



Service design

the social research unit at Dartington
DARTINGTON LONDON GLASGOW

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PREVENTION ACTION

NEWS | COMMENT | RESEARCH | WHAT WORKS | PEOPLE | REVIEWS | BLOGS & FEEDS | EVENTS | REFERENCE | ABOUT

LATEST

Family therapy may offer young sex offenders rescue
29 April 2009 | What Works
The family systems approach that underpins parenting programs such as Multisystemic Therapy, Multidimensional Treatment Foster Care and Functional Family Therapy may have a value in the treatment of juvenile sex offending, psychologists at the Medical University of South Carolina suggest.

One size fits all? Incredible!
28 April 2009 | Research
The developers of The Incredible Years Dinosaur curriculum make the case for more research to establish how programs for dealing with one set of developmental problems can be tailored to the needs of children suffering from several disorders at the same time - without compromising the core elements.

Serve America and see residential care in the round
27 April 2009 | Prevention News
The Obama administration's Serve America Bill, which seeks to rejuvenate ideas about social responsibility and community service by extending the scope of the volunteer movement to education and environmental action, is raising the profile of mentoring. What might that have to do with a revival of interest in the UK in the value of residential care?

The manifesto for a new "law of love"
27 April 2009 | Comment
After 40 years at the University of Pennsylvania, Professor of Sociology Frank Furstenberg is beginning to get the measure of the long journey into "full social adulthood".

Stress study is given US press test
7 May 2009 | Comment
A Cornell study that suggests the chronic stress children endure as a result of poverty can lead to impairments in their "working memory" by the time they reach adolescence also indicates that even neuroendocrinology can be a politically divisive topic.

Less medication for ADHD is NICE message
27 April 2009 | Comment
Implementation researchers wanted for new science
Have we been forgetting to learn from what we do?
"Take it from 'the Michael' - they want to deliver
Cash can be a catalyst for big change
Might Dwayne's bacon be

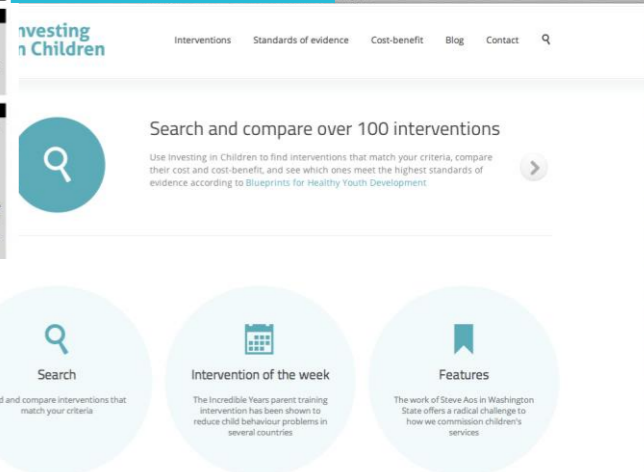


Taking a longer time a-growing

8 May 2009 | People
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Better outcomes for children through research, development and dissemination



Quick & dirty practical tool for understanding need and designing services

Pros

- Quick
- High level of engagement of staff
- Provided reliable insights

Cons

- Too much focus on the data
- No method for consulting with the evidence to develop new services
- Too much focus on process



- Understand need
- Engage practitioners/clients in the design process
- Determine potential impact
- Identify proven interventions
- Develop science-based innovations
- Estimate cost and cost/benefit
- Design for scale
- Develop manual & implementation plan
- Develop data dashboard
- Develop evaluation plan

Service design – key elements



- A way of thinking, not a method
- A shift from service to outcome
- A shift from process to activity



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