

Inform





Connect



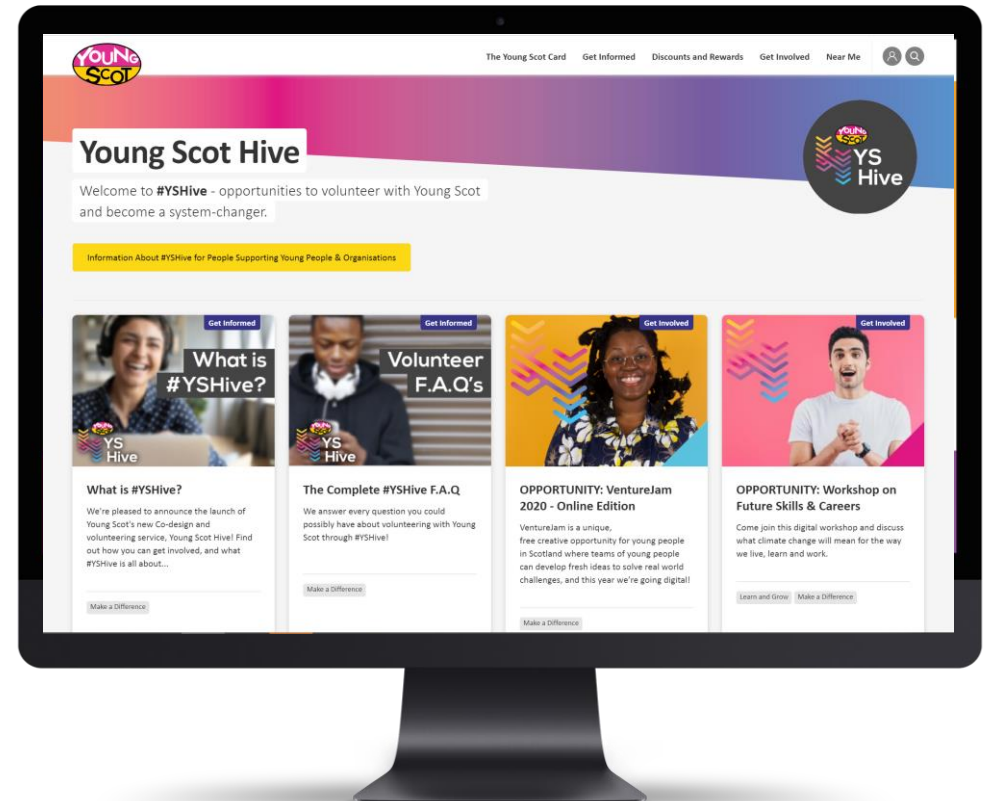


Empower

#YSHive – our co-design service

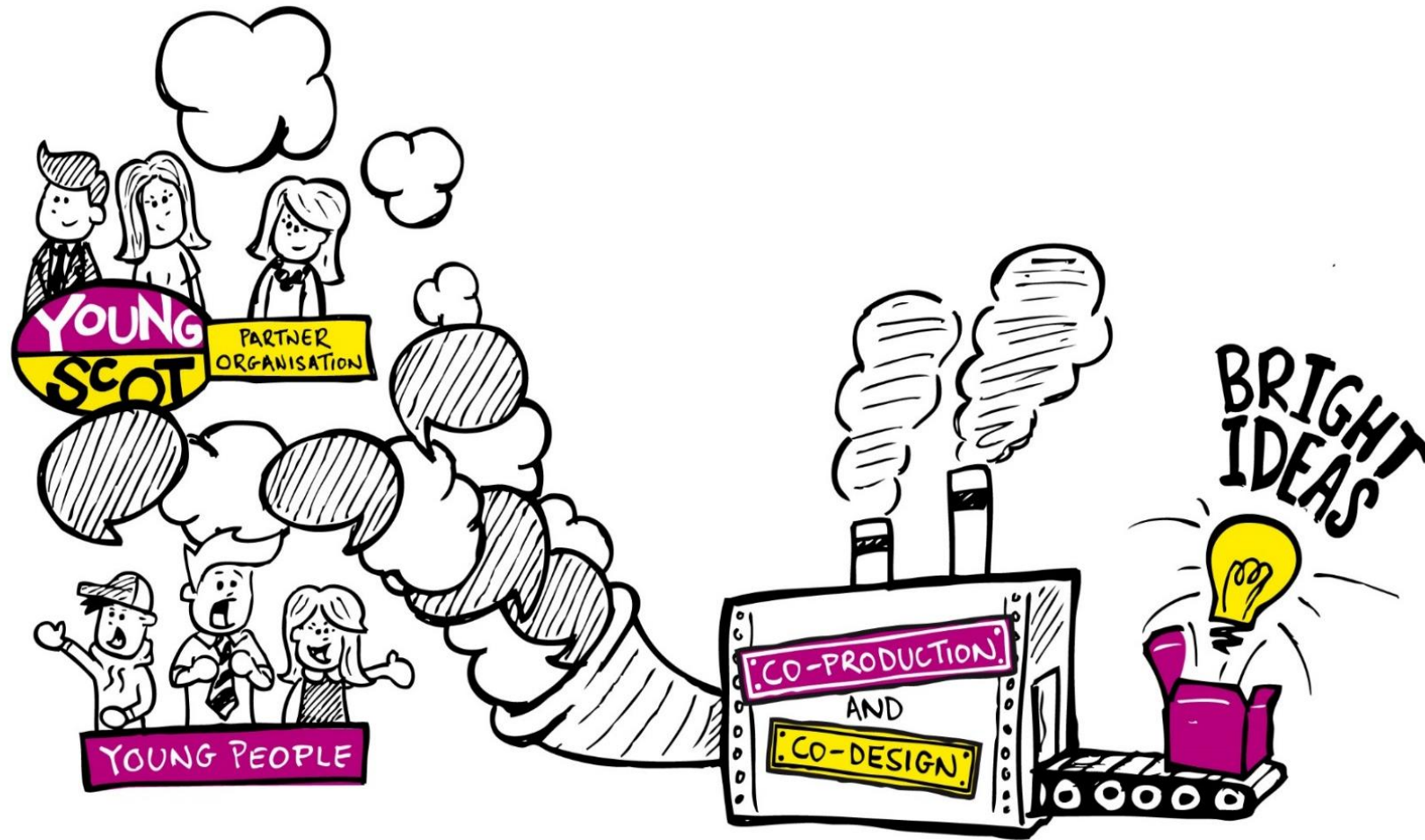
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- Established 2012
- Grown significantly in the last 8 years
- Diverse staff skillset and experience
- Strong reputation for delivering valuable insights
- Principles integral across the whole organisation



Scotland's young people are a diverse and rich source of energy, creativity and talent. They recognise their responsibility in creating a better Scotland for everyone.





