



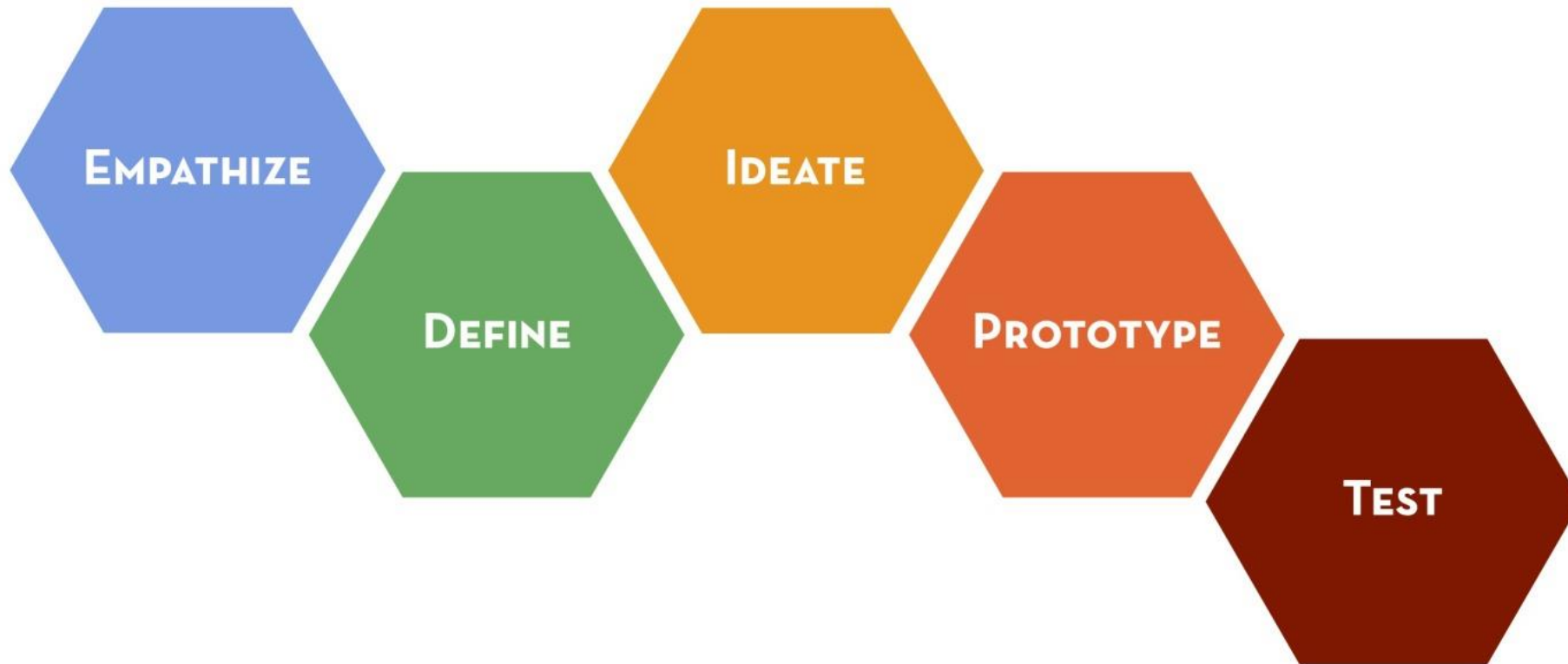
# Service Design Workshop

#housinginnovationscotland

Shelley Hutton – Castle Rock Edinvar  
Bryony Willett – Maryhill Housing



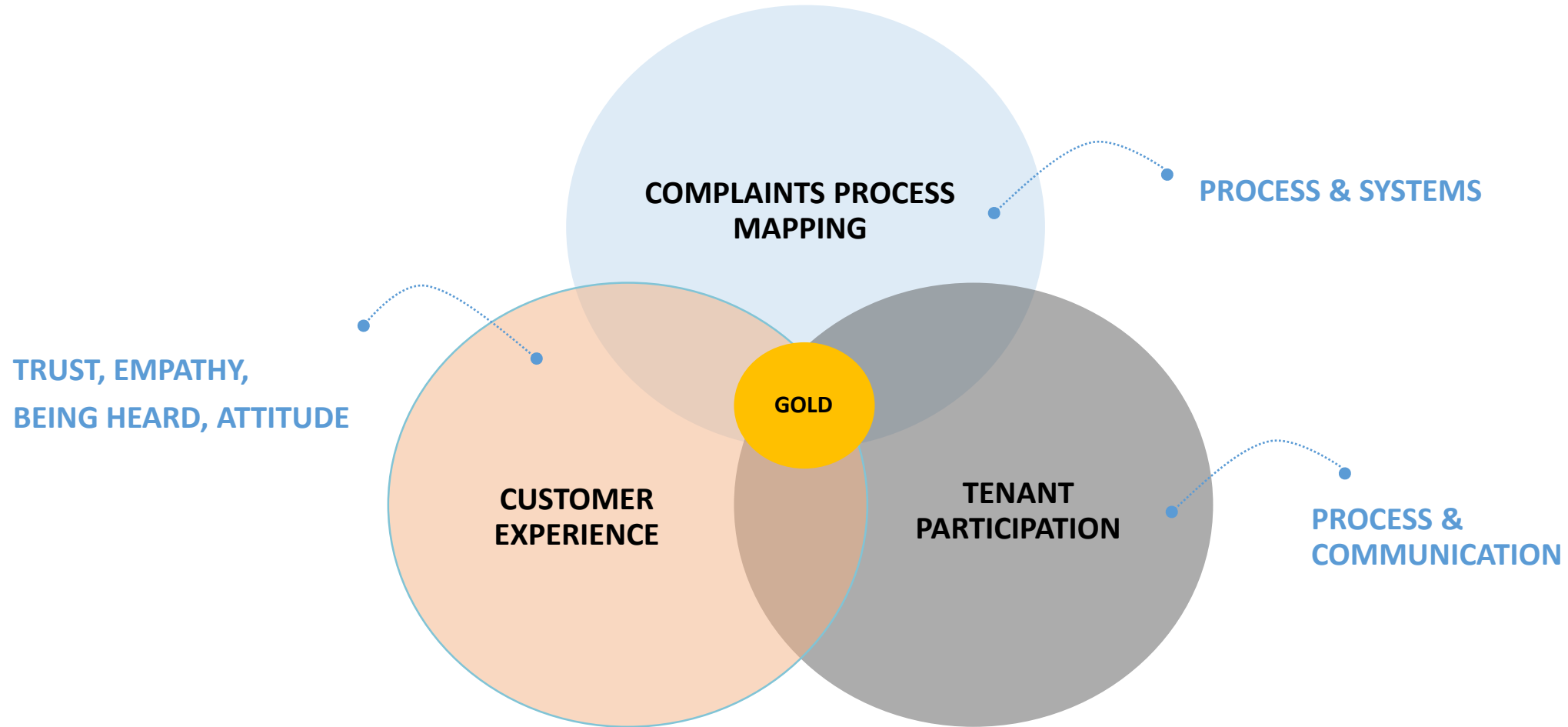
