



# Front line Housing Services enabled by technology

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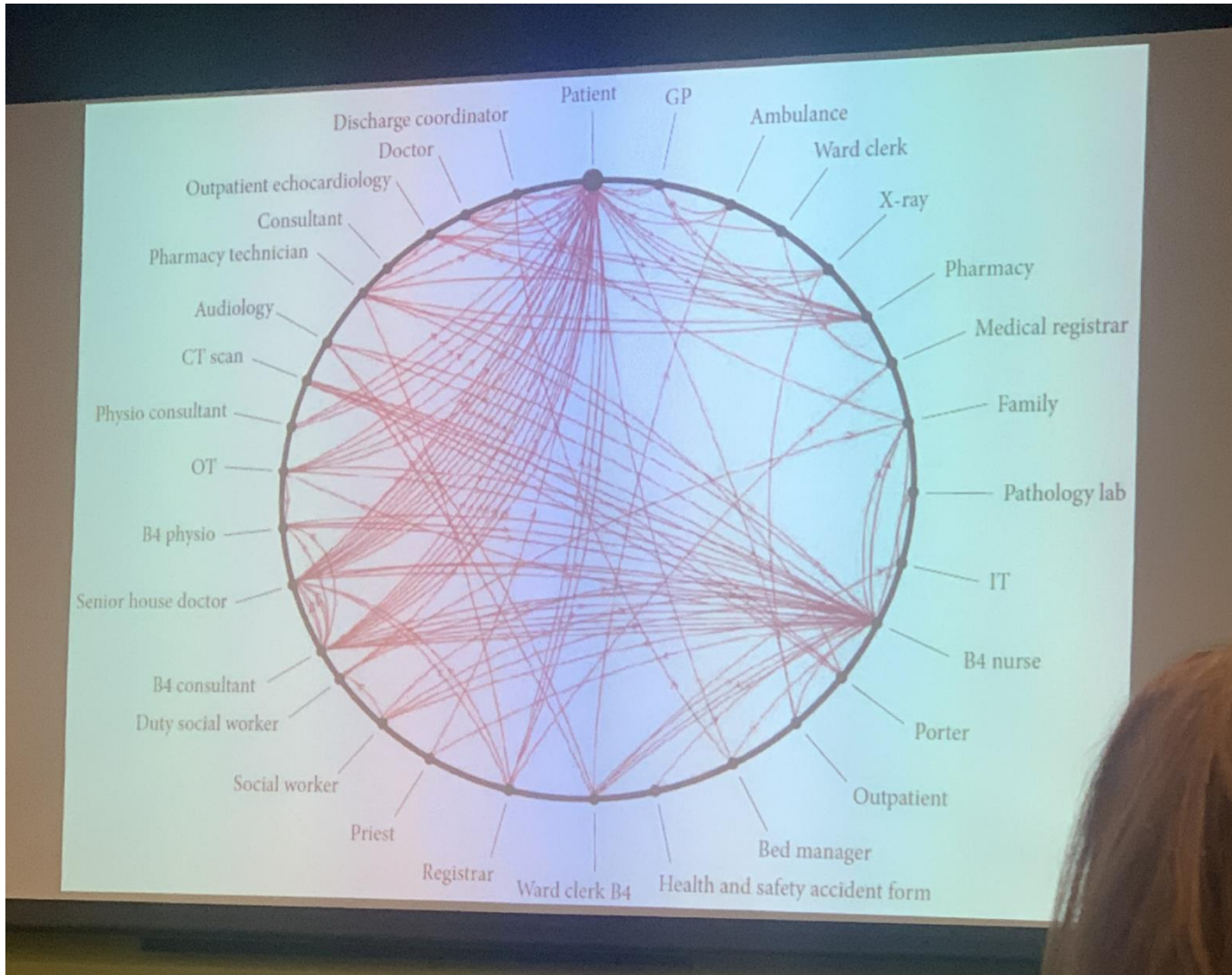


Sorry, but I don't have the answers...

I like flaws  
and am most comfortable  
around those who have them.  
I, myself, am made up  
entirely of flaws  
stitched together  
with good intentions.



