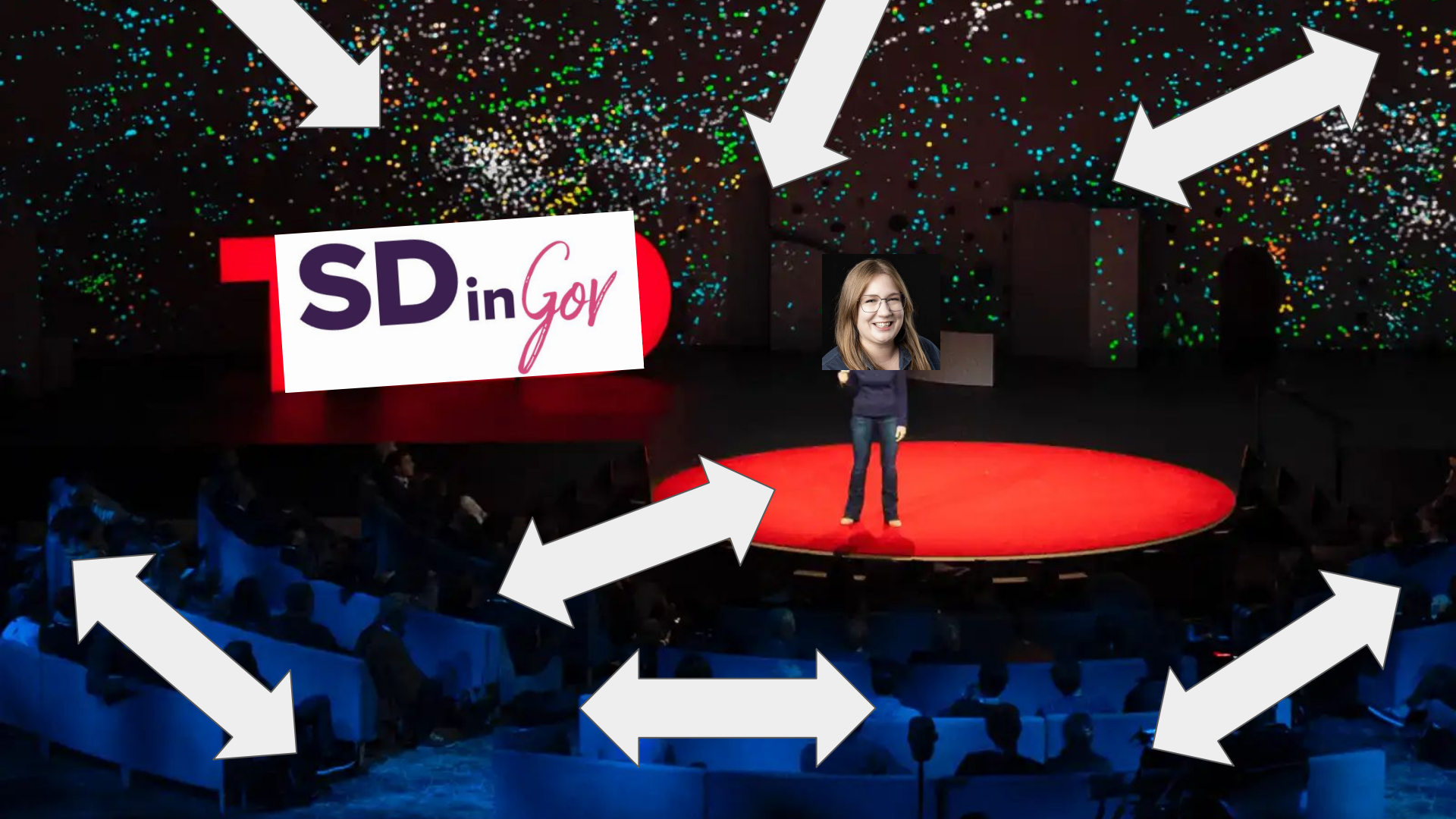

TED

I couldn’t 






TED


SD in Gov

‘What now?’ is what we’re all experiencing

‘What next?’ is what we all think and do

I will share what I think, to get us started

More importantly, you will share what you think



Thinking and talking will happen soon

‘What’s happening now in UCD in public services?’

I think

1. More need
2. More scope
3. More tired
4. More skilled
5. More determined

‘What’s happening now in UCD in public services?’

Over to you…

‘What’s next for UCD in public services?’

I hope for

1. More UCD in public services
2. More focus on viability
3. More diverse people doing the work, more agency for users, more awareness of power relations

‘What is happening next for UCD in public services?’

Over to you…

1. More need
2. More scope
3. More tired
4. More skilled
5. More determined

1. More UCD in public services
2. More focus on viability
3. More diverse people doing the work, more agency for users, more awareness of power relations

More design justice

What happens next is up to you

The end

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