# Service design – the concept



# Service design – the concept



# Service design – the practice



# Service design – the practice

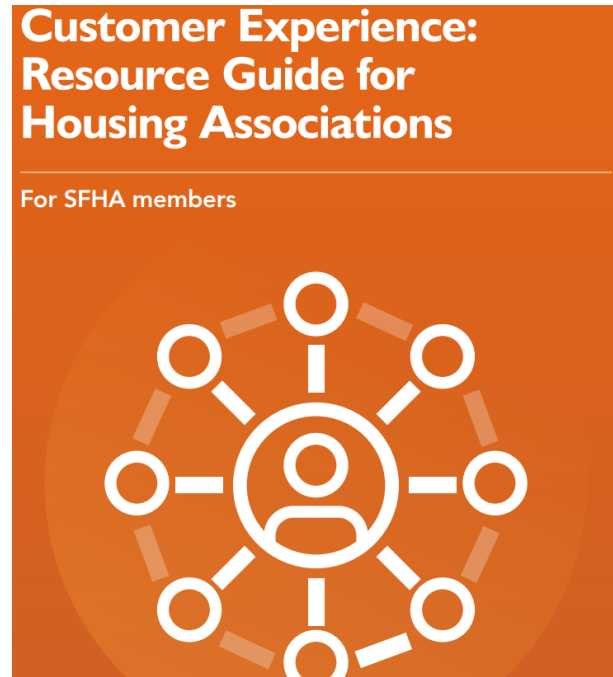
## Impact on Service



# Service design – the demo



# Trying it at home



[Innovation web](#)