# Time for a fundamental shift?



- Not about technology
- It's about leadership
- Re design services & systems so they help people flourish
- What/Who is getting in the way?

# Time to get real....

15 minutes to do all that .....good luck with that



You have my brew love... you look knackered





**B** News ▶ Midlands News ▶ Birmingham City Council

# Birmingham social care workers told to go part-time or face redundancy

Union sources say staff will be furious over proposal

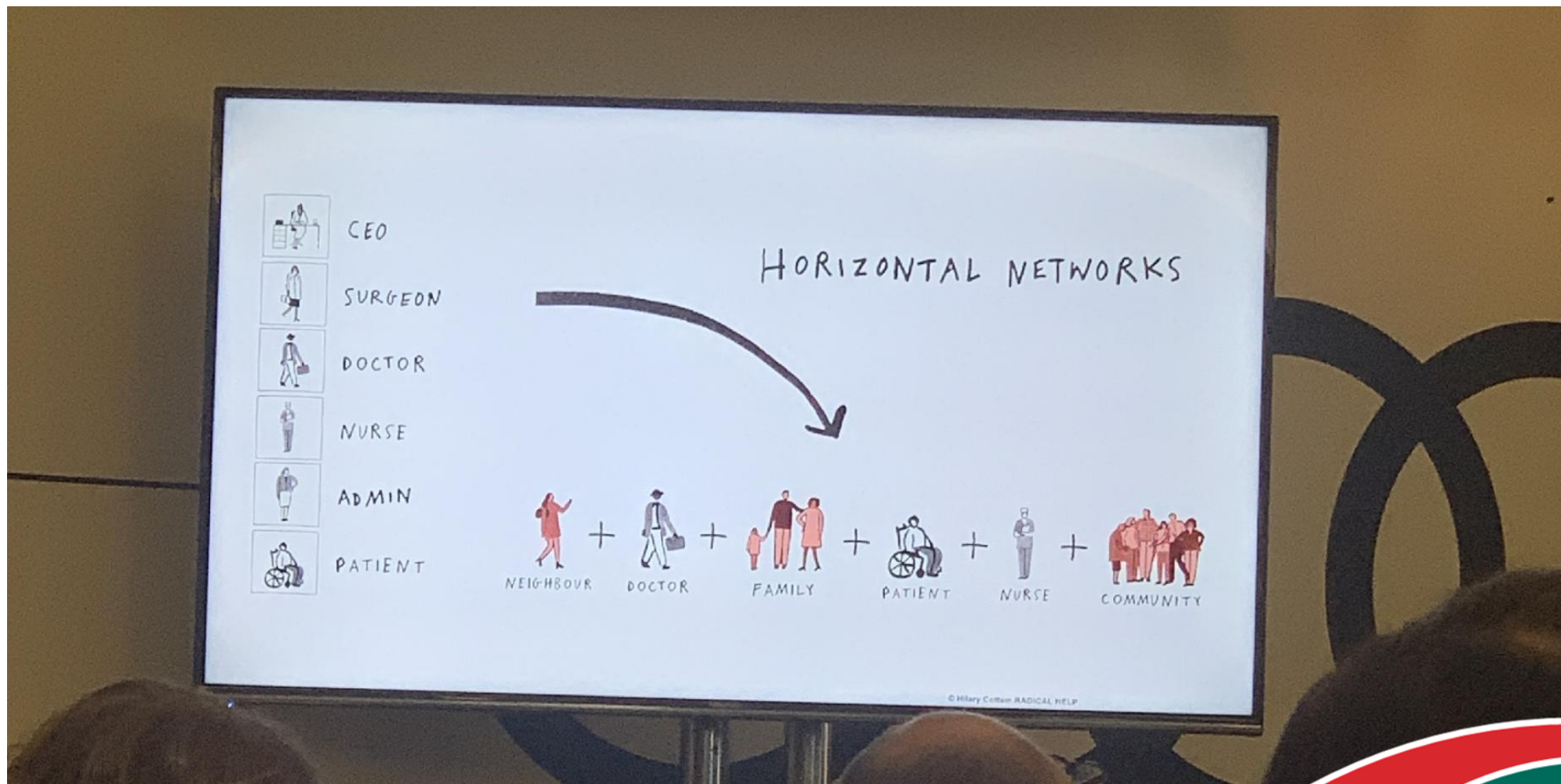




Re set the balance..



