

design and service supply in local government

the Design Summit, the Design Council

Barry Quirk
CE London Borough of Lewisham

the scale of supply

- £120m capital: schools, social housing, leisure centres, roads, social care, etc
- £105m revenue: social care, early years, community services, parks & leisure, environment, IT, investments, etc

ecologies and economies of supply

- ecologies of supply:
 - nature of the market (abiotic)
 - character of the competition (biotic)
- economies of:
 - scale
 - scope
 - flow
 - penetration

to be sustainable

the
CONFIDENCE
to deliver

operating model:

the level of business integration and standardisation needed to realise the business model

capability model:

the capabilities needed to execute the operating model

business model:

how an organisation creates and captures economic value (by having revenues equal to or greater than its costs)

innovative procurement or procure to innovate?

- **hair cuts:** services that tend to routine and prediction
- **hip replacements:** services that are more open to technical and other (clinical) innovation
- innovation happens best at the service interface
- procurement that encourages service innovation for better service outcomes and improved public value



contract as straight-jacket or loose overcoat?

- procurement that expects service providers to innovate through the design and the redesign of the service interface
- procurement that incentivises service providers to improve services and lower costs



culture: of clocks and clouds

- the discipline, order, rigour and measures necessary to ensure that public services are delivered effectively and efficiently
- the creative imagination that is required to design services that are better, quicker and cheaper

