



Public Service Innovation

Innovation is the creation of a new and viable offering that adds value



Public service leaders showcasing leading examples of innovation during Innovation Week 2019

What's inside this issue:

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- Innovation Fund 2020
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- Innovation Network events for 2020
- 2020 innovation development opportunities
- Free innovation resources from our libraries
- OECD's Observatory of Public Sector Innovation call for innovations

2020 CALL FOR INNOVATIVE PROJECTS NOW OPEN

Helping to grow your ideas

I am delighted to launch the next iteration of funding under the [Public Service Innovation Fund](#). The Fund for 2020 is €1 million, a doubling of last year's budget, and a clear demonstration of the importance and commitment to the innovation agenda. The call for innovative projects is now live. Your teams have until 12 noon on 26th February 2020 to submit applications online under this competitive fund.

We want to help support and grow your ideas. I would like to see projects that aim for greater efficiencies and initiatives that we can learn from and scale or transfer to other parts of the public service. I would personally welcome projects that aim to create real value for the user or citizen, and also projects that propose to digitalise our services and exploit opportunities we have with new and emerging technology.

We had great success with our pilot Innovation Fund, which launched in May last year. The fund proved very popular and was 14 times oversubscribed and, therefore, it was not possible to support all deserving applications. I have personally met with [the 18 successful project](#) leaders and it was a pleasure to learn about the various innovations and importantly, the stories of value creation for the user and the organisation.



Robert Watt, Secretary General, Department of Public Expenditure and Reform



Robert Watt, Secretary General, Department of Public Expenditure and Reform and successful project owners under the 2019 Innovation Fund



Minister for Finance and Public Expenditure and Reform, Paschal Donohoe TD, and MC Aidan McCullen at the Innovation Conference 2019

The innovation fund is a key initiative for deepening an innovation culture within our organisations and supporting new and better ways of doing our work. I very much look forward to seeing your innovative proposals. For more information on the 2020 call visit:

<https://www.ops2020.gov.ie/networks/funding/>

In 2019, our teams were encouraged to explore “innovation” through a number of successful initiatives under Our Public Service 2020, the reform framework for development and innovation for the public service.

The Innovation Network, established in September, now boasts a membership of over 400 people from all sectors of our public service - this may be one of the fastest-growing communities of practice of its kind in the country. In addition, we are now seeing a number of local networks springing up which is very encouraging.

We also saw the first public service-wide Innovation Week in December where we collectively developed over 200 innovation-themed events and activities across the country for our teams to explore, participate and collaborate. Over 1,100 of you attended the centrepiece event for the week, DPER’s Innovation Conference and one of our many innovation workshops we called “Faster Classes”. These initiatives have provided an opportunity to develop innovation skills, enable new connections and share ideas and experiences.

Importantly, many public service leaders have also demonstrated their commitment to innovation by signing up to the Declaration on Public Service Innovation.



L-R: Laura Mahoney, Minister for Finance and Public Expenditure and Reform, Paschal Donohoe TD, and Dr Lucy Fallon-Byrne

This is a commitment to enable and support, inform and equip their teams to innovate in their roles. It is also a declaration to cultivate new partnerships and include diverse views in problem solving among other commitments. For more information and to see the list of organisations signed up to the Declaration, [visit here](#).

This year, **Public Service Innovation Week will take place from the 19-23rd October**. As before, DPER’s Public Service Innovation Team will liaise with your organisation’s nominated [Innovation Reps](#) on plans and key dates. I am very much looking forward to Innovation Week as I see it as a key opportunity to spotlight this important agenda in an engaging and collaborative way.

I welcome your ongoing engagement and look forward to a very innovative 2020!