# From vertical to horizontal... © Hilary Cottam RADICAL HELP







# We need a new lens!

- Trying to fix the problem.....enabling people to flourish
- Manage the need.....develop capability
- Focus on the transaction.....all about relationships
- Reduce the cost.....connecting resources
- Manage the risk.....create possibility
- Targeted.....no one left behind



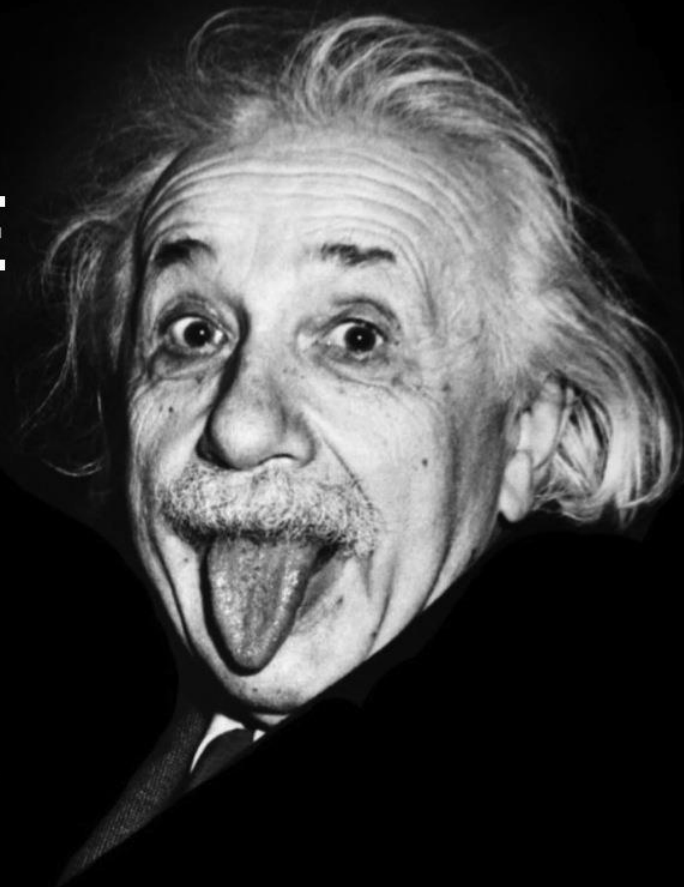
# Our new reality....



A screenshot of a Twitter post. The profile picture and name are obscured with blue scribbles. The text of the tweet reads: "Apparently more people in this country applied for Love Island than University this year. How f@&"ed up is that?". Below the text, it says "8:53 AM · Oct 14, 2019 · Twitter for iPhone".



**INSANITY: DOING THE  
SAME THING OVER  
AND OVER AGAIN,  
AND EXPECTING  
DIFFERENT RESULTS.**





PRESS RELEASE


# £50 million and new body to transform digital health and care services in Wales

Health and Social Services Minister, Vaughan Gething, has announced plans to transform digital health and care in Wales.

First published: 30 September 2019

Last updated: 30 September 2019

The plans include creating the role of Chief Digital Officer for Health and Care and a new NHS Wales organisation to deliver national digital services, supported by £50 million new funding.

