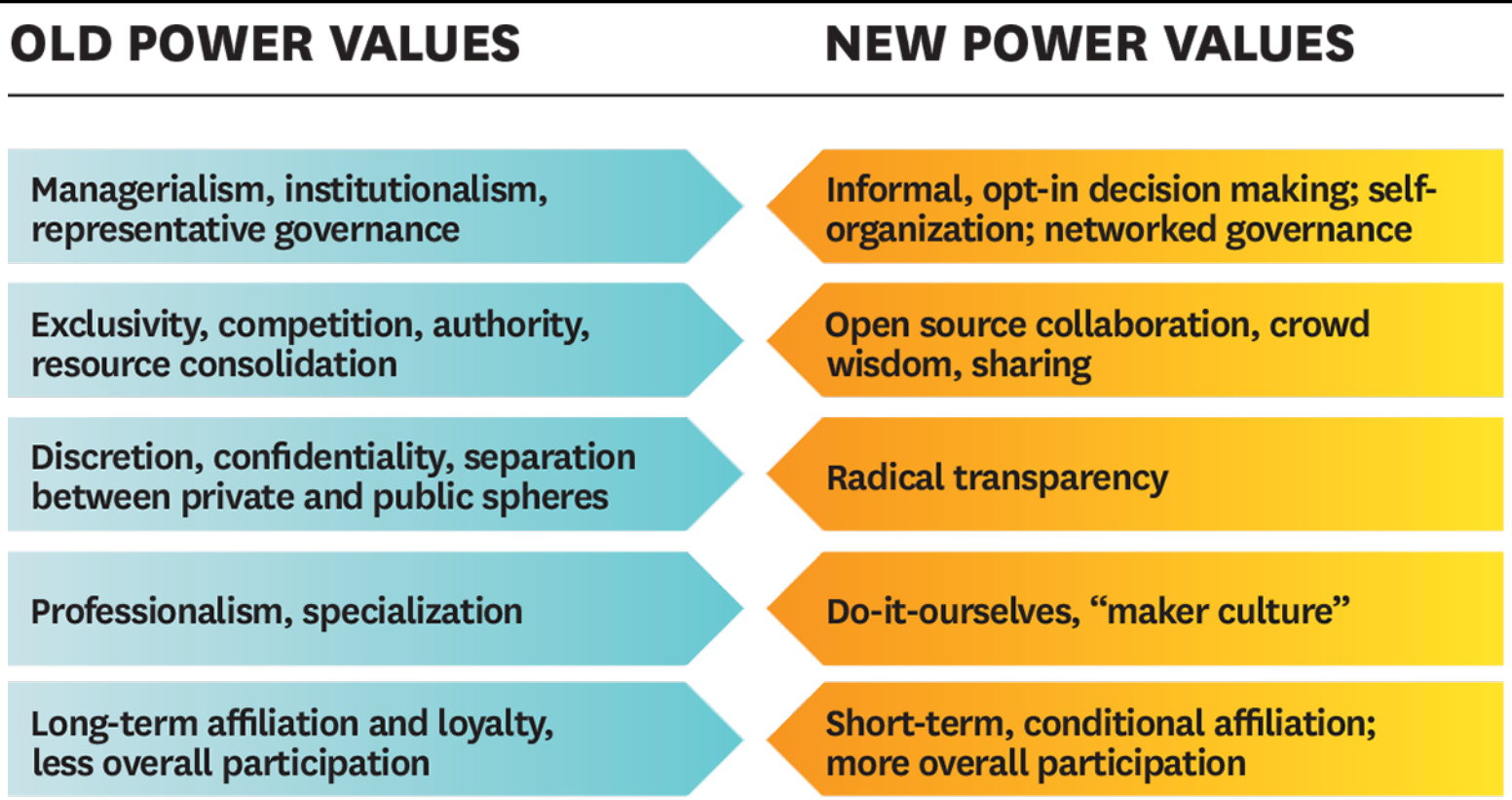
Policy Lab UK

Driving innovation from the centre

The University of Tokyo

7 December 2016

Rapidly changing world

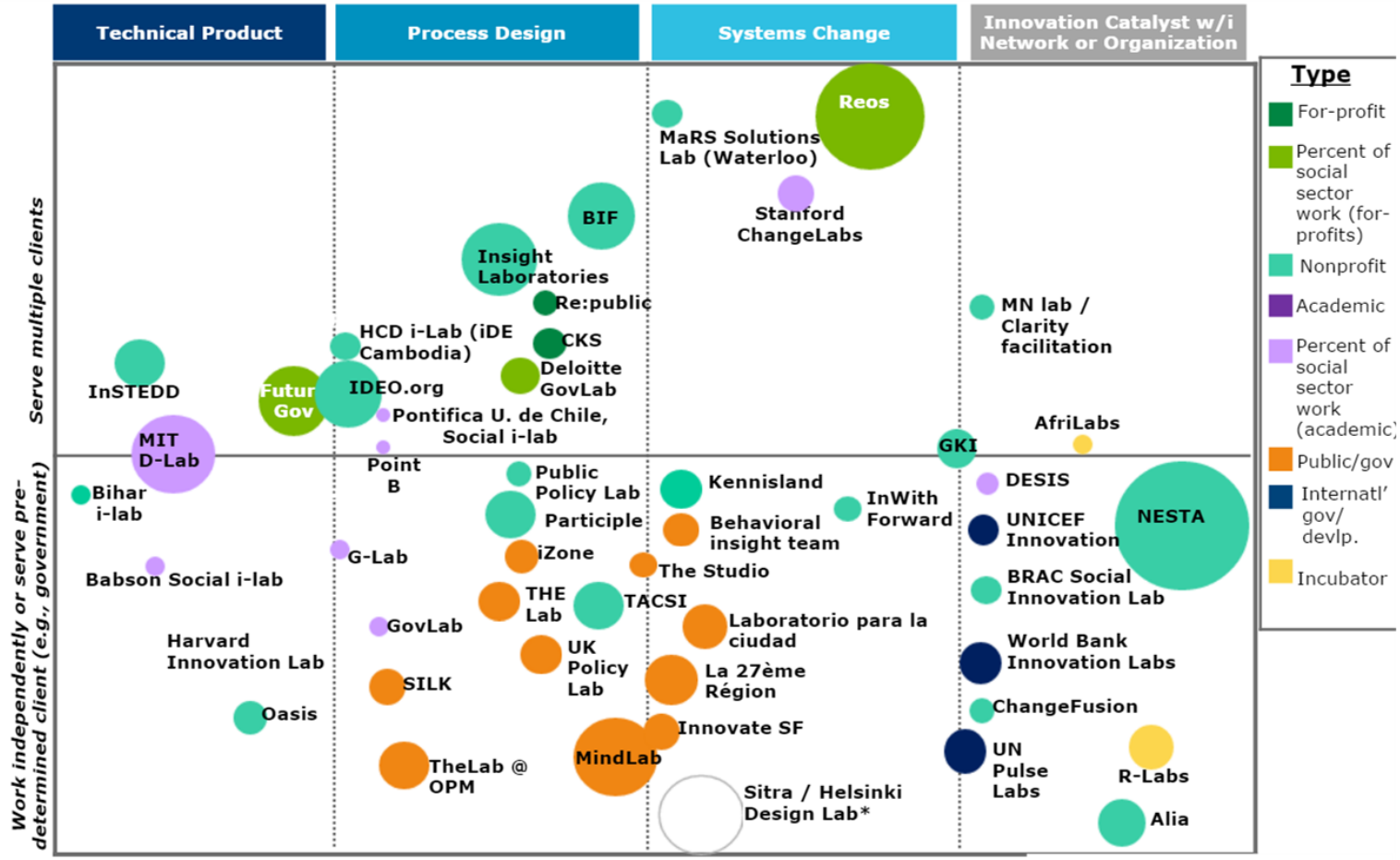


Harvard Business Review

#newpower

Open Gov
= Gov^{x}

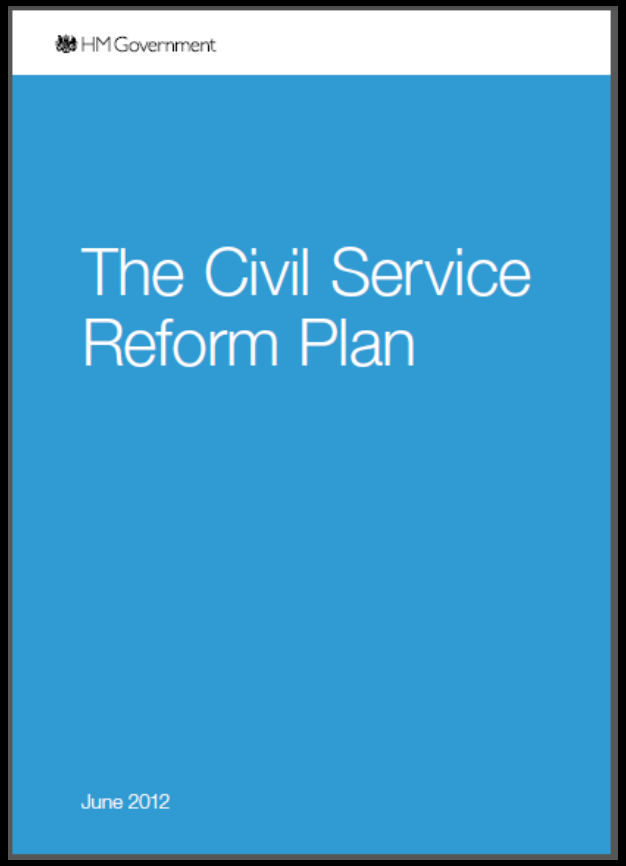
Global Labs



*Helsinki Design Lab is currently closed

Government context

"Civil servants need to be aware we don't have the monopoly on wisdom"
Sir Jeremy Heywood
Cabinet Secretary
Head of the Civil Service



Government transformation

GDS

Data.gov.uk

THE
BEHAVIOURAL
INSIGHTS TEAM

Agile & user-centred

GOV.UK

About Policy Lab

Who are we?

Creative space for policy teams

Develop policy in a more open, data-driven, digital and user-centred way.