Robert Watt
Secretary General
Department of Public Expenditure and Reform



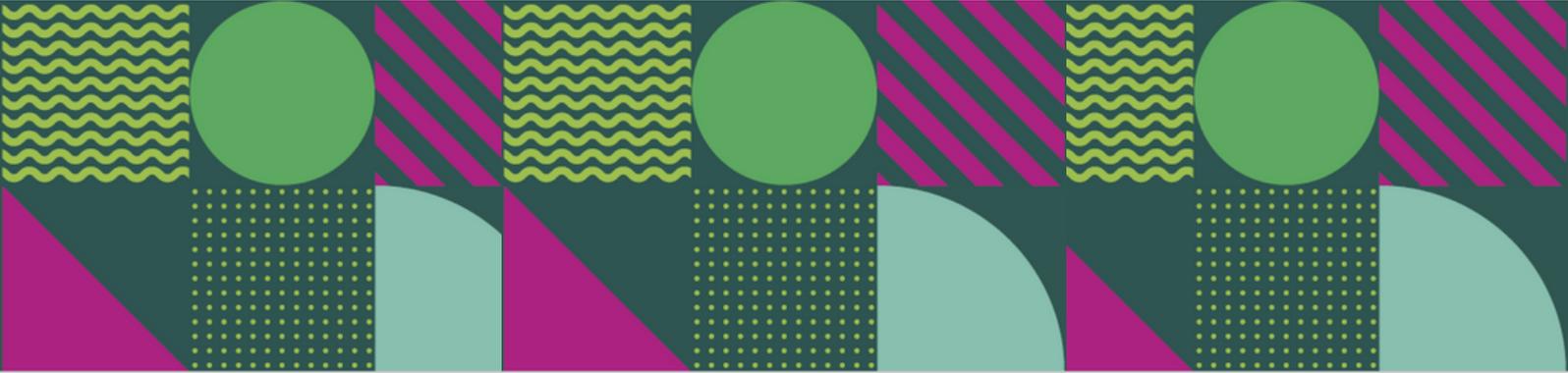
T-B, L-R: Katy McNeil, Aidan McCullen, Geraldine Larkin, Julie Sinnamon, Dr Lucy Fallon-Byrne, Dr Karl Thomas, Aidan McCullen, Vice Admiral Mark Mellett, Shirley Comerford, Pauline Mulligan, Chris Duffey, Deputy Commissioner John Twomey, Lisa Witter and Commissioner Michael Gladney.



T-B, L-R: Ger Harvey and Ciaran O'Connor, Professor Pete Lunn, Geraldine Larkin, Julie Sinnamon, Dr Lucy Fallon-Byrne, Juha Leppänen, Fergal Brophy, Dr Frank Devitt and Marguerite Bourke



PT-B, L-R: Dept. of Justice & Equality, The Teaching Council, UCD Innovation Academy, Limerick Institute of Technology, Health Service Executive, Dept. of Public Expenditure and Reform.



PUBLIC SERVICE INNOVATION FUND 2020

“Helping to grow your idea”

The call for applications for 2020 is now open

Applications to be submitted online by 12 noon, 26th February 2020

Find out more at www.ops2020.gov.ie/innovation

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Service 2020



INNOVATION FUND 2020

Call Now Open

The 2020 call for projects under the [Public Service Innovation Fund is now open.](#)

The Fund for 2020 is €1 million, a doubling of last year's budget! Your teams have until **12 noon on 26th February 2020** to submit applications online under this competitive fund.

The Dept. of Public Expenditure and Reform (DPER) is looking to support projects that:

- generate efficiencies;
- adopt a user-centric approach to service delivery;
- exploit new and emerging technologies, tools and methodologies;
- include a better use of insights, data or evidence;
- invite experimentation, testing and iteration;
- adopt different approaches to creating policy and services;
- have the potential to transfer/scale across other parts of the public service; and

- will help drive learning and encourage change.

The minimum level of funding available per individual proposal from DPER is €10,000 up to a general threshold of €50,000. However, in exceptionally strong cases, funding above €50,000 may be granted subject to a maximum of €100,000 from DPER to fund any one project.

Projects that pass eligibility and move to first-stage evaluation will be marked on the following criteria:

- Value, outcomes and user impact;
- Novelty;
- Transferability, scalability and learning;
- Collaboration with other organisations;
- Evidence-base for application; and
- Procurement plan and contribution from recipient organisation.