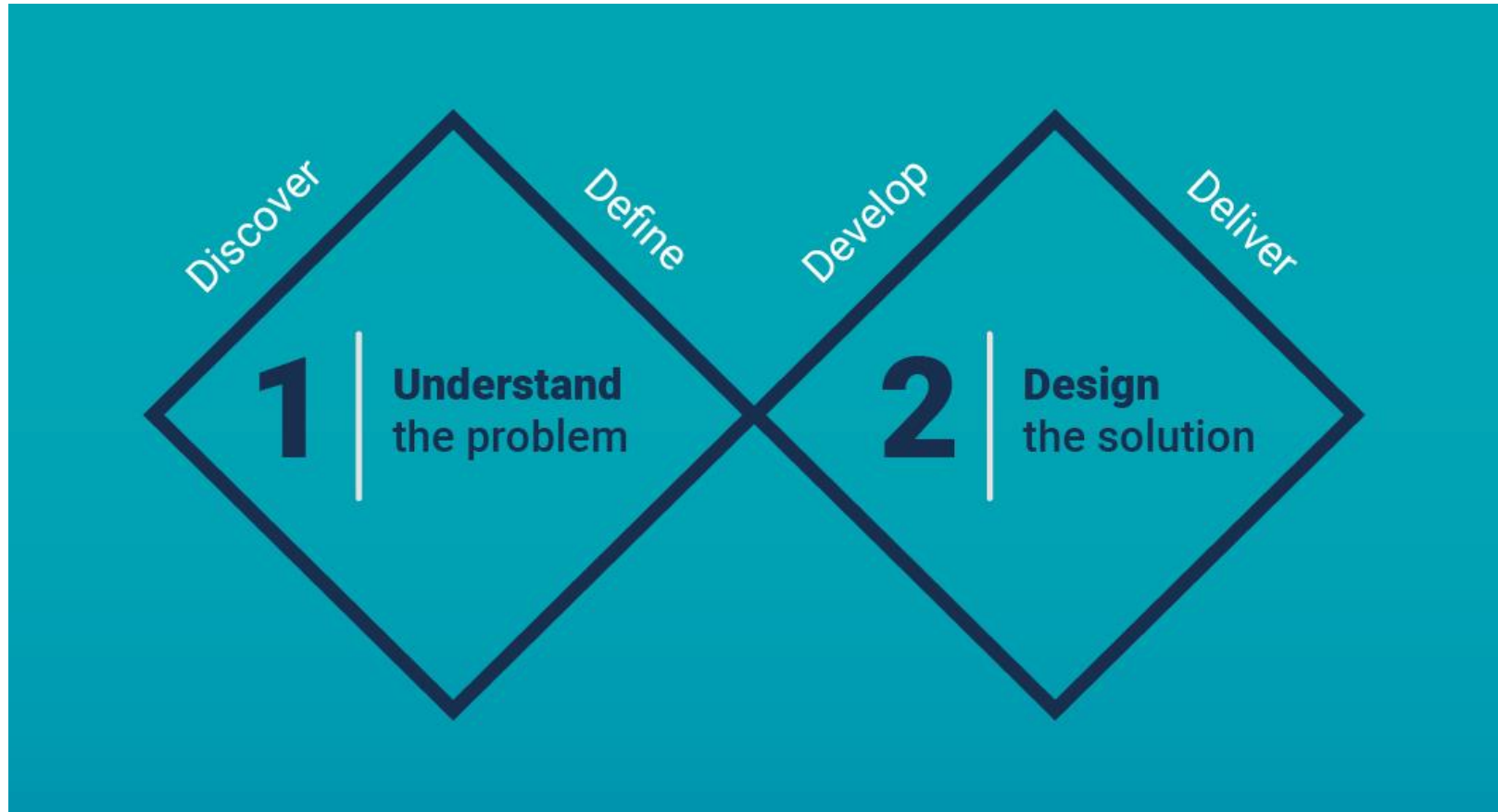
The co-design process

Projects so far...