Test and trial new tools on complex policy challenges

Upskill civil servants in people-centred approaches to policy-making

A small team

POLICY
LAB

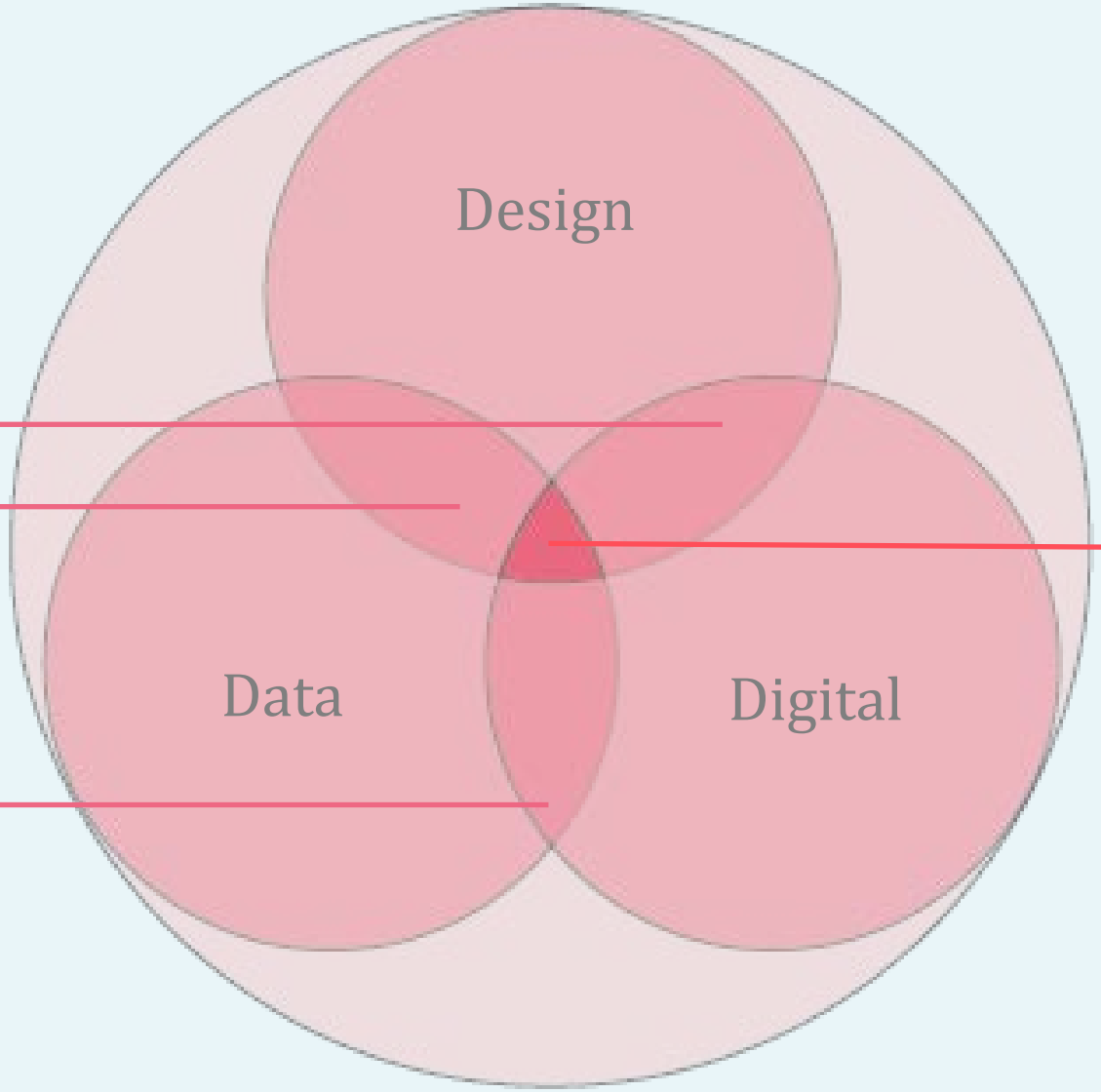
POLICY LAB
3. LANDSCAPE
4. BARRIERS TO EXP
PLAYERS IN THE EXPORT LANDSCAPE
BARRIERS
Internal barriers
External barriers
Market failures
3. LANDSCAPE
PLAYERS IN THE EXPORT LANDSCAPE
Expertise #3
Expertise #4
Professional contacts they can trust. Lawyers, real estate firms, freight forwarders, agents, distributors, etc.

3Ds in policymaking

We design the Government levers (e.g. regulation, nudge) that sit around digital services

We combine 'big' data from large datasets & 'thick' data from human observations

We use alternative digital data sets to understand what's going on



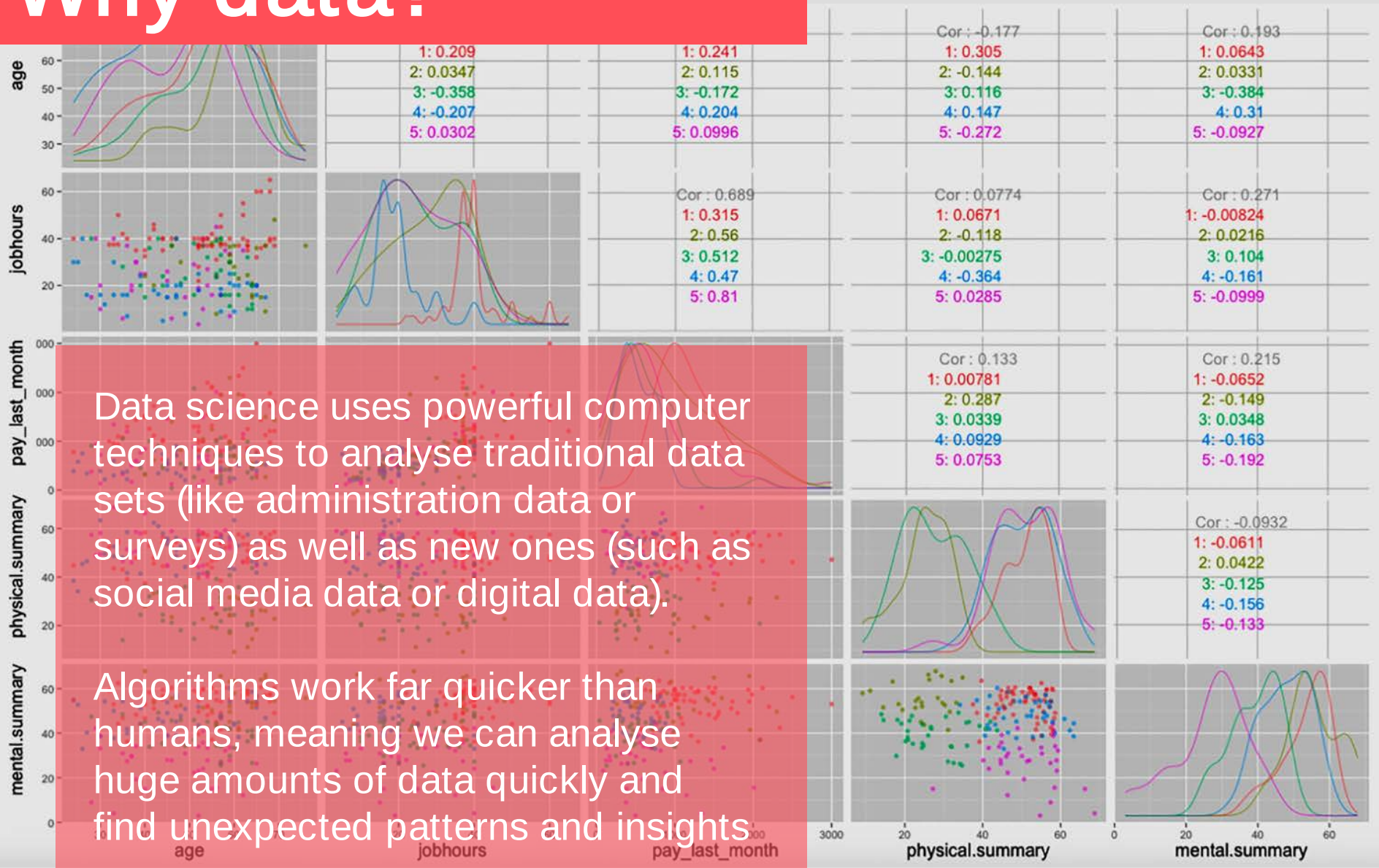
Our perfect project is the intersection of all three

Why design?

Design can:

- Save money.
- Generate transformative ideas
- Create people-centred services.
  Tackle complex problems.

Why data?



Data science uses powerful computer techniques to analyse traditional data sets (like administration data or surveys) as well as new ones (such as social media data or digital data).

Algorithms work far quicker than humans, meaning we can analyse huge amounts of data quickly and find unexpected patterns and insights.