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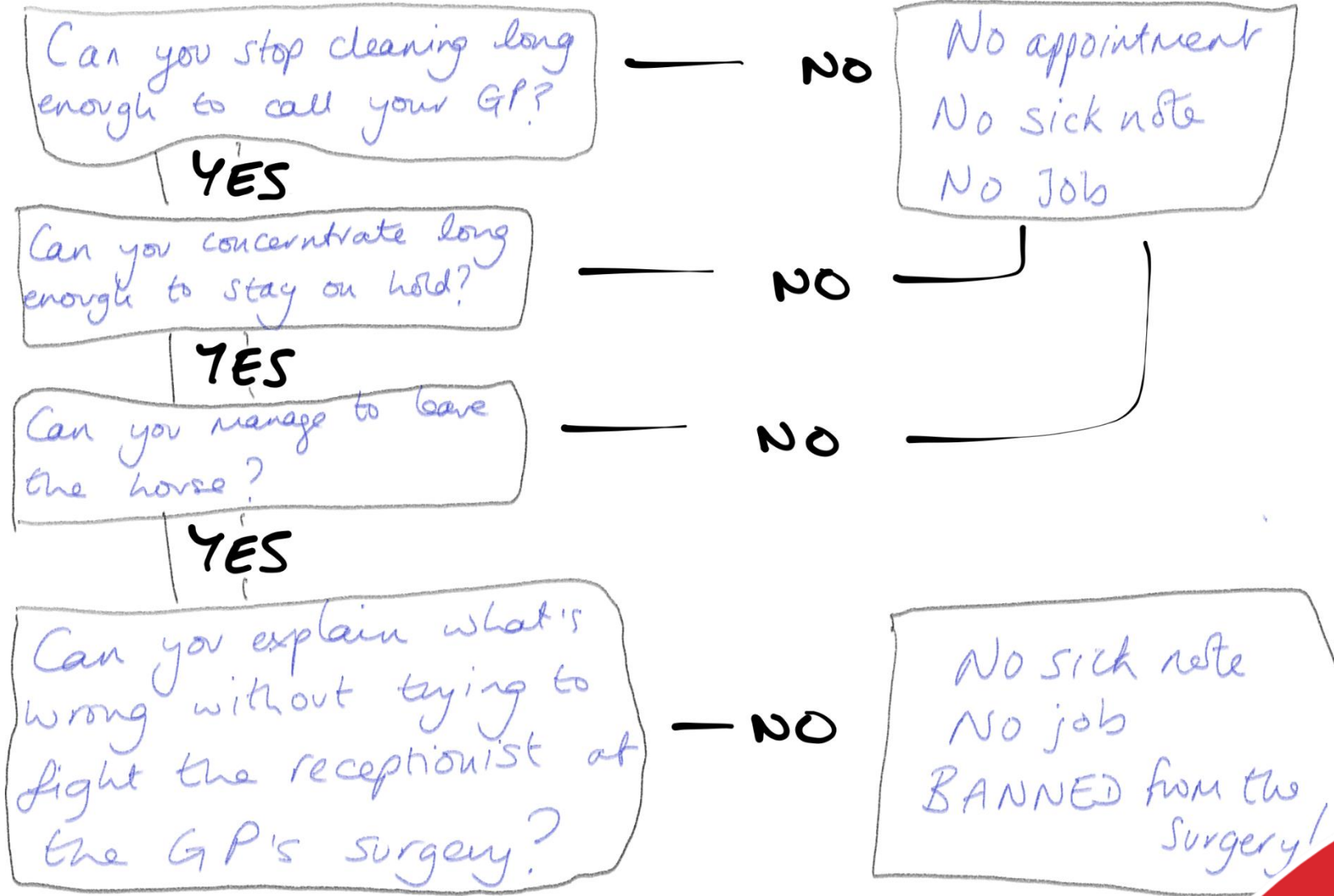


Comisiynydd  
Cenedlaethau'r  
Dyfodol  
Cymru

Future  
Generations  
Commissioner  
for Wales



So you need to be signed off work....




# We need to create the space for innovation

- Embrace failure – even celebrate it – for every complex problem there are 1000s of wrong answers
- Accept things might get worse before they get better
- Get ready to play Kerplunk!
- Acknowledge the system
- Don't stop collecting inconvenient data
- Have a plan but be willing to flex it
- Anticipate obstacles
- Relationships are key. Listen more!



Be more pirate...





