FUTUREGOV

Transforming the relationship between citizens and the state

wearefuturegov.com

#FGis10

POLLING STATION
WAY IN
I feel I'm free
POLLING STATION

4 years is a terrible feedback loop

hello

Bea Karol Burks
Studio Director
@beatricelucy

wearefuturegov.com

#FGis10

FG 10

10 years of creating better public services fit for the 21st century, together.

—

An integrated (re)design approach in the public sector

Voting Economy

Voting
Economy
+ (lots of real time) data

Live traffic and searches on citizensadvice.org.uk

1239

people on citizensadvice.org.uk
in the past minute

Traffic over the past 24 hours. Peaked at 1678 visitors per minute.

Searches on citizensadvice.org.uk

- landlord rights
- image being used without permission
- compensation for not fit for purpose product
- work
- rent statement from landlord
- web advice
- visitors visa refused
- tv licence

Searches from Google

- off sick no money
- how to start divorce
- consumer ri9ght cats
- claiming esa and housing
- citizens advice.org.uk
- citizens advice bureau
- citizens advice
- cabni benifits help line

Trending content

- Benefit calculators: what benefits can you get
  15,332 unique visits
- Contact the consumer helpline
  11,672 unique visits
- Claim compensation if your flight's delayed or cancelled
  9,342 unique visits
- How much PIP you can get and for how long
  9,338 unique visits

http://bit.ly/advicetracker

Start with policy

Start with ~~policy~~ people

Digital is
not only
technology,
but a mindset
& ways of working.

—

Internet-era services have changed our lives

UBER

airbnb

deliveroo

amazon

Public services are beginning to look more like this.

Solving the problem of having to find great recipes and then shop for ingredients.

More convenient isn’t always better.

Convenience isn’t digital

bit.ly/convenience-isnt-digital
@BenHolliday

Democracy is more than a set of transactions

Connection-driven design

Transform the relationship with between citizen and the state

And our relationship to each other.

We can use emerging technology to create social value

—

thank you

wearefuturegov.com

#FGis10