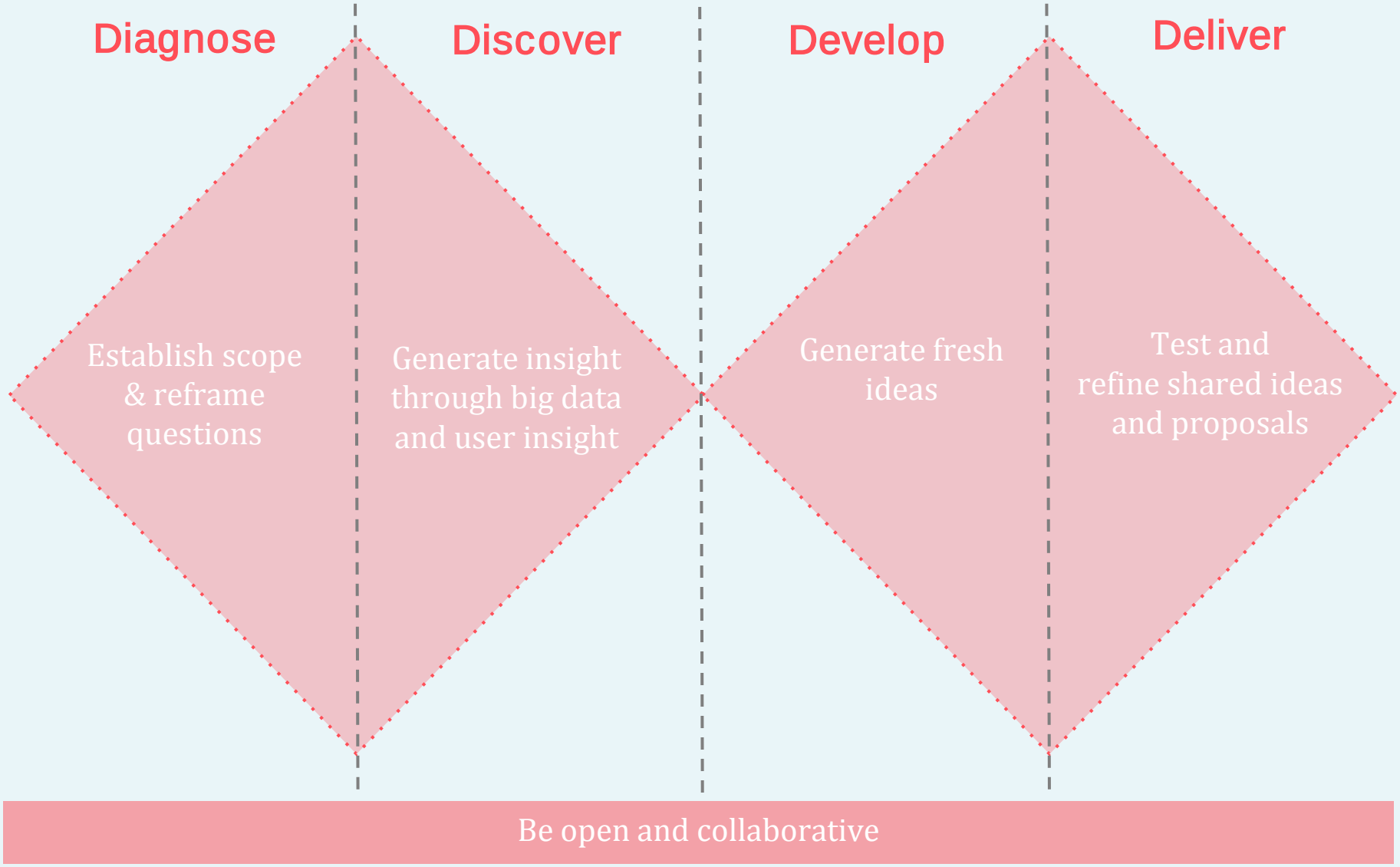
Why digital?

Help us reach out to far more people to understand their views and crowdsource ideas.

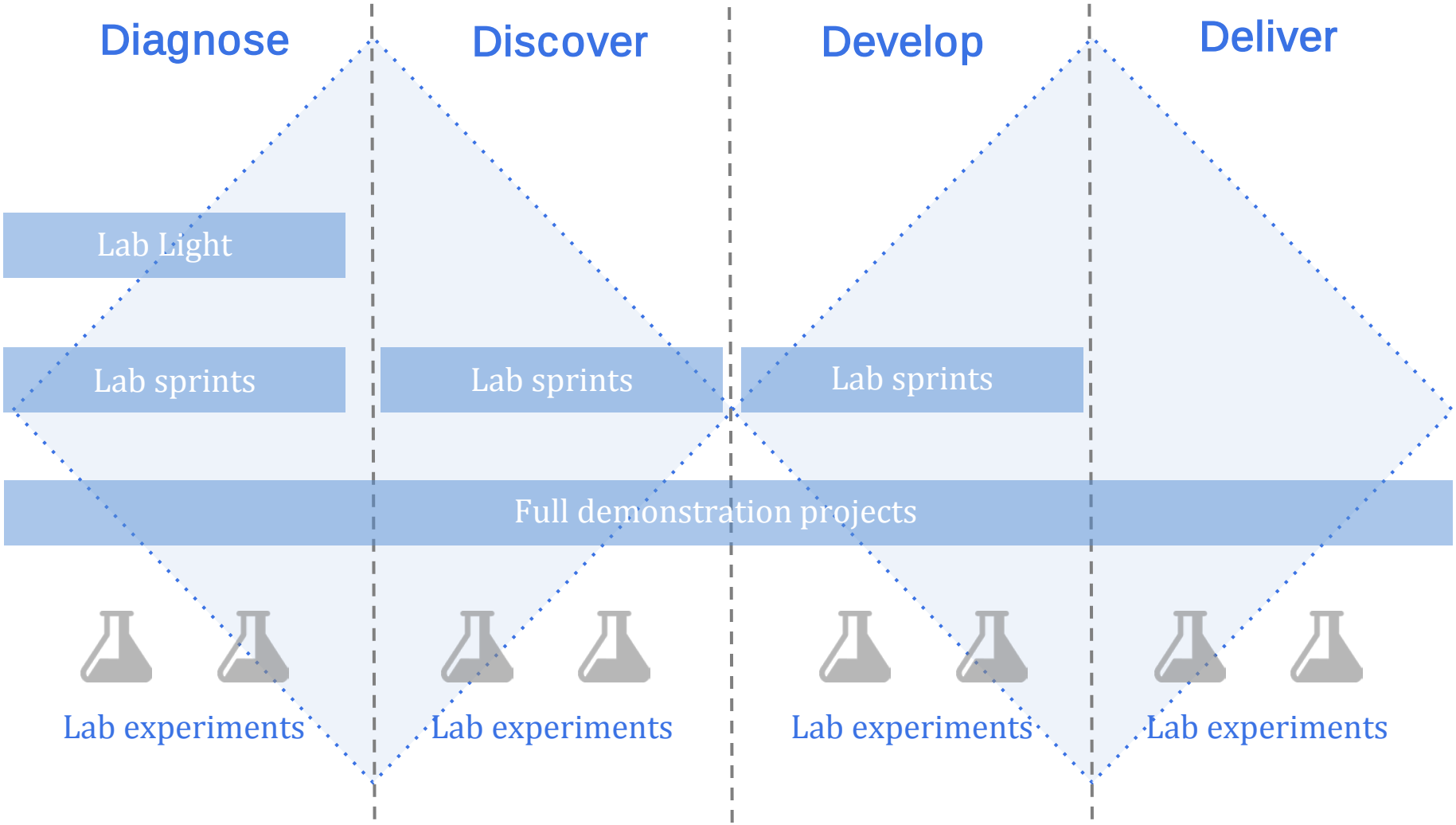
More efficient, accessible and tailored services online.

Create digital data to continually improve services

How do we work?



How do we work?



Some of our projects

How can we support people to manage their health conditions & stay in work?

How can we create a vision for the future of rail with passengers at its heart?

How can we prevent and help people exit homelessness?

How can we encourage young people to value their National Insurance Nos?

How can we create a vision for the future of rail with passengers at its heart?

How can we support victims of crime in a digital world?

How can we achieve £1trillion exports by 2018?

How can we persuade people to use mediation services when they separate?

How can we encourage businesses to provide better childcare solutions?

How can we meet the challenges of an ageing society?

How can we increase the take-up of free childcare for 2 year olds?

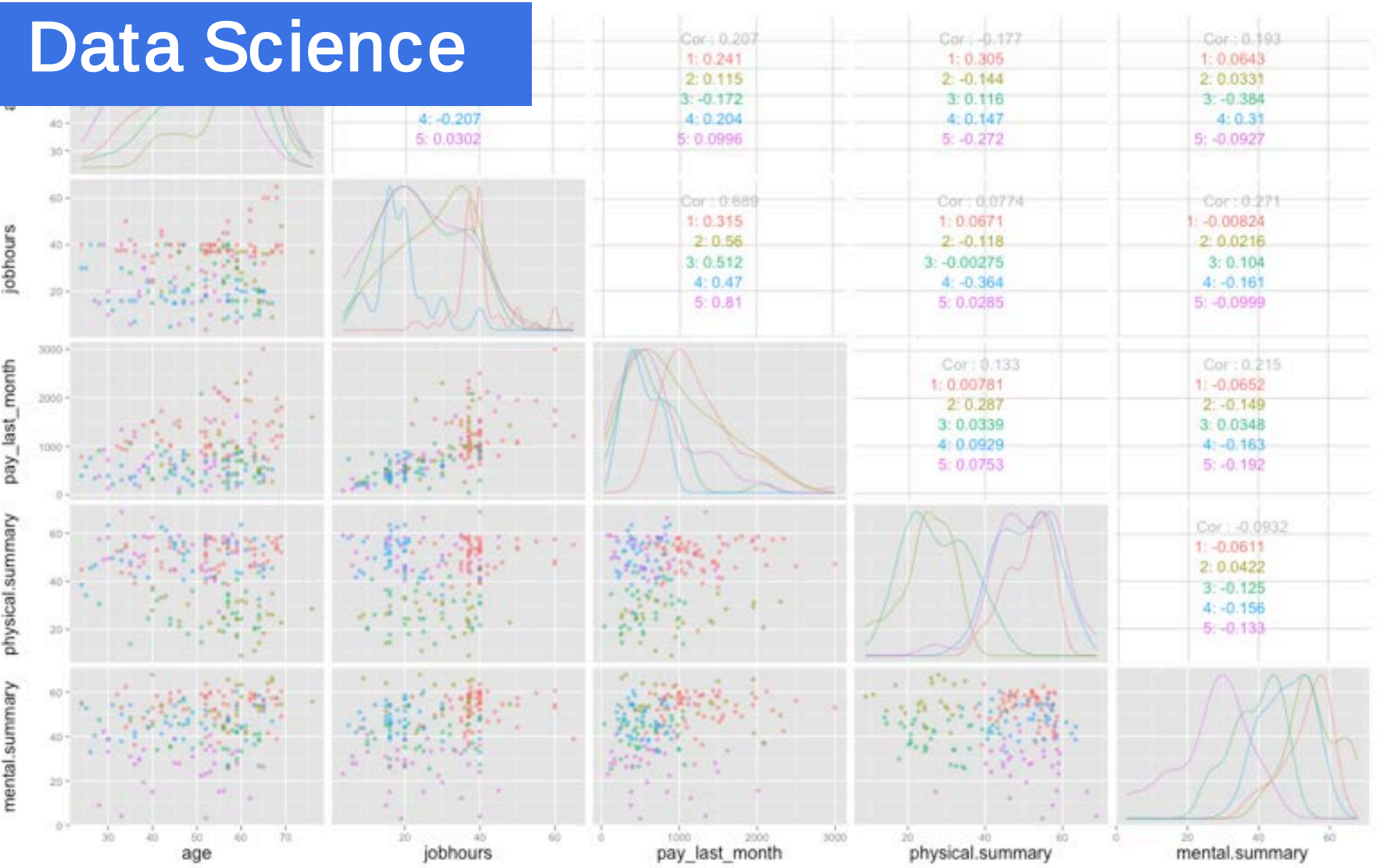
How can we prevent absenteeism in schools?