For full details and to make your application see: <https://www.ops2020.gov.ie/funding>

We want to support project that:

- create value;
- can be realised in 2020;
- are scalable;
- may be transferable within the Public Service;
- have a strong focus on outcomes and
- are innovative



Click [HERE](#) or on the image to view our Innovation Fund video on YouTube

SELECTION OF PROJECTS FUNDED IN 2019

*Full list of projects can be found on ops2020.gov.ie

An Garda Síochána

The Your Ideas – Innovation in An Garda Síochána’ initiative was a response to both the findings of the first ever Cultural Audit of the organisation in 2018 and the Report of the Commission on the Future of Policing in Ireland published the same year, which led to the A Policing Service for the Future implementation plan. The report found that “innovation, initiative and new approaches should be encouraged, and evidence-based success applauded and disseminated. Excellence on the frontline should be valued and recognised.”

The funding has been used for two hackathons, on Organisational Challenges and Technology for Policing. The Organisational Challenges hackathon brought together 100 Garda personnel from all levels for a professionally facilitated 1-day event to develop creative solutions for five key challenges facing AGS. The Technology for Policing hackathon brought together Garda ICT specialists with their counterparts from Denmark, the Netherlands and Sweden for a 2-day event in Limerick.



The Courts Service

The installation of child distraction spaces is a small but impactful step to reducing the stress of people who are attending court with children. This project involves taking a user-centred approach, collaborating directly with service users, or with advocacy groups who support them.

Dublin City Council

Dublin City Council manages approximately 130 ring buoys in Dublin and unfortunately, 10 to 15 of these ring buoys go missing or are stolen every week. The current system for monitoring and maintaining ring buoys requires inspectors to drive and walk around the areas, check the integrity of every single life buoy and record results on a paper system. This is time-consuming and results in carbon emissions but water safety is the critical issue, since a missing ring buoy can mean a life lost.

The funding will be used to trial innovative low-cost sensors on ring buoys in Dublin for 6 months, to detect when they have been taken and feed into an app that the ring buoy inspectors have access to. The sensors proposed are low-cost Low-Power Wide Area Network (LPWAN) – a new type of connectivity innovation.



Should a successful solution be found, with the support of Water Safety Ireland, Dublin City Council would like to work with other local authorities and water safety officers across Ireland to facilitate a wider-scale deployment. The project will also trial a novel procurement framework for innovative solutions.

The Teaching Council

Bringing Education Alive for our Communities on a National Scale (BEACONS) seeks to develop and grow a model, that is scalable to a national level, of more and better conversations between teachers, parents and students about things that matter to them, and to implement the actions to which they agree. This model would facilitate local engagement on issues of importance to the school community and would also enhance links to national policy development and implementation.

The funding will be used for a 'prototype burst' phase of development – holding a small number of



impactful events; gathering quality data; sharing evidence; and planning for the next phase.

Dublin Fire Brigade

Dublin Fire Brigade undertake a process known as Operational Intelligence whereby locations with special risks are identified, and a pre-incident plan is created. These sites have varying characteristics; they may be selected because they have a large number of non-ambulant people residing within (nursing homes), have complex layouts, are of high economic (data-centres), cultural (historic buildings) or social (hospital) significance, or they may present extra risk due to the business activity carried out within (fuel terminals).

This project aims to augment the data collected from the several more complex sites with photogrammetry and 3d models, collected via drone survey.



Furthermore, the aircraft and software, as well as skills developed through this initiative could be used in the event of a major emergency to create rapid mapping and photo-imagery. The learnings from developing such a resource could be transferred to all first response agencies on a national scale to facilitate enhancement of organisational risk data.

Maynooth University and Mountjoy Prison

The central objective of Inside Out is to break down barriers between custody and the community and support better reintegration for former prisoners in society through education. The project seeks to address one of the central drivers of recidivism – low educational attainment and negative prior experience of education – and support the development of new skills and educational opportunities for prisoners and former prisoners. It is the first project of its kind in an Irish context.

The funding is for the first stage of Inside Out: The establishment of the 'Mountjoy Prison Campus and Maynooth University Partnership', and the development of strategy. The Inside Out partnership is a model that can be transferred to other public service organisations.



St. Columcille's Hospital

The aim of this project is to innovatively redesign the rehabilitation unit in order to maximize therapy time for the service user and enable more efficient use of highly skilled therapists. The Occupational had a space that could be transformed into a modern facility to add value to the experience of all service users, improve therapy outcomes, reduce time spent in hospital and improve the rehabilitation service provided in SCH.