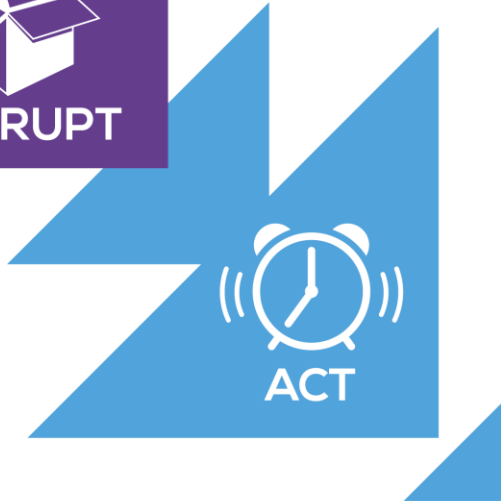
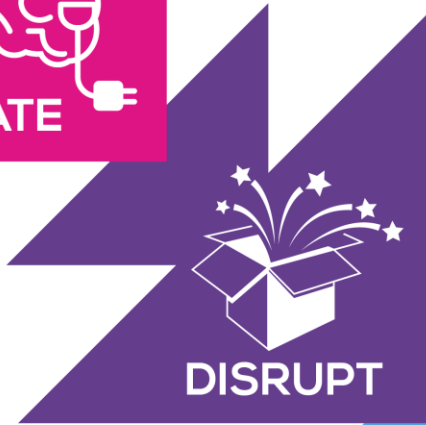
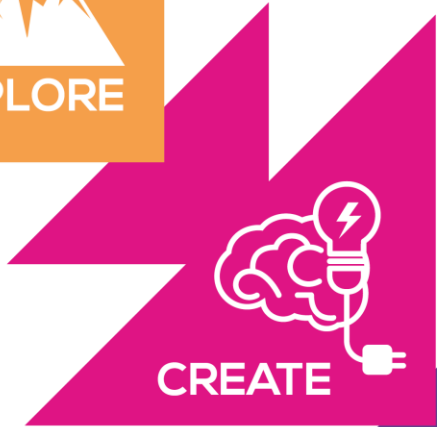
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- ▼ Learner Journeys
- ▼ Digital Literacy
- ▼ Health and Wellbeing
- ▼ Smart Transport
- ▼ Creative Arts
- ▼ Climate Change
- ▼ Nature and Biodiversity
- ▼ Decision Making in Prisons
- ▼ Employment & Employability
- ▼ Justice
- ▼ Equality
- ▼ Children's Rights
- ▼ Money management
- ▼ Heritage
- ▼ Alcohol
- ▼ Relationships
- ▼ Mental Health
- ▼ Loneliness
- ▼ Qualifications
- ▼ Transport and Active Travel
- ▼ Libraries
- ▼ Sport



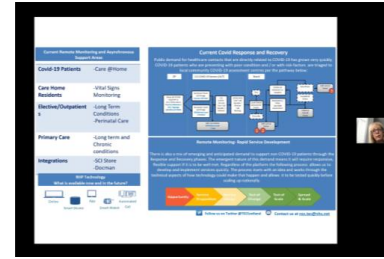
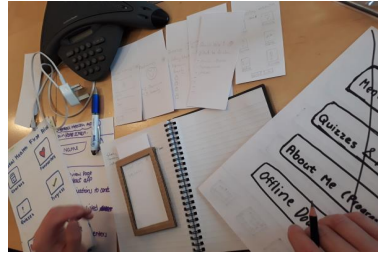
Scottish Approach to Service Design





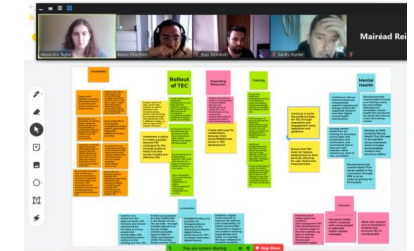
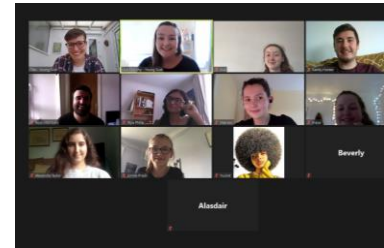
- Initial recruitment April 2019
- 20 young people on panel
- From across Scotland
- Age range 12-25
- Range of experiences
- Top-up recruitment Jan 2020

Meet the TECScot Panel...



