

Innovation and Future Thinking

#housinginnovationscotland

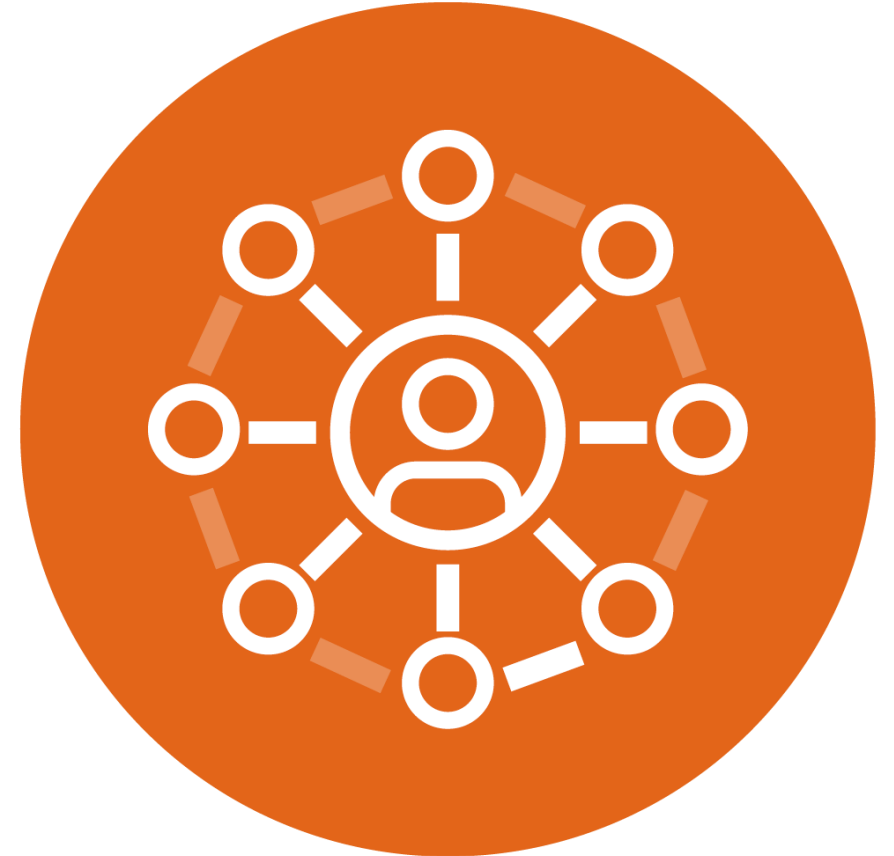
Shelley Hutton – Castle Rock Edinvar
Bryony Willett – Maryhill Housing





Service Transformation

- What will housing services look like in the future for different types of customers and staff?
- What does this mean for housing associations now?