The funding is being used to invest in a kitchen, that allows for group and individual therapy in domestic activities of daily living; a Bioness Integrated Therapy System, to allow for state of the art visuo-motor rehabilitation; and a Boditrak Seat Pressure Mapping System.



Investment in these three areas will transform the range, diversity and standard of rehabilitation provided.



Climate Action Regional Office, Atlantic Seaboard North with Climate Ireland and Mayo County Council

This project proposed the development of a GIS App to simplify capturing the impacts of climate events and trends and to develop reporting mechanisms that if rolled out nationally, could ensure a consistent approach across the Local Authority sector. There is potential for the system to be made available to the public to assist in capturing data on a broader scale.

The Local Authority sector needs to start collating the actual impacts and associated costs of climate change in their areas in order to identify the spatial distribution and areas of vulnerability, to inform climate adaptation planning and to target meaningful and cost-effective solutions.

INNOVATION NETWORK EVENTS FOR 2020

We have been blown away by the level of interest and enthusiasm from network members at meetings and during the first public service-wide Innovation Week last December. The membership has quickly grown to over 400 public servants from all sectors.

Our aim is to provide a space for showcasing public service innovation, providing opportunities for innovation-skills development and building enthusiasm for innovation across the public service.

The first Public Service Innovation Network event for 2020 is taking place in EY's wavespace in Dublin on Wednesday 4th February in Dublin.

The Innovation Fund is the focus for this event and we'll hear from some of those who were successful under the first iteration in 2019. Robert Watt, Secretary General, Department of Public Expenditure and Reform will speak at the event and outline the types of projects he'd like to see being supported. Our hosts EY will also facilitate a future-focused session. Tickets are limited so to secure your space register early.

To register for the next Innovation Network event visit:

<https://www.ops2020.gov.ie/actions/innovating-for-our-future/innovation/network/>

We plan to bring the network outside of Dublin this year too and have tentative dates and locations scheduled for the year:

<i>Month</i>	<i>Date (All Wednesdays)</i>	<i>Location</i>
February	4th	Dublin
March	11th	Wexford
April	15 th	Galway
May	20 th	Cork
June	24 th	Dublin
August	19 th	Dublin
September	23 rd	Athlone
November	25 th	Dublin

SHOWCASE

We feel the showcasing of public service innovation worked really well last year so we hope to continue this into 2020. If you know of any examples of innovation from within your organisation please get in touch. Equally, if you would like to share a story of a project that didn't go to plan but there are good learnings that could benefit the network, do let us know.

Successful innovation relies on connections, conversations and the sharing of ideas and experiences and we aim to enable these connections within the Network.

We are always listening and trying to improve network events so if you have any suggestions or feedback please email us at innovation@per.gov.ie

To become a member please email innovation@per.gov.ie



INNOVATION DEVELOPMENT OPPORTUNITIES IN 2020

NEW Professional Diploma in Public Service Innovation

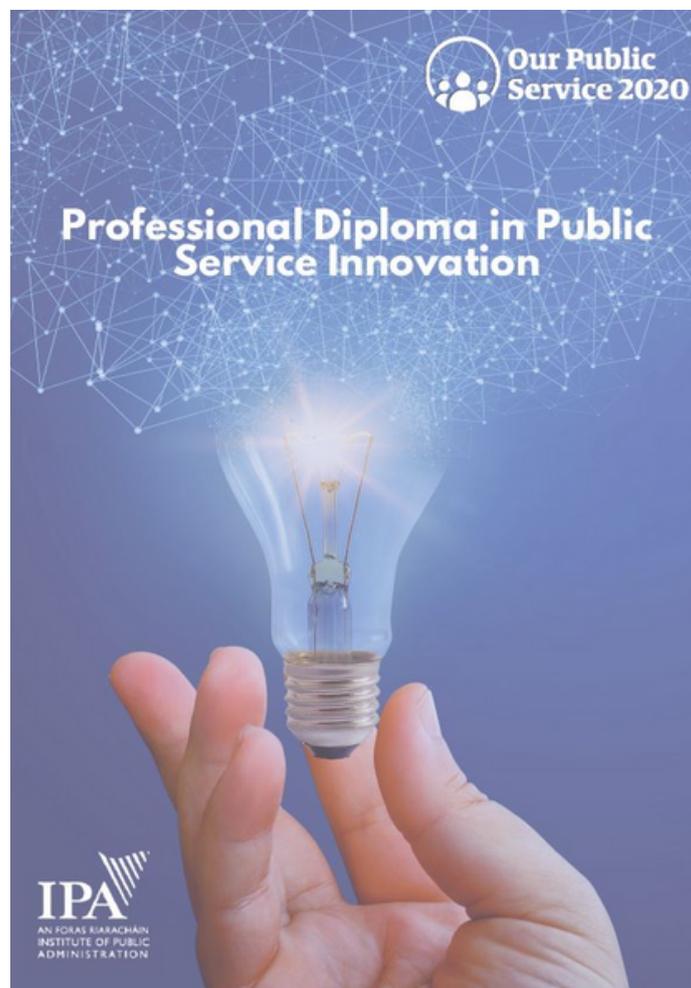
We have worked with the IPA to develop a new professional diploma for public servants. The Professional Diploma in Public Service Innovation, a Level 8 in NFQ (30 credits), begins in March 2020. To secure your place please contact the IPA at 01-2403600.