Spring 2019

Winter 2020



Timeline



#YSHive

EXPLORE

Frame your vision,
probe problems and
curiously question
the big picture

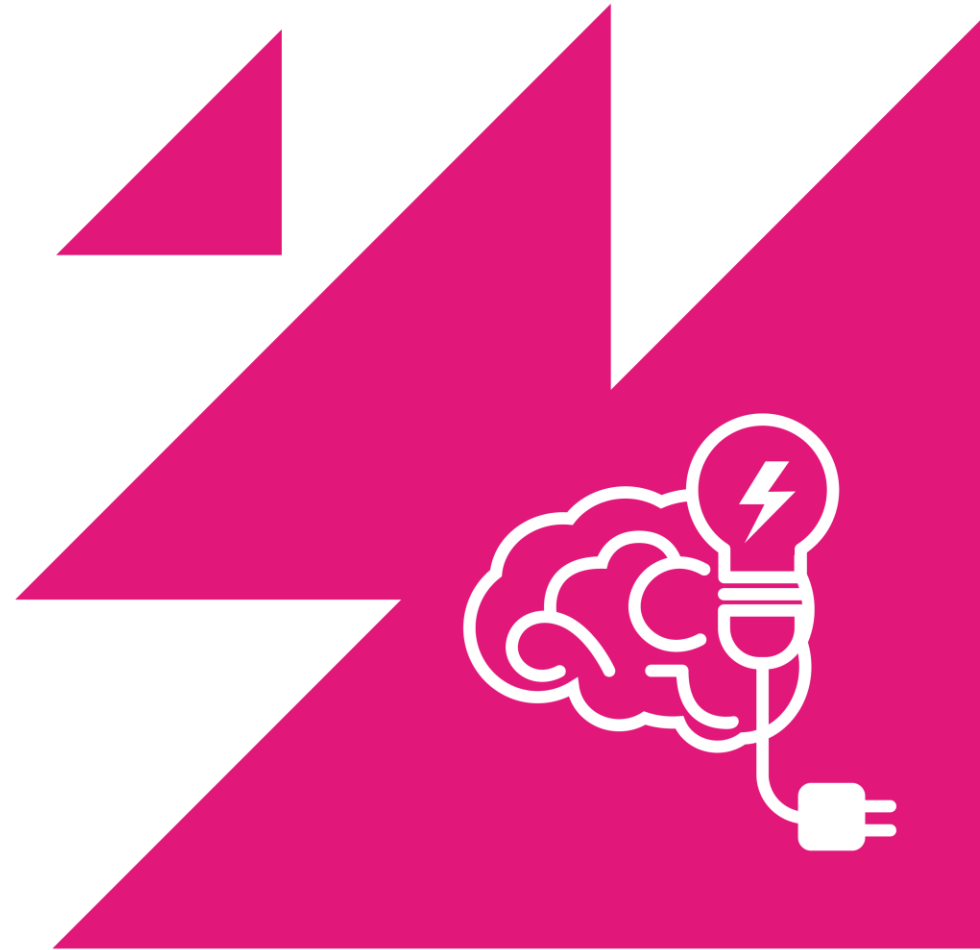


- Research
- Reflection
- Identifying key issues
- Meeting stakeholders
- Discovering the landscape
- Looking at existing tech
- Surveying young people
- NHS Youth Forum
- Digital Learning Network 2019
- Discover Digital 2019
- Digital Health & Care Fest 2019



EXPLORE
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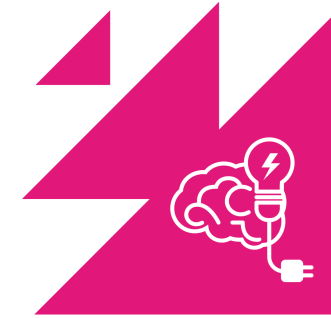
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CREATE

Seek opportunities to prototype and play with ideas to get under the skin of the problems



- Identify gaps in services for young people
- Storyboarding
- Personas
- Evaluating current TEC
- Prototyping
- Working with stakeholders
- Concept development
- Identifying and tackling the health issues for young people



CREATE
 Seek opportunities to prototype and play with ideas to get under the skin of the problems





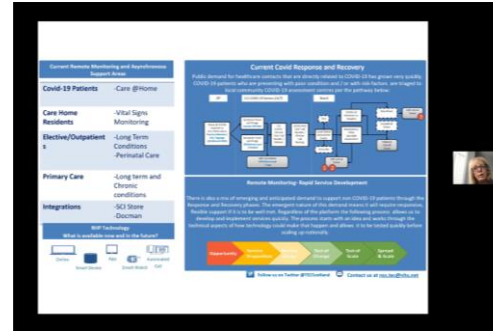
#YSHive

DISRUPT

Test ideas in the 'real world' and question the future to learn if they have value