Creating space for innovation

In unexpected places…

Understanding the ‘what’

Data Science

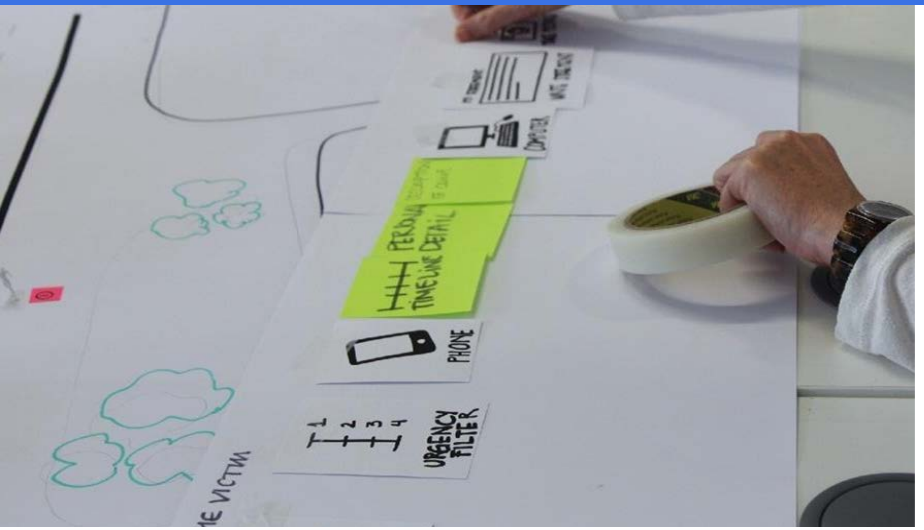


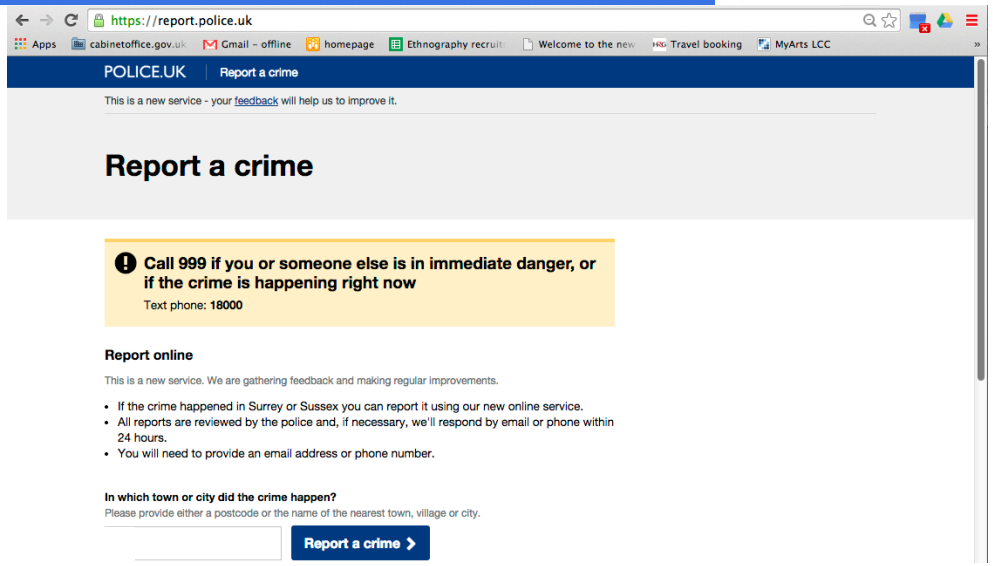
Understanding the ‘why’: Ethnography

Developing solutions together: Co-design

Trying it out:

Prototyping & testing at every stage





Speech

Home Secretary at the International Crime & Policing Conference

From: Home Office and The Rt Hon Theresa May MP
Delivered on: 28 January 2015 (Transcript of the speech, exactly as it was delivered)
Location: The King's Fund, London
First published: 28 January 2015
Part of: Helping the police fight crime more effectively and Crime and policing

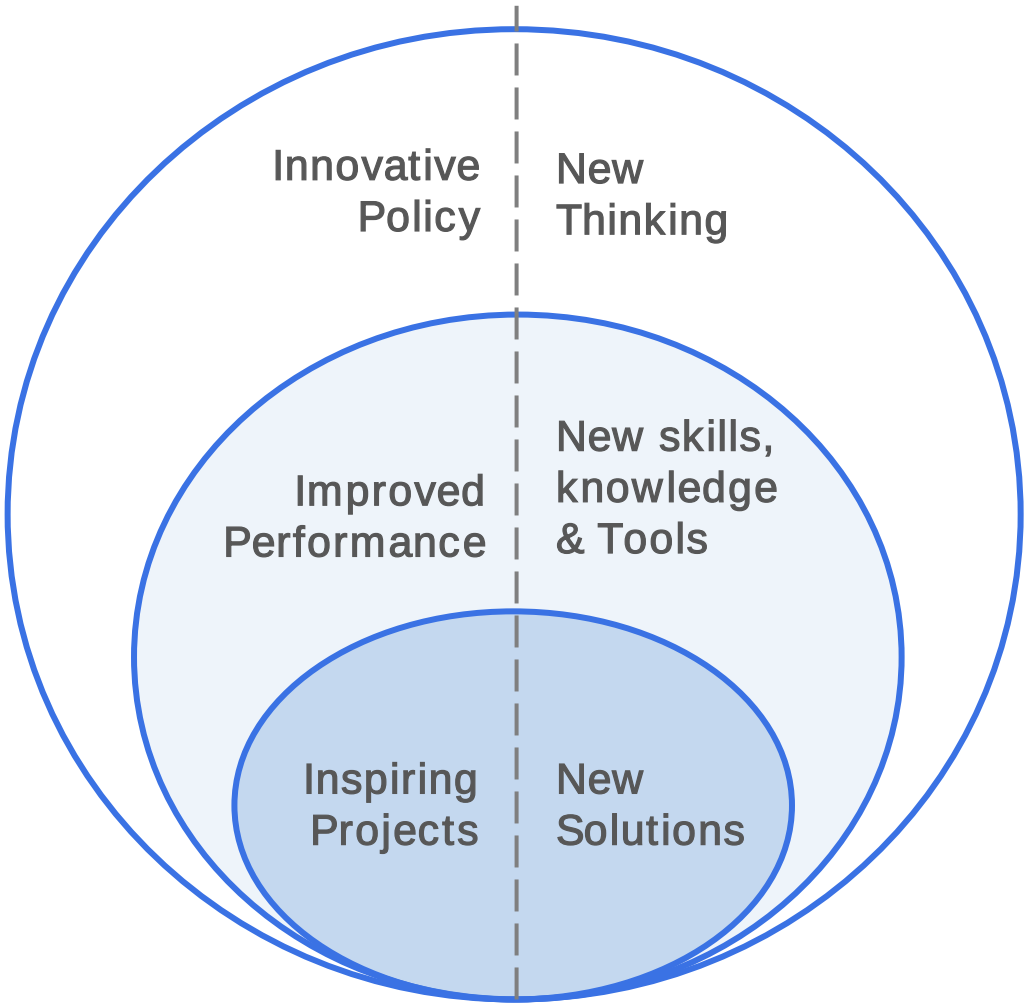
Theresa May announces new £10m Police Knowledge Fund

So today I am pleased to announce a further step to make reporting crime even easier.

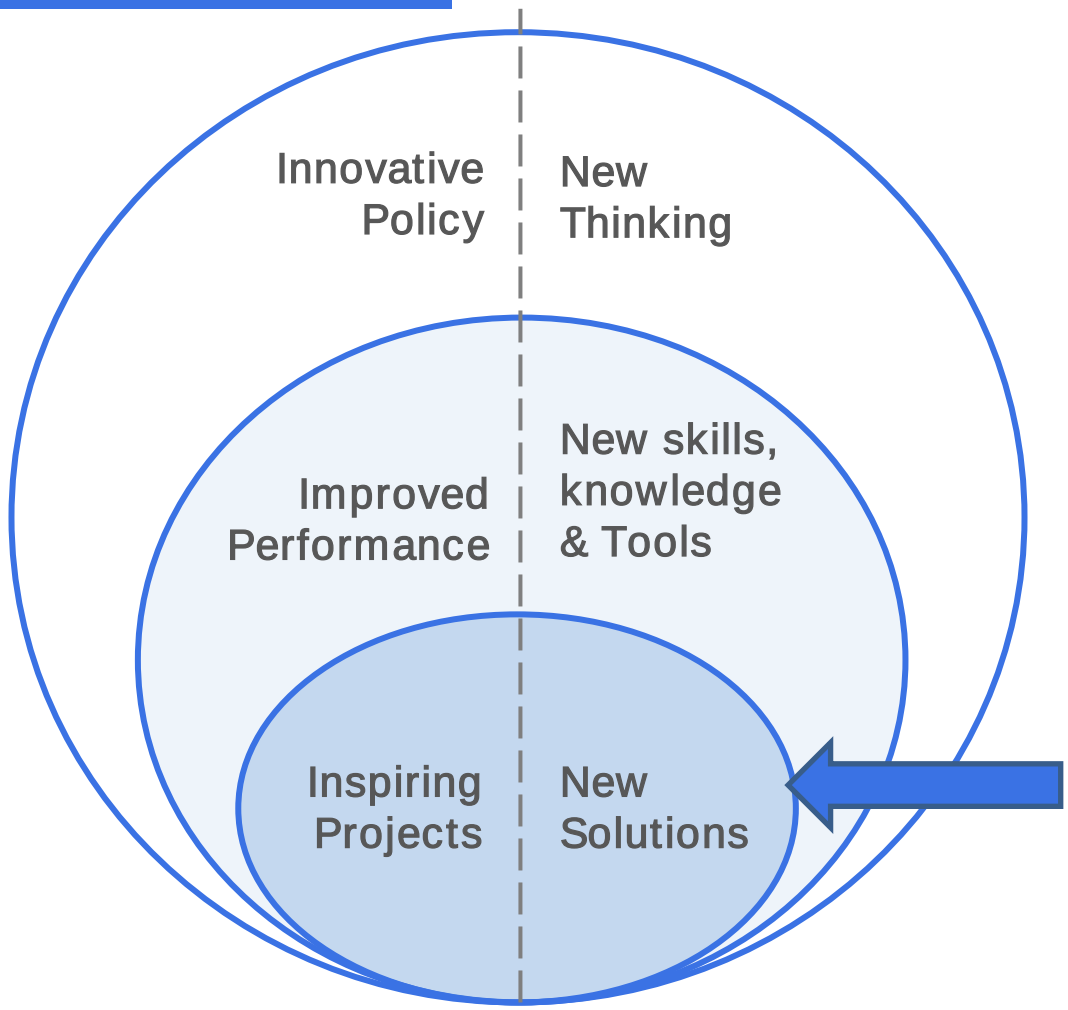
Working with Surrey and Sussex police forces, the Home Office will develop a prototype for people to report non emergency crime online. The growth in the internet has transformed other services – from shopping to banking, and it is right to give victims and witnesses greater choice over how they report issues to the police.

