

# Solution Centre

at Civil Service Live 2009  
... and on TV!

We're very pleased that Solution Centre generated so much interest at CSLive from 7 to 9 July 2009.

Our sessions each day were the best attended after Cabinet Secretary **Sir Gus O'Donnell** and **Peter Jones**, TV Dragon and entrepreneur!



Jo Donaldson, Head of Solution Centre, meets Sir Gus O'Donnell, Cabinet Secretary, at CSLive 2009

# Who are we?

**Solution Centre** is a design-inspired 'think and do tank', conceived by The Pension Service but working across government.

**Our purpose** – to take your impossible problems and co-create holistic solutions at an alarming speed. You learn faster, solve quicker and succeed sooner.

Gus is a big fan and had the BBC cameras roll while we told him more. We made the cut and appeared on **The Politics Show** on Sunday 12 July 2009.



Jo Donaldson, Head of Solution Centre, and Sir Gus O'Donnell enjoying CSLive 2009

# The way we work

We don't take the problem from you – we're not consultants. Rather, we work with you, bringing people together from different business areas into a gradeless environment where everyone's voice is equal.

We take you through a process to help you think creatively, boldly, and always with the customer in view. So, policy makers, users, customers, third sector ... all in the room together **just doing it**.

This holistic approach challenges the linear view of problem solving ... it's called **design thinking**.

**Key ingredients?** Huge ambition, lack of time, lack of money. That's when we work best.

**Worried? Don't be.** Innovation loves a crisis – more innovation happened in the Thirties depression than at any other time. The recession could actually fuel our best work yet in the public sector.



# What people said about us at Civil Service Live 2009

“ Very, very inspiring ”

“ You’ve jolted me out of a rut ”

“ Amazing ”

“ When can we start? ”