





We are housing Scotland

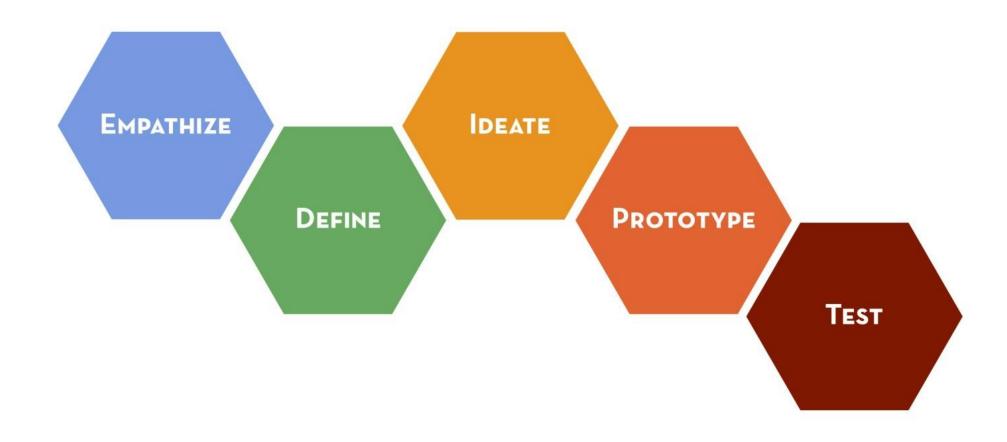
Service Design Workshop

#housinginnovationscotland

Shelley Hutton – Castle Rock Edinvar Bryony Willett – Maryhill Housing



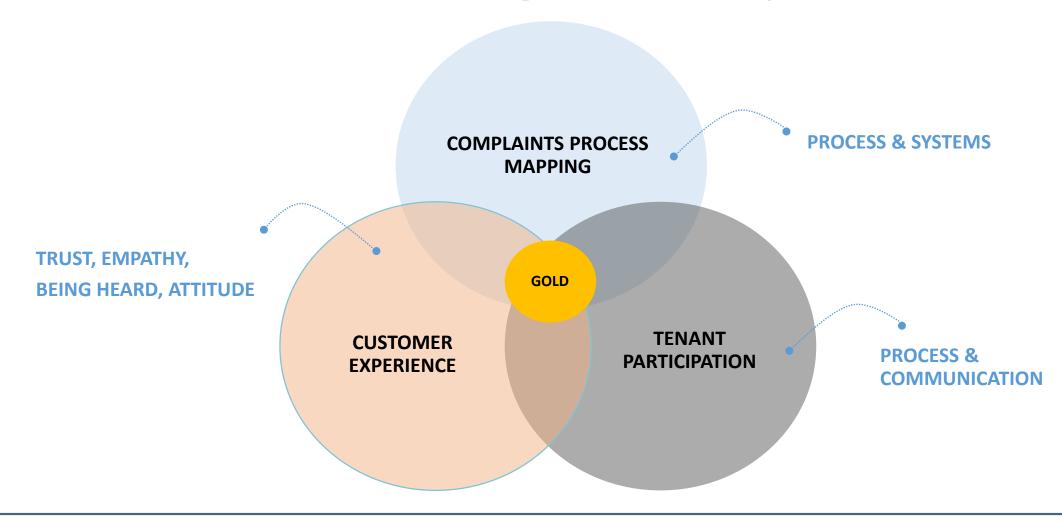
Service design — the concept



Service design – the concept



Service design – the practice



Service design – the practice

Impact on Service

Aims

Key Drivers

Actions

Measures

Outcomes

Service design – the demo



Trying it at home



Innovation web