It also has the potential to substantially reduce costs to the police. Early estimates suggest online reporting could save forces an estimated 180,000 officer hours a year, and around £3.7 million.

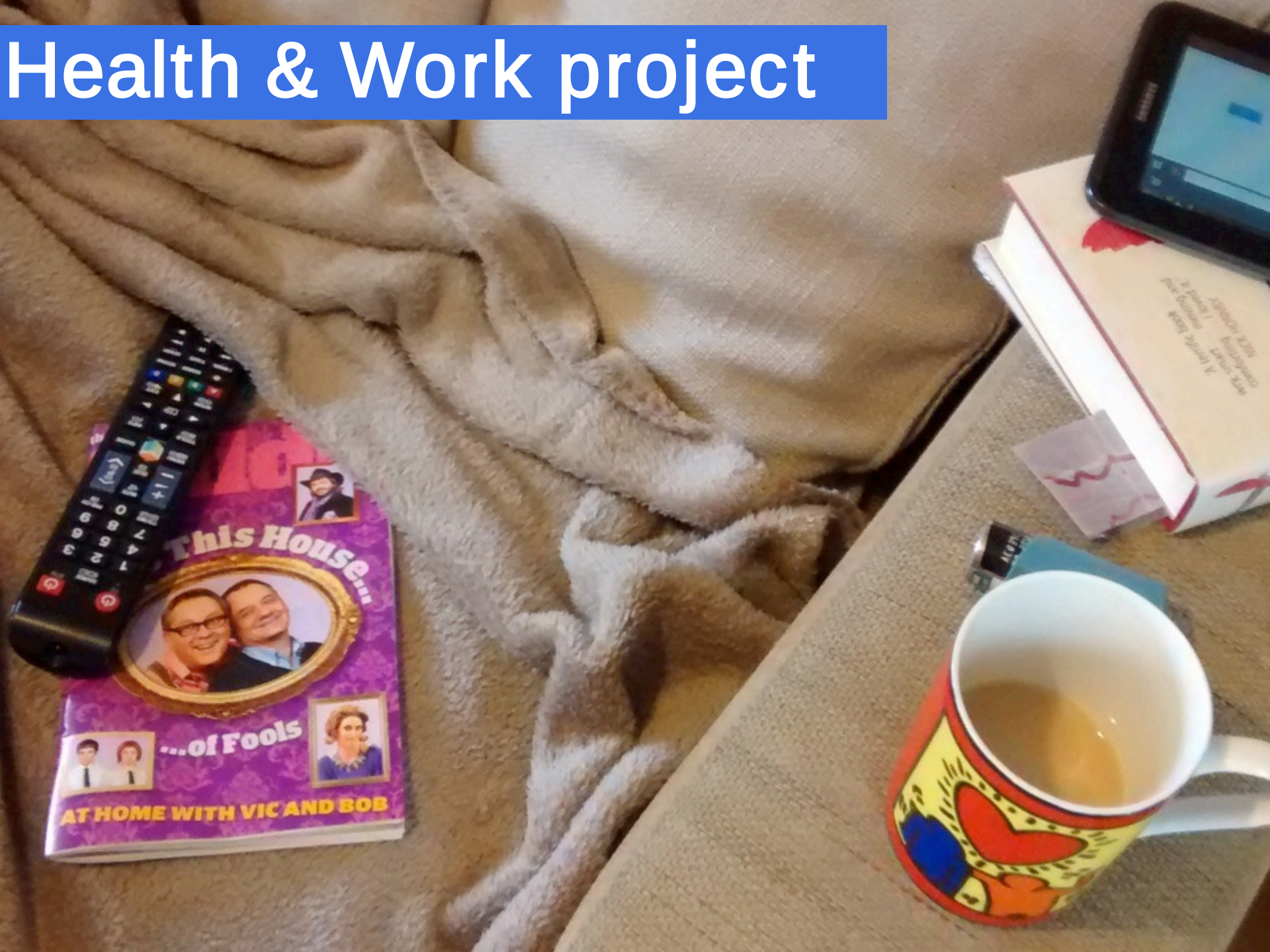
Three levels of impact



Level 1 impact Projects



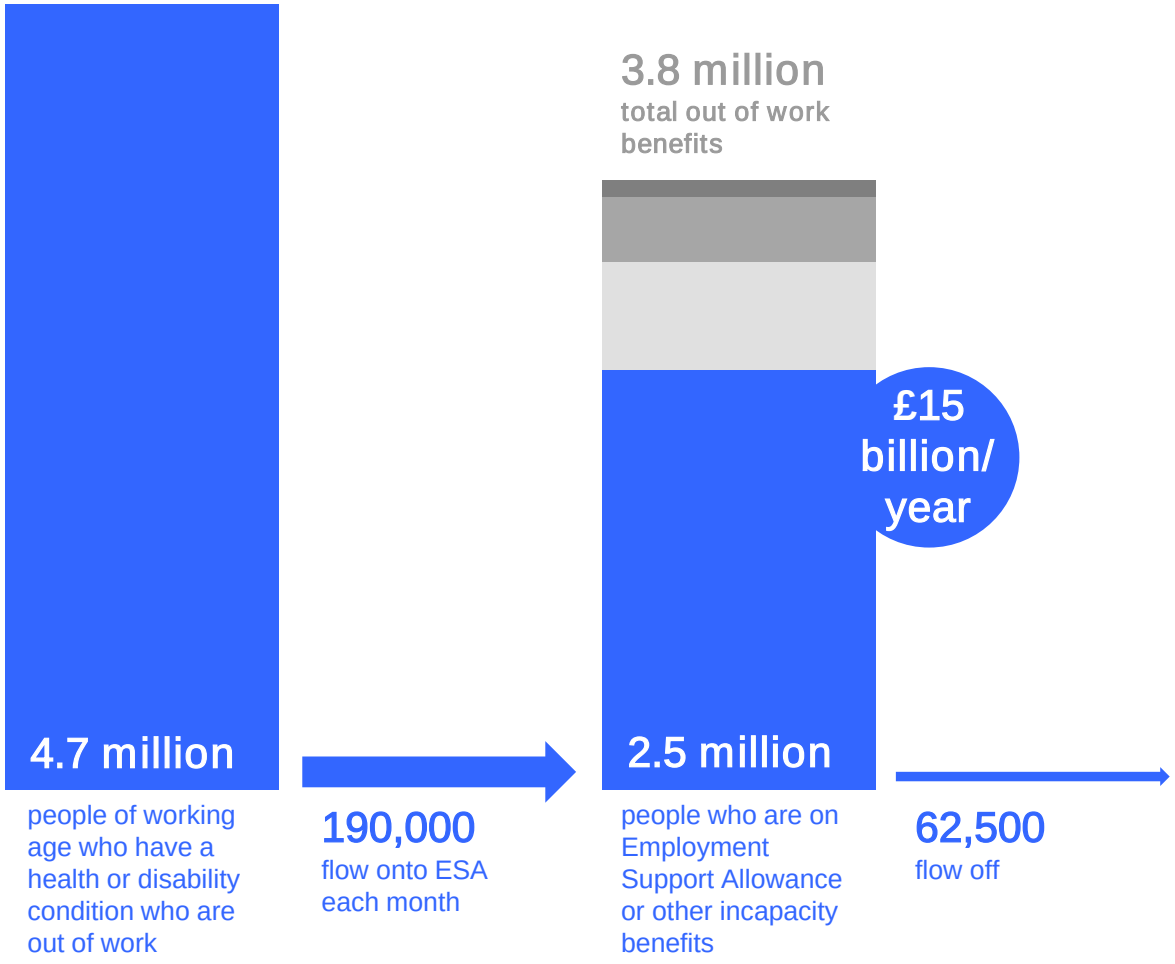
Health & Work project



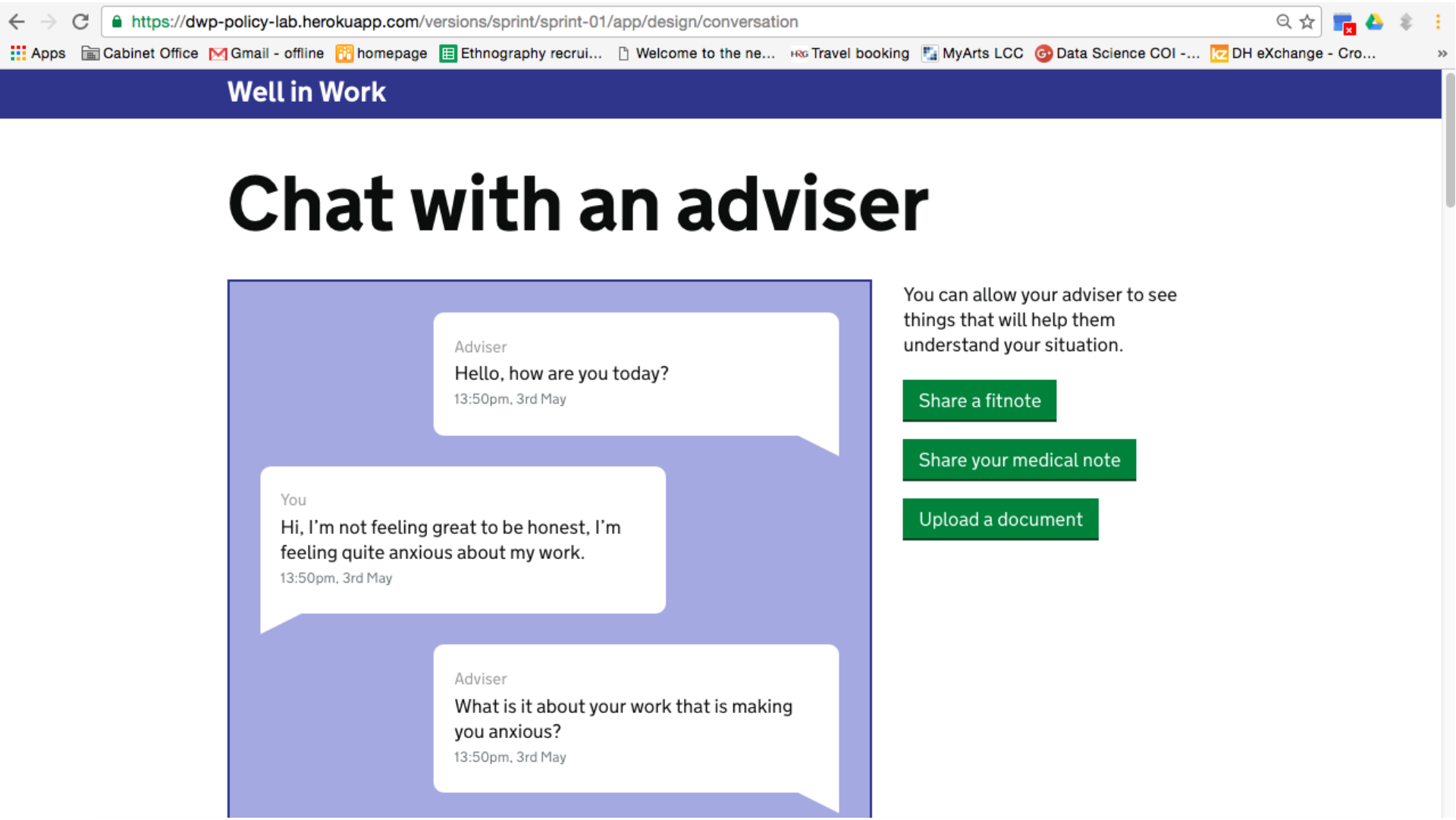
Health & Work

“How can we support people to manage their health conditions and stay in or return to work?”

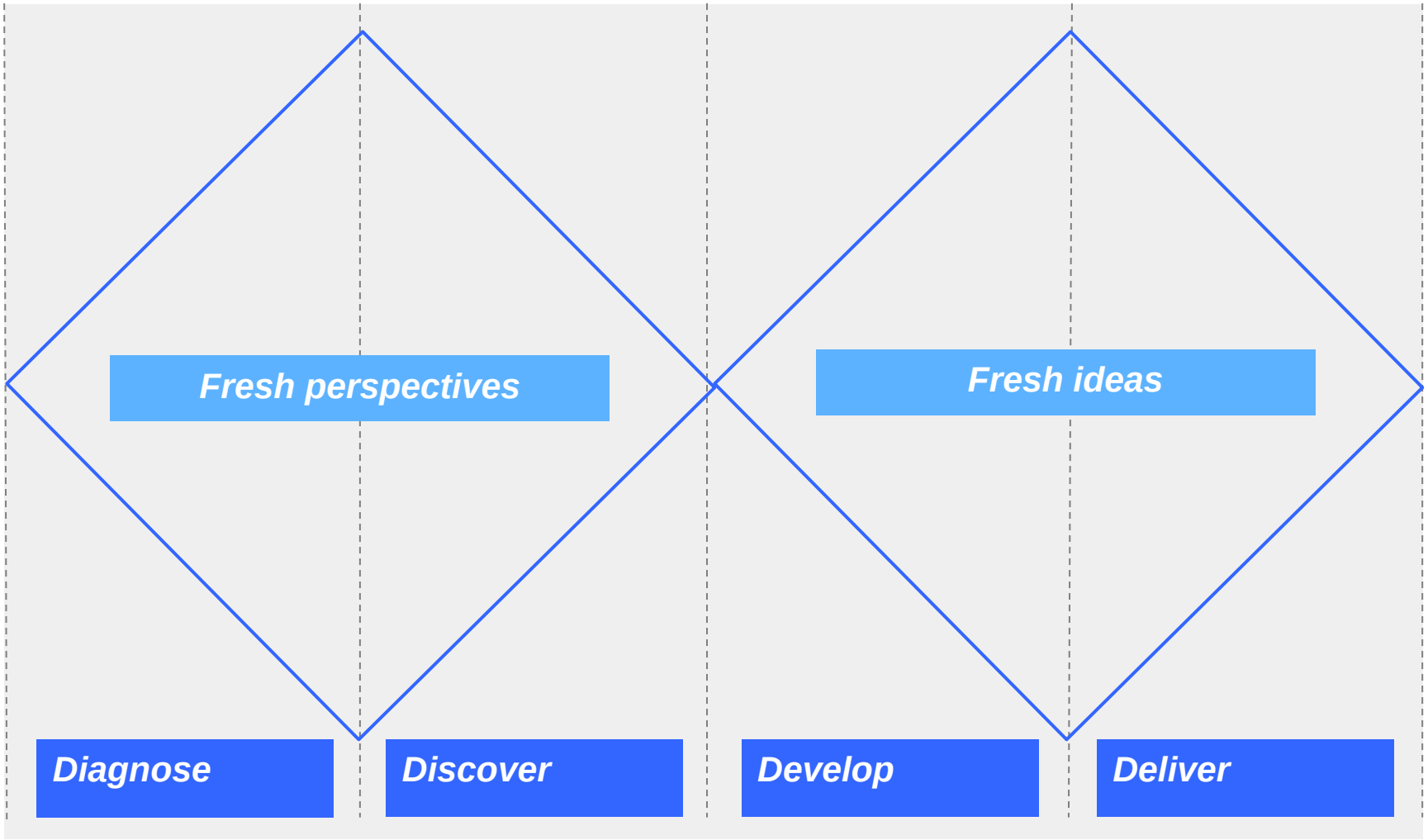
The problem


4.7 million
people of working age who have a health or disability condition who are out of work
190,000
flow onto ESA each month
3.8 million
total out of work benefits
2.5 million
people who are on Employment Support Allowance or other incapacity benefits
£15 billion/ year
62,500
flow off

