

## Central Innovation Hub

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**Organisation:** Central Innovation Hub, Privy Council Office

**Country:** Canada

**Level of government:** Central government

**Sector:** General public services

**Type:** Organisational Design

**Launched in:** 2014

**Overall development time:** 1 year

**Link to the innovation's website**

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# Description

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As part of Destination 2020, a blueprint for public service modernisation, the Clerk of the Privy Council committed to establishing a central innovation hub. The Hub is intended to provide expertise and advice on new and emerging approaches to policy and programme challenges, such as behavioural economics and social finance. It will help departments and agencies to test, document, accelerate, replicate and scale innovation across the public service.

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## Why the innovation was developed

- Complex social and economic problems challenge policymakers to provide new and more effective responses in a changing policy context.
  - Successful innovations developed in one department face challenges in transferring across the public service.
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## Objectives

Develop staff capacity, Improve effectiveness, Improve efficiency, Improve service quality

- To strengthen public service capacity to apply effective, innovative techniques across a range of policy and programme challenges.
  - To scale up proven, successful innovations across departments.
  - To expand the range of effective policy responses and tools available to policymakers.
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## Main beneficiaries

Civil Society, General population, Government bodies, Government staff

- Canadians, who will benefit from improved policy and programme outcomes.
  - Public policymakers, who will benefit from new tools, approaches and ways of working.
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## Existing similar practices

### Innovation or Change Labs

In other countries' public administrations

Various central governments

Central governments in several other countries (e.g., Denmark, the United Kingdom, Australia) have established organisations dedicated to exploring the application of innovative tools and techniques to policy and programme challenges.

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# Results

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## Results not available yet

The Hub is preparing to launch with an initial suite of resources and projects. Results to follow (conclusion of project cycles).

# Development

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## Design

The central innovation hub was inspired by international examples and taken up by the Clerk of the Privy Council as part of Destination 2020.

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## Testing

- Design of the central innovation hub was informed by engagement with innovators at all levels of the public service.
  - External experts and international innovation and design labs were also consulted as part of the design process.
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## Implementation

### Tools used:

- Research: Similar organisations around the world and interviews with experts.
- Engagement: Broad engagement to seek views within the public service, across occupational groups and levels.

### Resources used:

- Lean core team housed at Privy Council Office.
- Views and perspectives from across public service.
- Online resources and interviews with external lab experts.

# Lessons Learned

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## Lessons Learned

- There is a strong appetite for innovation across the public sector, but technical capacity exists in pockets rather than across departments.- Strong motivation is required to overcome obstacles to innovation that stem from risk aversion.
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  - Project selection must focus on areas where involvement of central hub adds distinct value, and where there is potential for results to scale up across system.
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## Conditions for success

- Authorisation and strong support from head of public service.
  - Willing partners across line departments.
  - Collaboration with external partners, including global innovation labs.
  - Risk tolerance and strong risk mitigation strategies.
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## Other information

Launch of central innovation hub is still in early stages; detailed project-level results to come as implementation progresses.