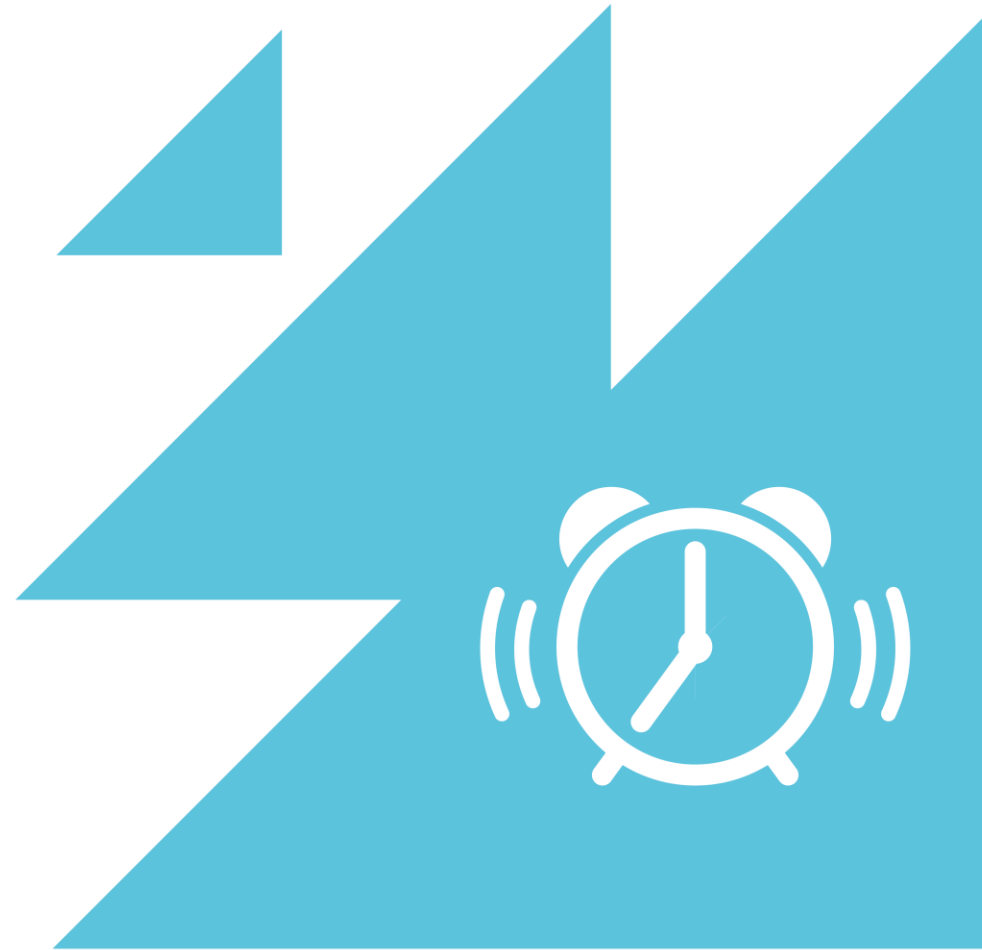


- Analysing survey results
- Evaluating against objectives
- Interim recommendations
- Discussion with experts
- Prototype development
- Conducting interviews
- Collaborating with Scottish Government during Covid
- Feedback from stakeholders



DISRUPT
 Test ideas in the 'real world' and question the future to learn if they have value