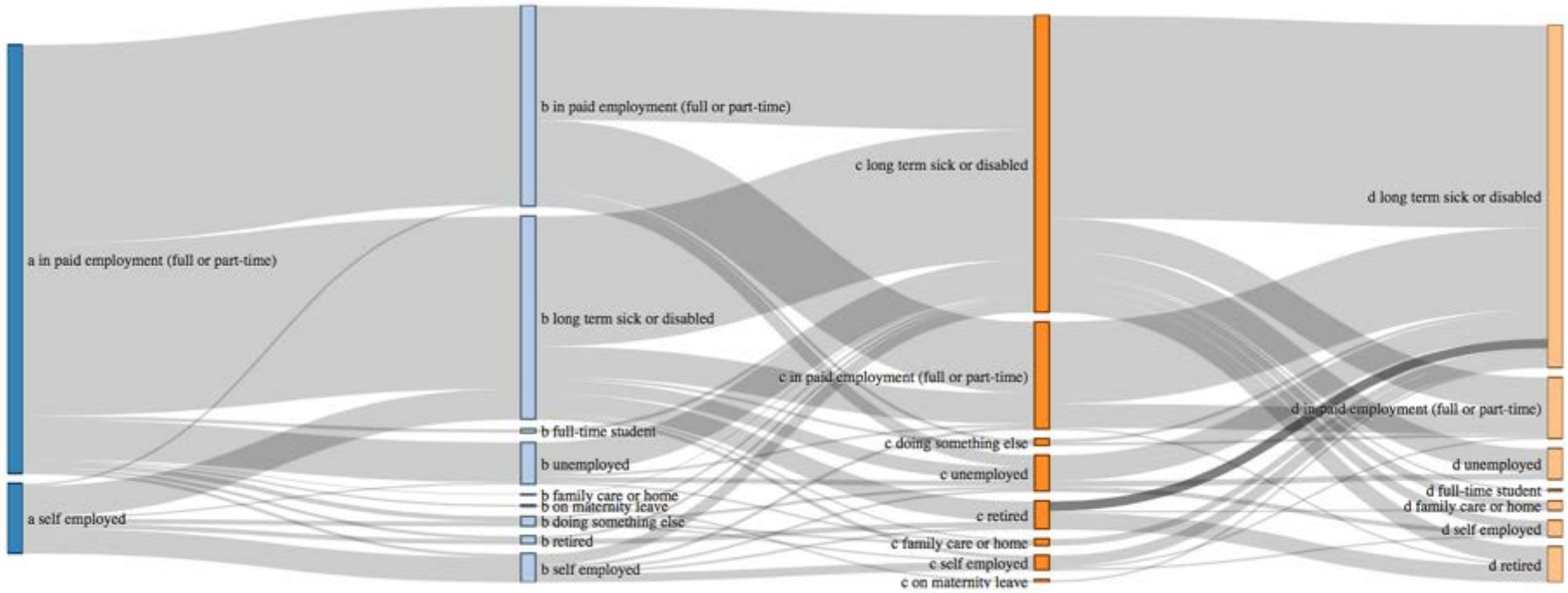
Where we've got to



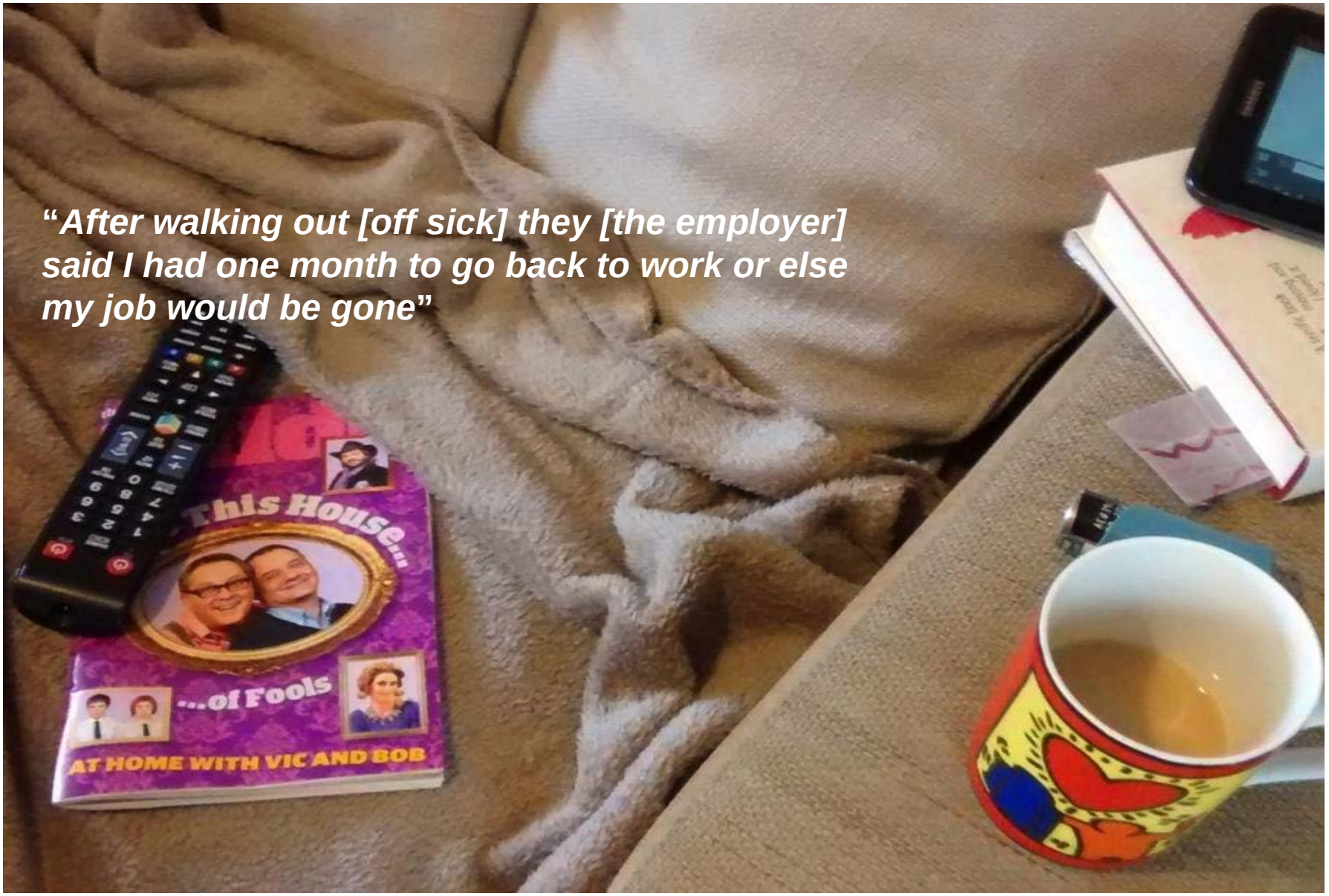
The approach



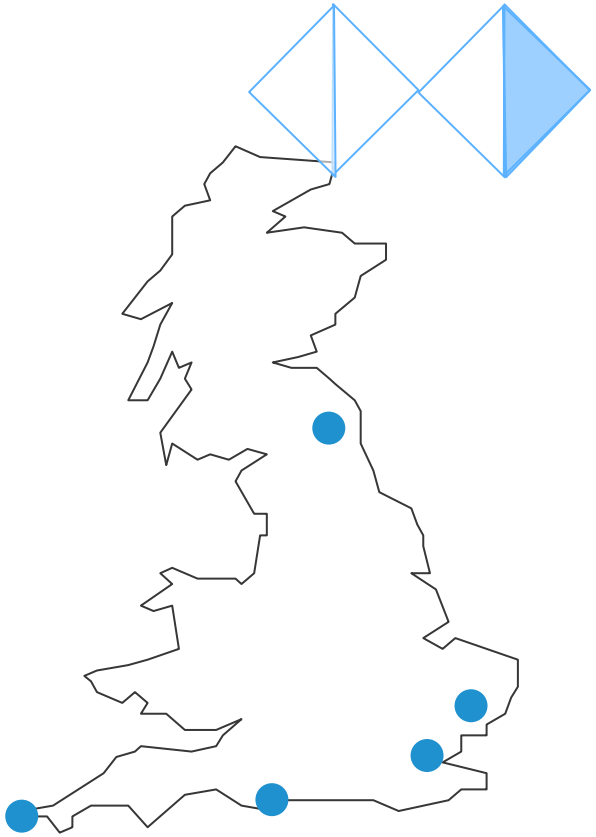
Data science insights



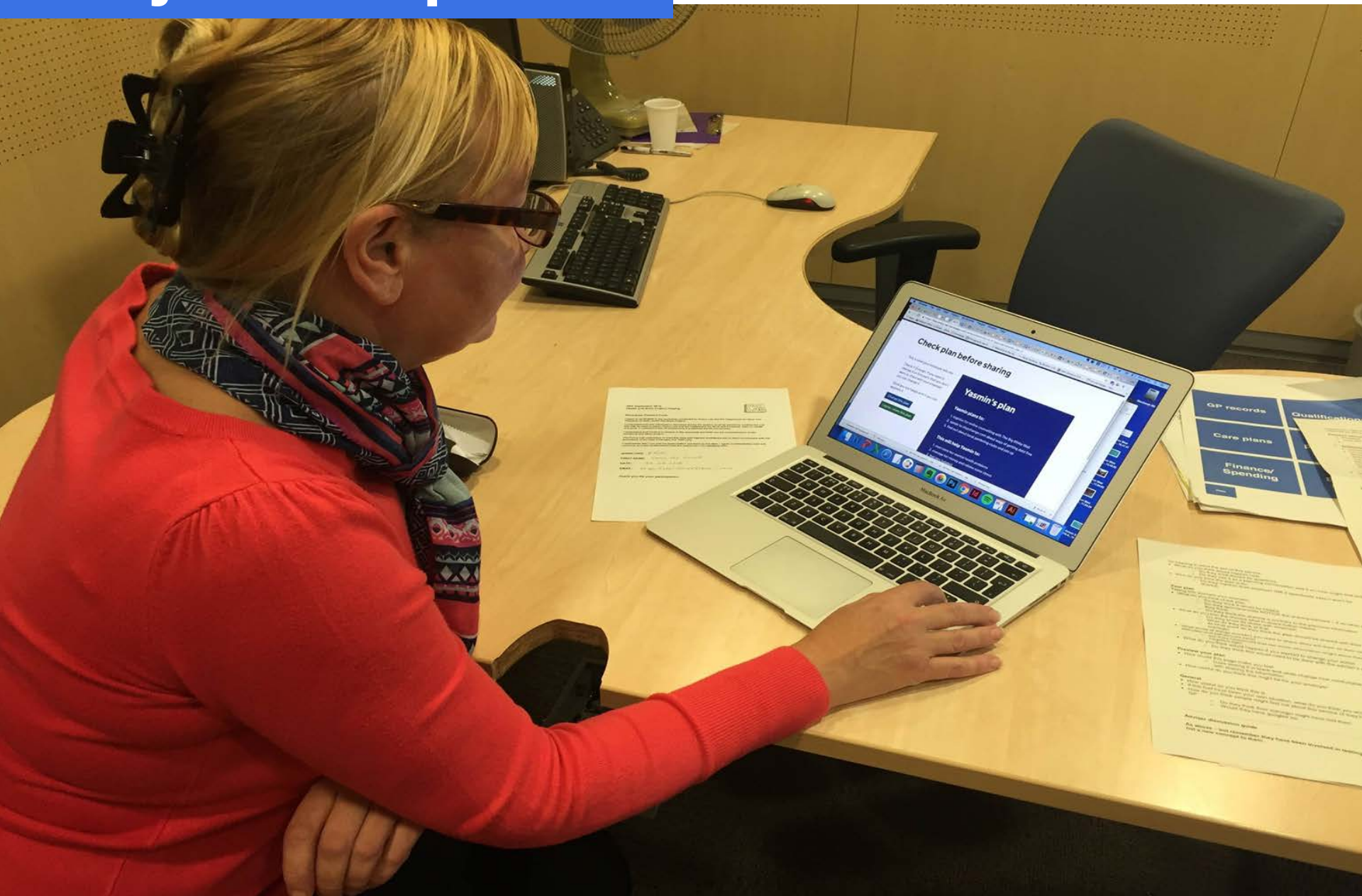