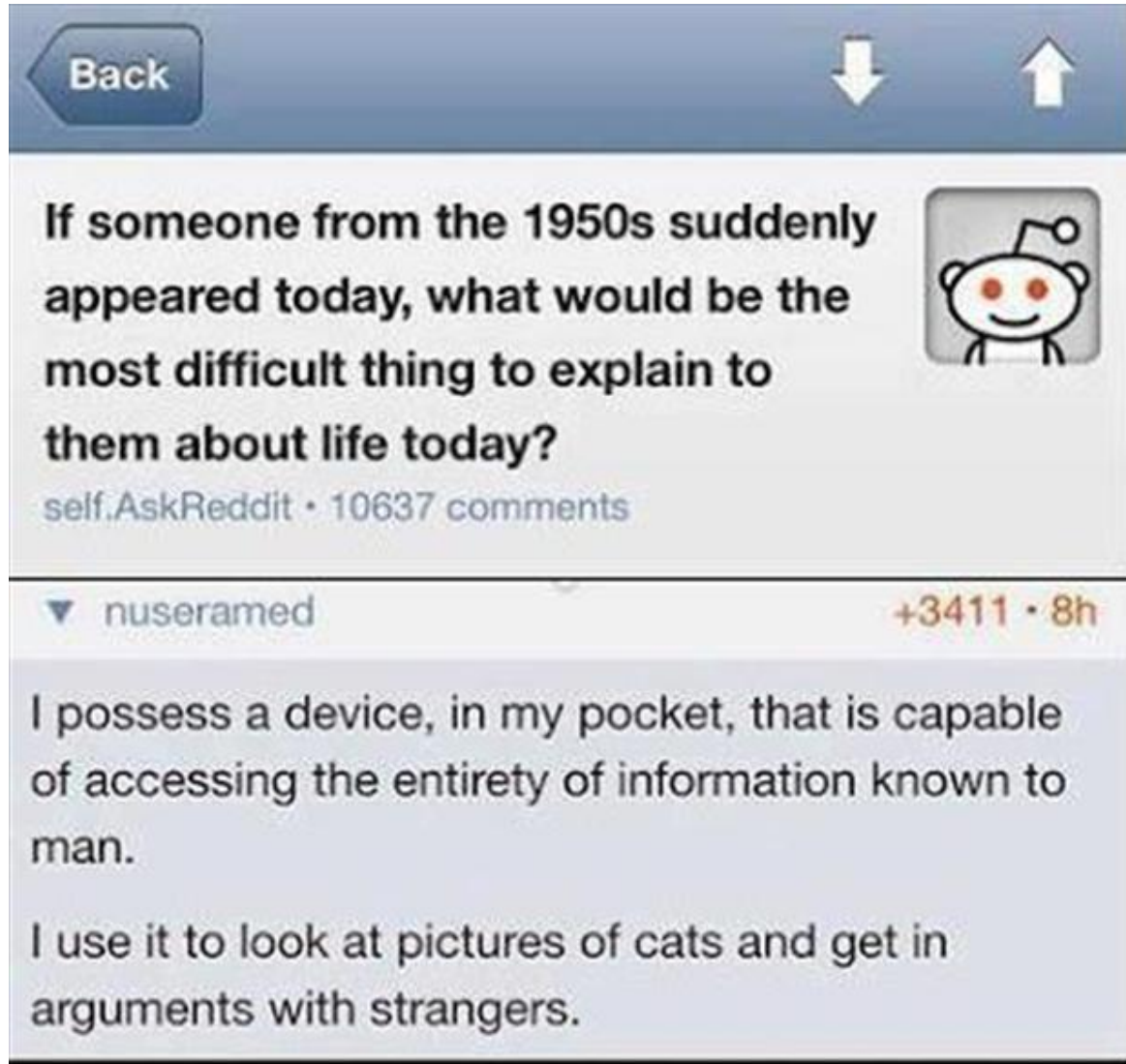
In a networked age the surest path to success is not just listening to the **loud and the powerful**, but widening and deepening connections with everyone.



Paul Taylor (@PaulBromford)







Happy to take questions

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