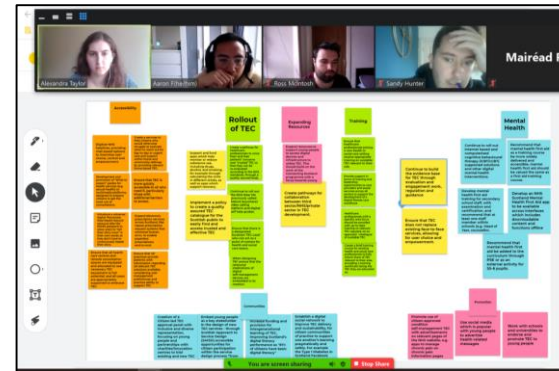
#YSHive

ACT

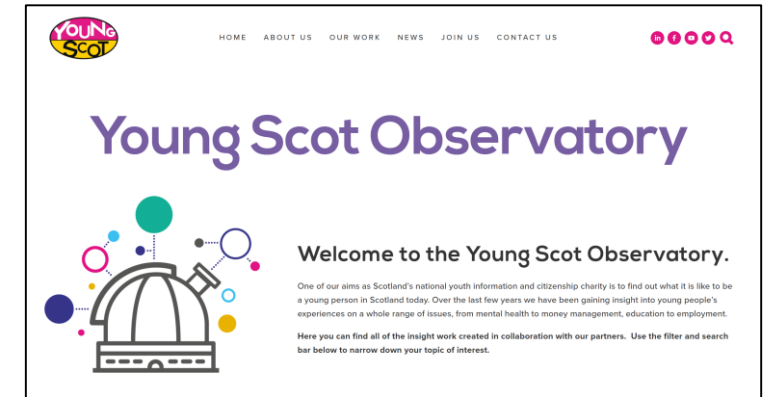
Share learning stories and pitch bold ideas to challenge decision makers and influence real system change.



- Reporting on TECScot process
- Report launch and conference session at DigiFest2020 - Scotland's Digital Health & Care Festival
- Digital Citizen Board representation
- Redevelopment of Scottish Government Digital Health & Care Strategy
- User Research with NHS24
- Upskilling & personal development