In 2019, we saw the roll-out of five new 2-day programmes on the 'Essentials of Innovation', aimed at people leaders across the public service. These programmes were heavily oversubscribed and we are delighted that feedback to-date has been very positive.

In order to meet demand and to address further innovation development requirements, we are rolling out a number of Learning & Development (L&D) interventions across the country in 2020.

Programme topics will include:

- Essentials of innovation
- Design thinking and service design
- User centricity, insights and ideation
- Managing innovation projects
- Introduction to behavioural insights



Keep an eye on our website (see link below), this newsletter and our social media channels for announcements of 2020 L&D opportunities.

<https://www.ops2020.gov.ie/actions/developing-people-organisations/professional-development/resources/>

FREE INNOVATION RESOURCES FROM OUR LIBRARIES

Did you know? If you have a public library card you can avail of a wide range of free e-resources? These include eBooks and audiobooks using the BorrowBox app, and digital magazines using the RBdigital app. You can get quality innovation, creativity, science, technology, business (and more) books and magazines delivered directly to your device absolutely free of charge! All you need is your library card number and PIN.

During our first ever Public Service Innovation Week we teamed up with Libraries Ireland to highlight some of the quality innovation and creativity books you can read on your chosen device for free.



[Innovation Week BorrowBox Poster](#)

[Innovation Week Social Media Tiles](#)

To join your local library and starting downloading for free, follow these simple steps:

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Our Book Reviews

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OECD'S OBSERVATORY OF PUBLIC SECTOR INNOVATION CALL FOR INNOVATIONS



OECD OPSI

Observatory of Public Sector Innovation

المركز الإماراتي للابتكار الحكومي
MOHAMMED BIN RASHID CENTRE
FOR GOVERNMENT INNOVATION



The OECD's Observatory of Public Sector Innovation (OPSI) and the UAE Mohammed Bin Rashid Centre for Government Innovation (MBRCGI) recently launched their fourth annual #CallforInnovations. Innovators from around the world are encouraged to submit innovative practices to fuel research on innovation trends and to inspire others to work in new and creative ways.

This call is open to government officials, civil society organisations, and the private sector, as long as the goals are to improve government and citizen lives, and the public sector is integrally involved in the work.

As in previous years, several of these innovations will be featured in a high-profile OECD report, and several of the teams will be invited to Dubai to present their work to the global audience at the World Government Summit and its interactive Edge of Government experience.

The teams invited to Dubai will work closely with professional designers to transform their innovative projects into interactive exhibits to be displayed at the Edge.

Taking place 22-25 November 2020, the Summit features sessions with world leaders and heads of industry. For 2019, the event brought together over 4,000 government officials, thinkers, policy makers, and industry experts from over 150 countries to discuss ways to harness innovation to address the challenges and opportunities faced by the world. One team will win the UAE's prestigious Edge of Government Award.

The deadline for submissions is 21 February 2020. Submit your innovation today! Register and submit applications using this link:

<https://oecd-opsi.org/register/>



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