Innovation Projects

Modern Methods of Construction
innovation project

Digital Asset Management
prototype

Inclusive Living

Green Infrastructure Design Fund

Customer Engagement case
studies & toolkit

Measuring Impact research,
principles & prototype

Senior Leadership event

Internet for Tenants shared
learning



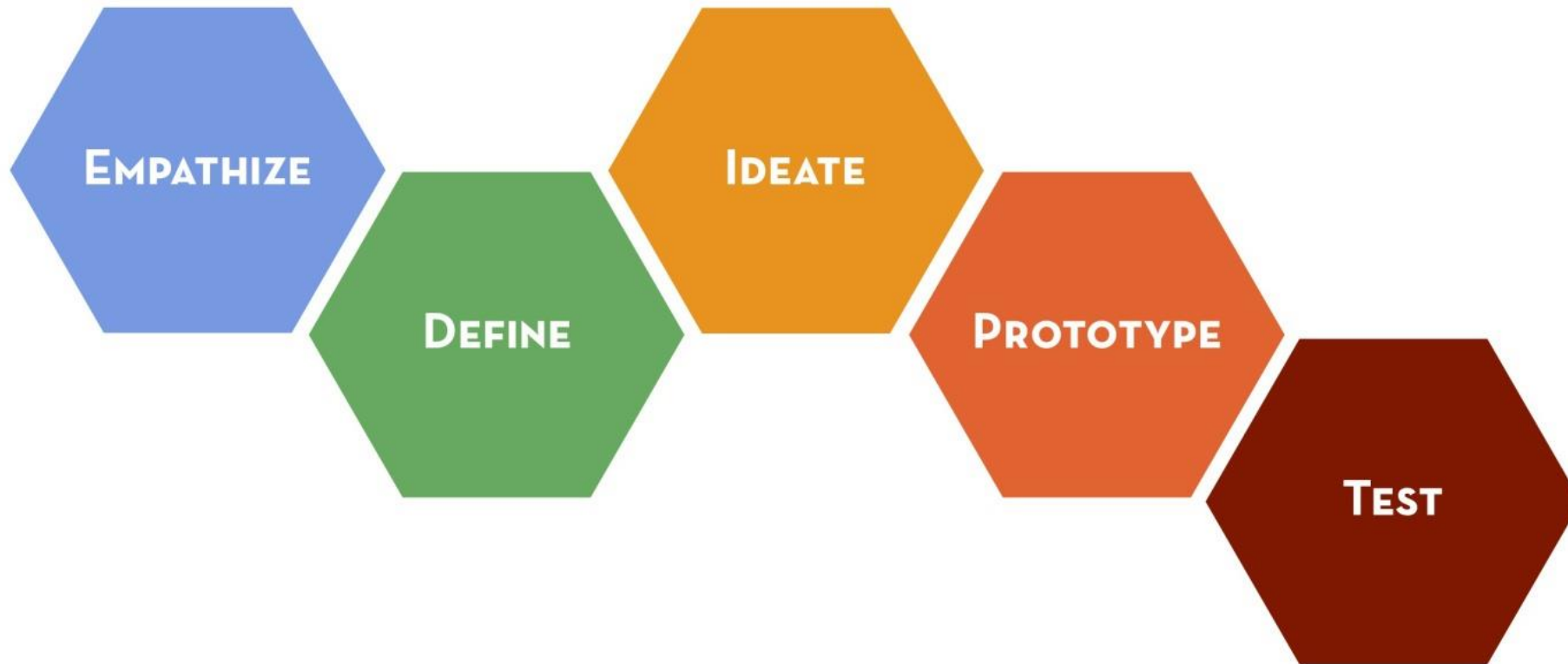
Service Design
experiments & toolkit

2040 conversation & outputs

It's all about the Individual...



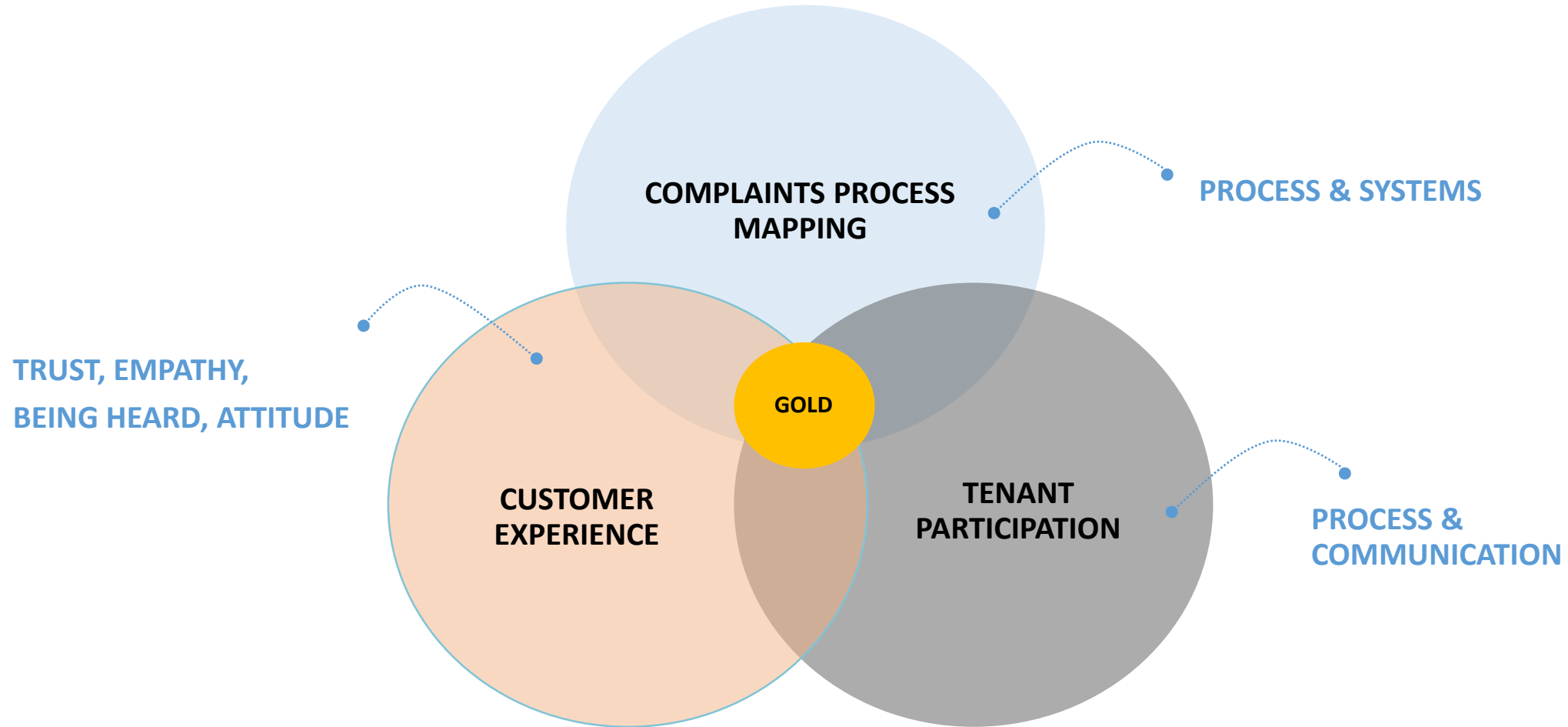
Service design – the concept



Service design – the concept



Service design – the practice



Service design – the practice

Impact on Service



Service design – the demo



Service design – in your organisation

Coming soon...

SFHA Innovation Hub

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