Ethnographic insights



Prototyping ideas



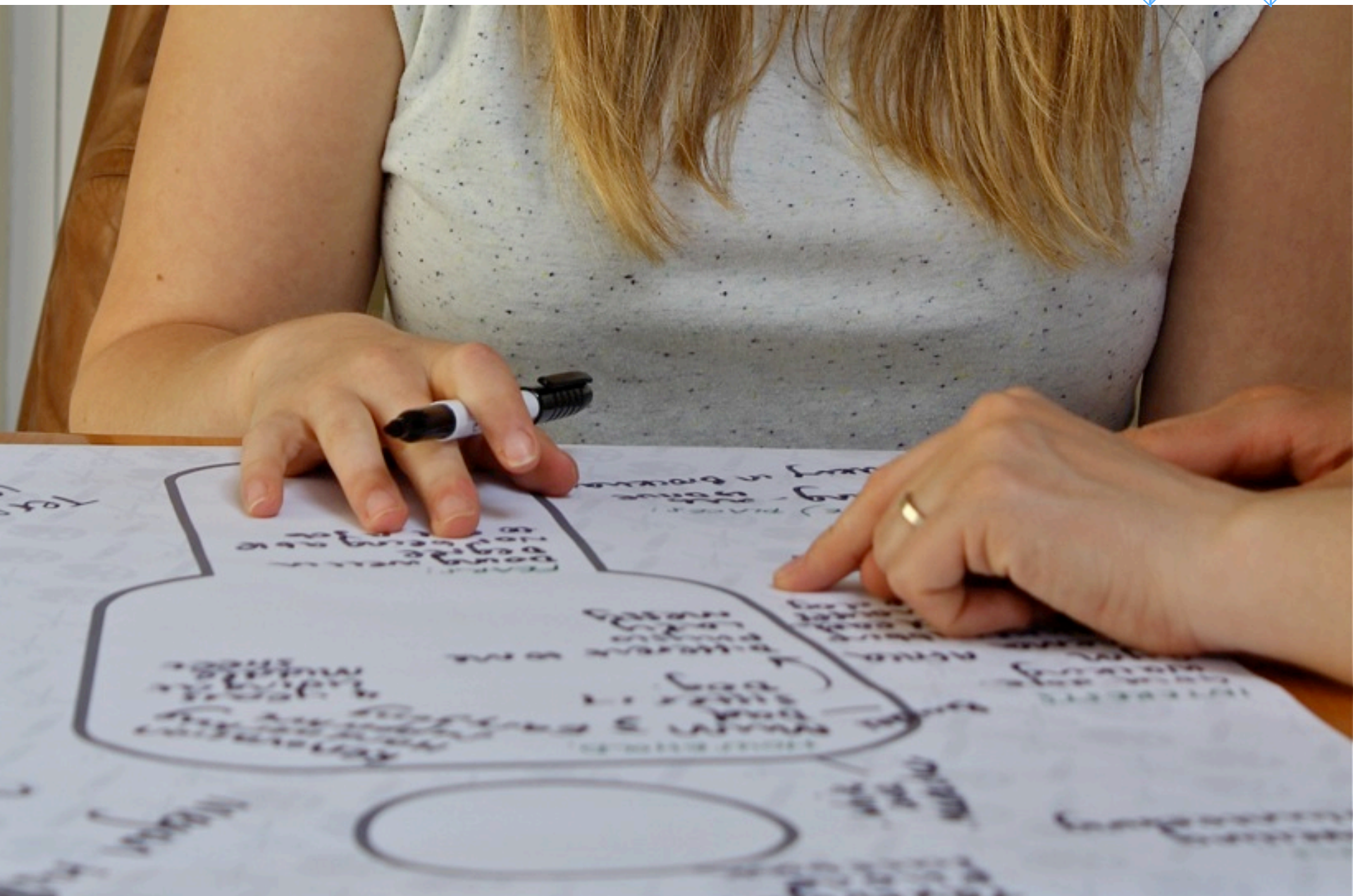
Project impact



Digital policing

“How can we improve police support for victims of crime in a digital age?”

