

The SPIDER Project: Supporting Public Service Innovation using Design in European Regions

Since launching in January 2013, a partnership of nine public bodies have engaged over 8,000 people in service design projects, are now delivering newly designed services to 4,000 citizens and trained over 600 civil servants.

The SPIDER (*Supporting Public Service Innovation using Design in European Regions*) project was conceived by PDR in 2012 and sought to bring public bodies that were inexperienced in using service design together with experienced organisations. The aim of the initiative was to raise awareness of service design and building capacity within the public sector, through a series of demonstration projects and training programme.

The complex challenges faced by public services in Europe are no secret, high youth unemployment and an ageing population are two of the biggest challenges facing countries today. Through 9 demonstration projects the SPIDER project has used service design to demonstrate how design can deliver tangible solutions to address many of these issues.

The approach has been used by SPIDER projects in Wales, Belgium, France, and Ireland, resulting in two key outcomes:

- 1: 8 new services designed and launched.
- 2: 623 public service managers trained in service design methods and tools.

Key Outputs

- 3 New services focused on getting young people into employment, education or training launched in Belgium, Ireland and Wales.
- 3 New services that support independent living launched in Belgium, Ireland and Wales.
- 8,028 Staff and users participating in SPIDER service design projects.
- 4,897 People using the new services designed through SPIDER.
- 600+ Government staff trained in service design methods and tools.
- 26 Training workshops delivered on service design for Government staff.
- 2 international service design conferences attended by over 400 civil servants.