ACT
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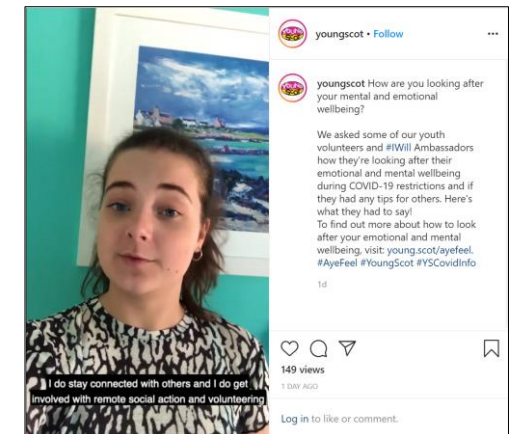
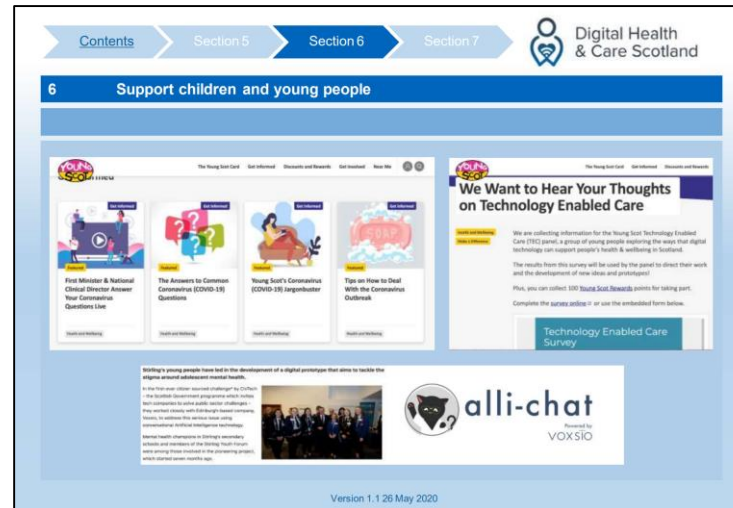
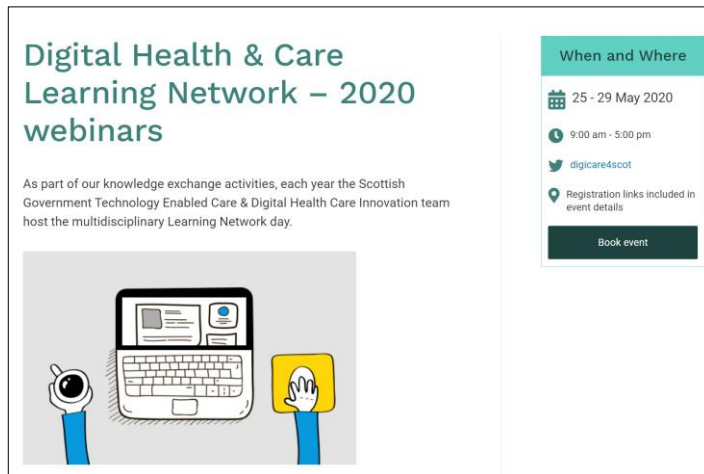
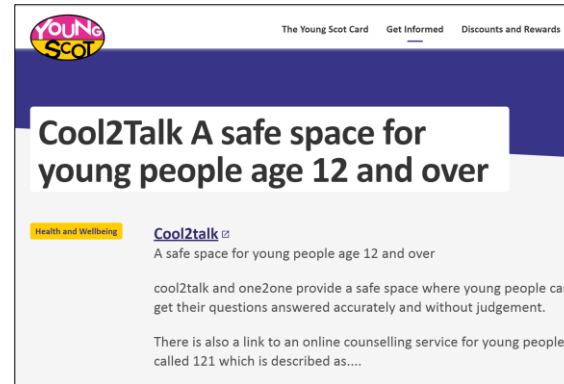
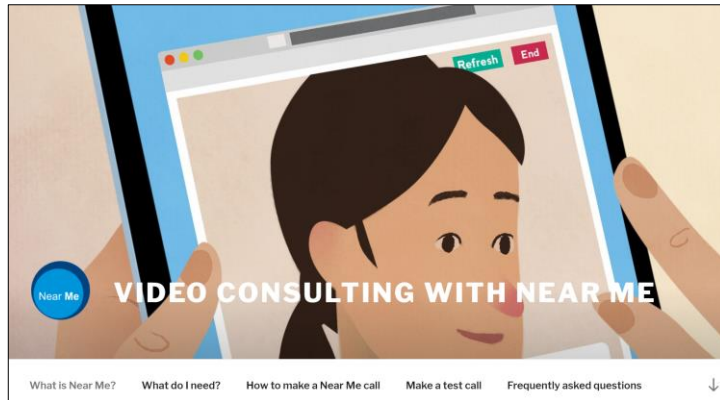
Adapting to digital

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- Zoom meetings
- In contact via text, email, and Basecamp
- Mix of synchronous and asynchronous engagement
- Break out spaces and small group discussion
- Easily accessible digital tools
- Frequent breaks and short sessions
- Mentimeter, Trello, Miro, Google Drive suite
- Icebreakers and energisers

Digital delivery



TECScot digital response

Challenges

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- **Show trust in young people to deliver valuable insights**
- **Significant responsibility to not be a gatekeeper**
- **Equip young people with the skills and confidence to advocate & challenge**
- **How can young people be collaborators in idea testing and implementation?**



Opportunities

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- **What experiences can we offer young people?**
- **How do we shake up power culture and encourage organisational change?**
- **Who can we work with to prototype the ideas developed?**
- **How can we involve seldom-heard young people more?**





**Hear from some of
our volunteers...**



**Their experiences of
being on the panel**



**Things they learned
during the process**





**Why young people's
voices need to be heard
in decision making**



How they found transitioning to digital volunteering



**Thoughts for others
on engaging young
people in future**



Any
questions?

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