Digital policing



Digital policing

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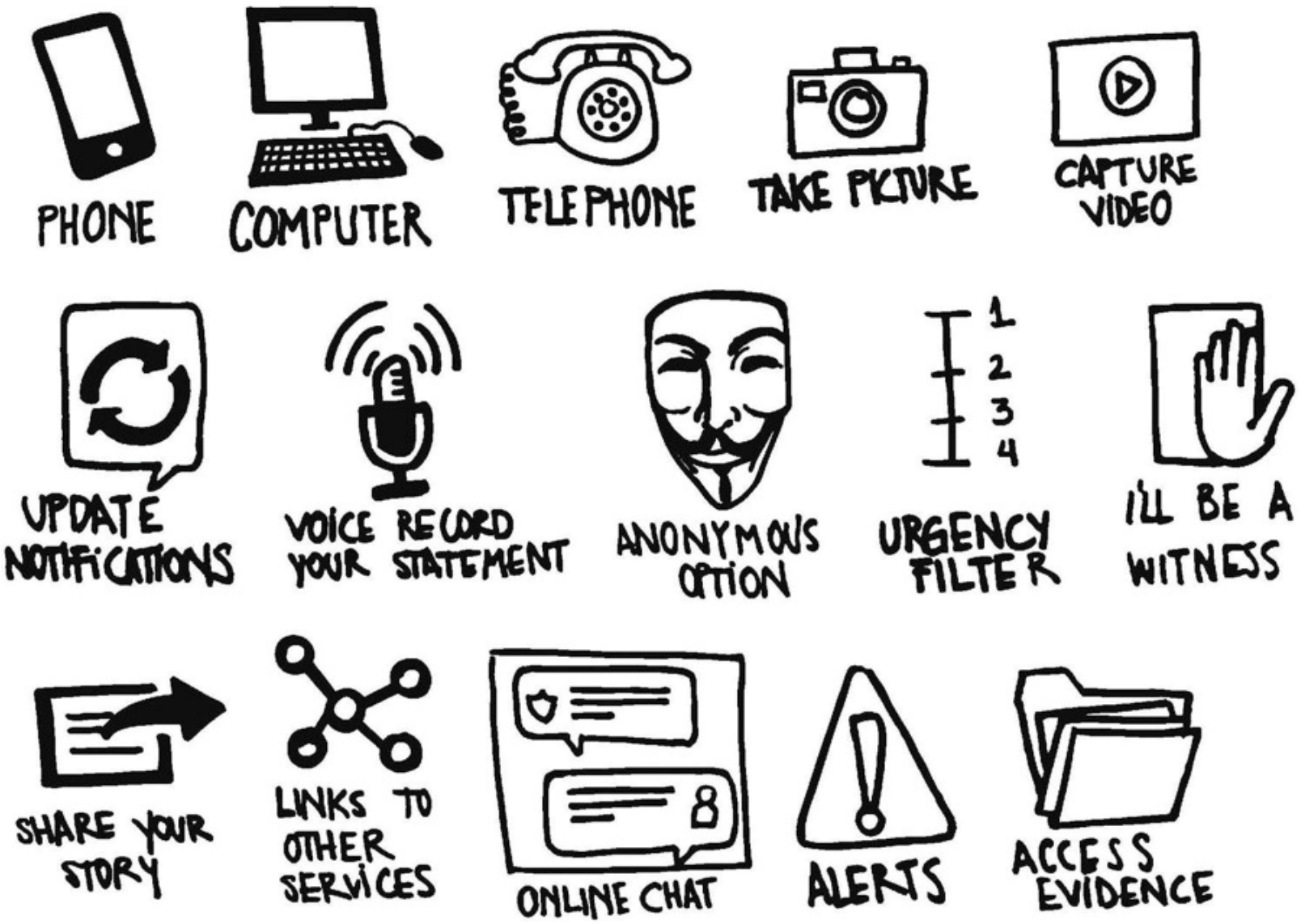


Digital policing

Digital policing

ONLINE CRIME REPORTING

Report a Crime

Contextualizing | Detailing | Finishing

Is this a crime in progress?

Yes | No

Is there a suspect at the scene?

Yes | No

What are you reporting?

Theft

Was the use of physical force involved i the crime?

Yes | No

Did a similar crime happened to you in t last month?

Yes | No

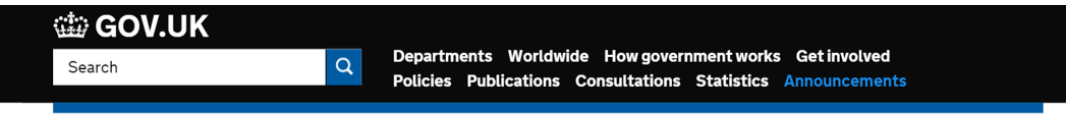
Continue

"Today, when I was coming back from the library a guy shoved me and stole my bike.

I am quite shocked and I don't feel like going to the police now. Luckily, my flatmate Laura is here and she is taking care of me.

She told me I should report the crime in Online Reporting. I did register my bike when I bought it, so I hope they can help me to find it."

Digital policing



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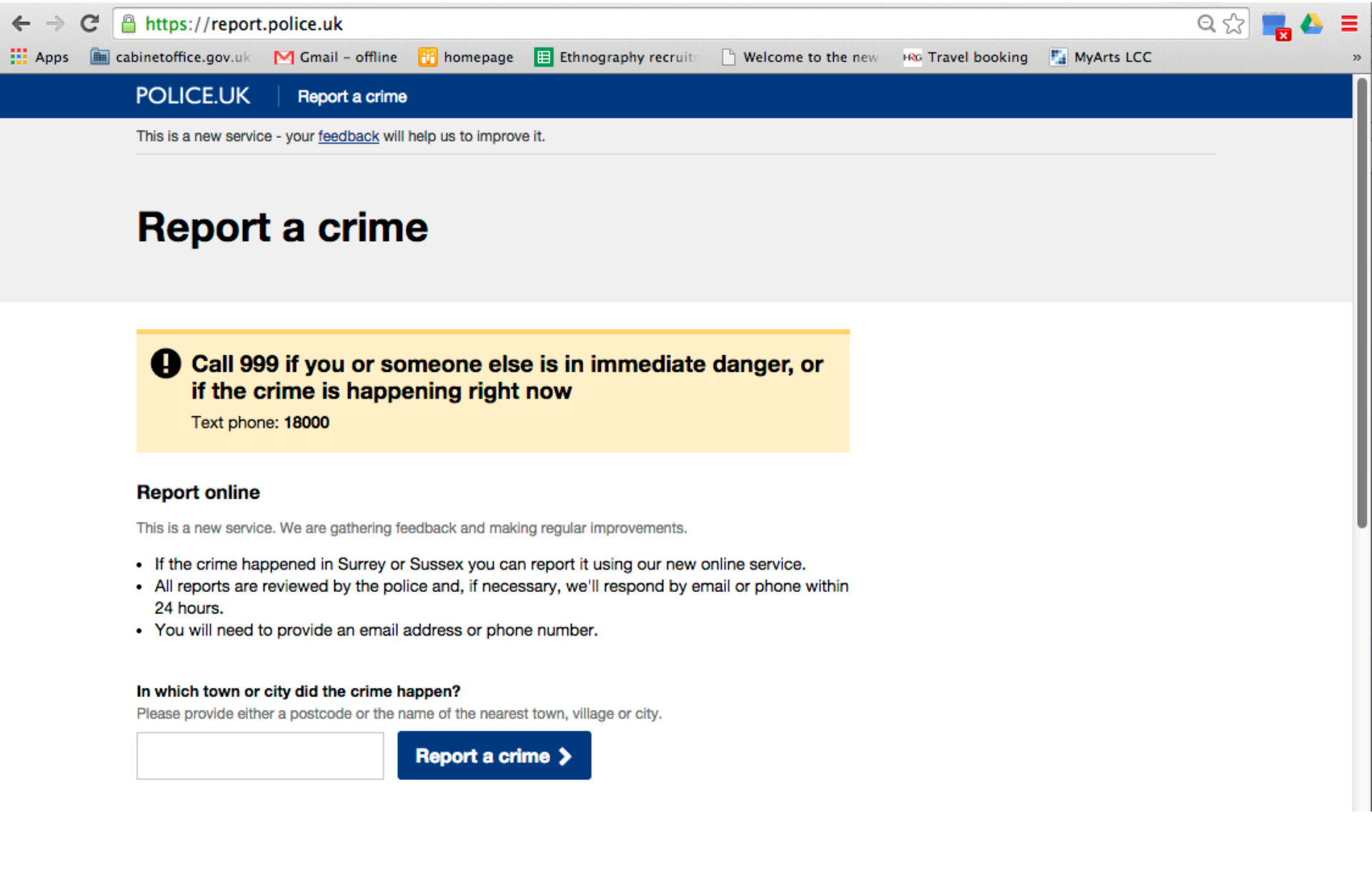
Digital policing