The state of service delivery in 2025

CHARITY DIGITAL

What do we mean by Reimagining Services?

Our aim is to

Help charity professionals

Unlock new approaches

Maximise value

Support users across the country

In 2025,

charity services are...

Vital
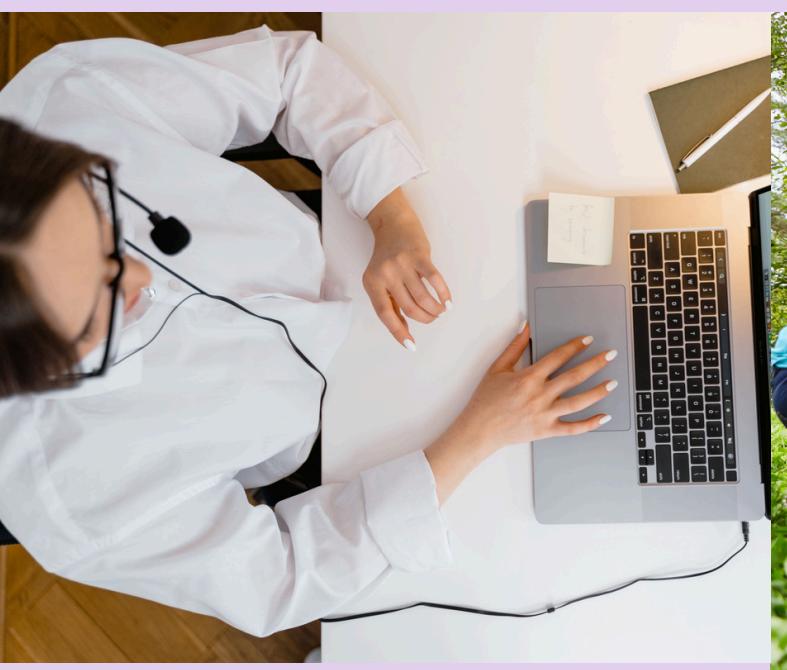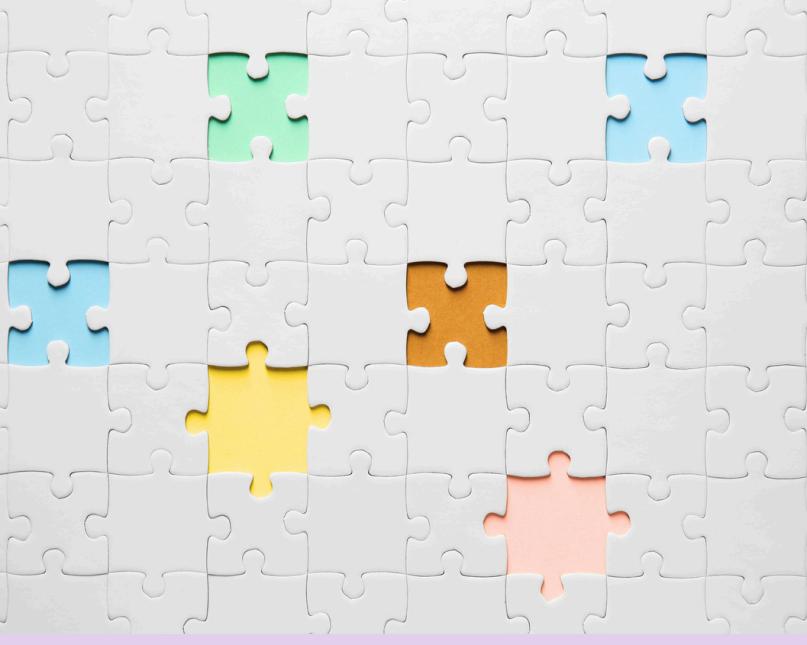
Under pressure
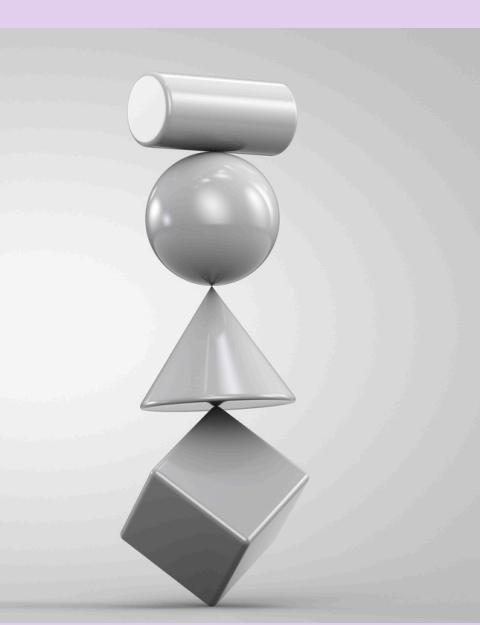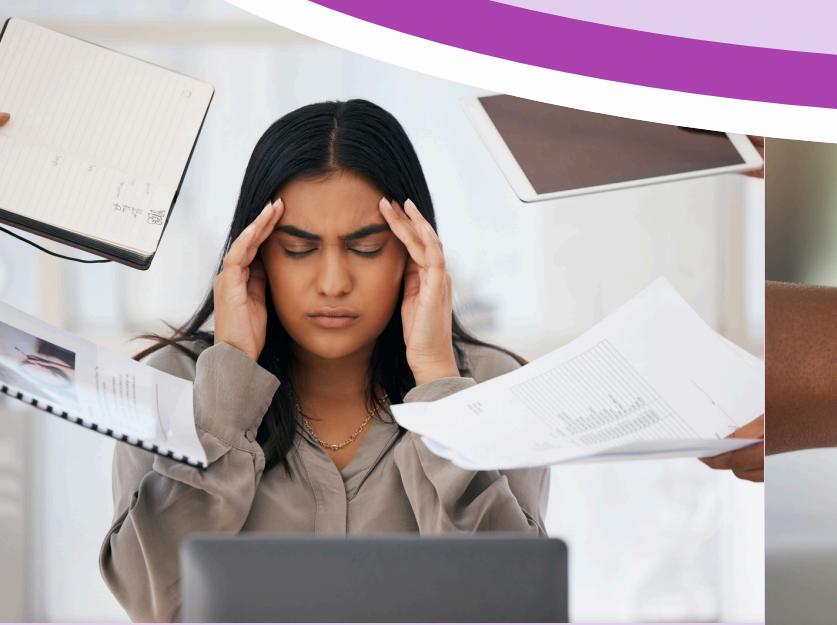
External factors

Funding

Cross-sector collaboration

Reimagining Services survey results: First look
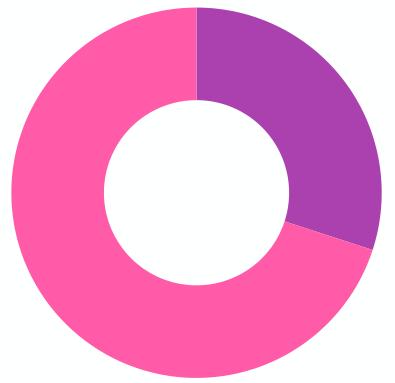
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How charities rate their ability to deliver the services their users need
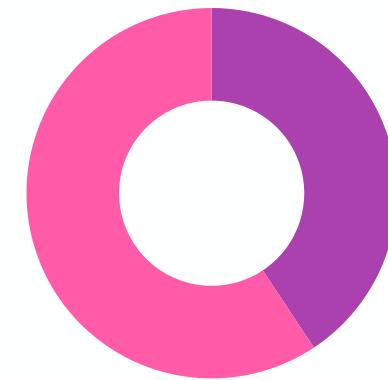
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How charities rate their digital service delivery

Digital technology and service delivery

The importance of feedback
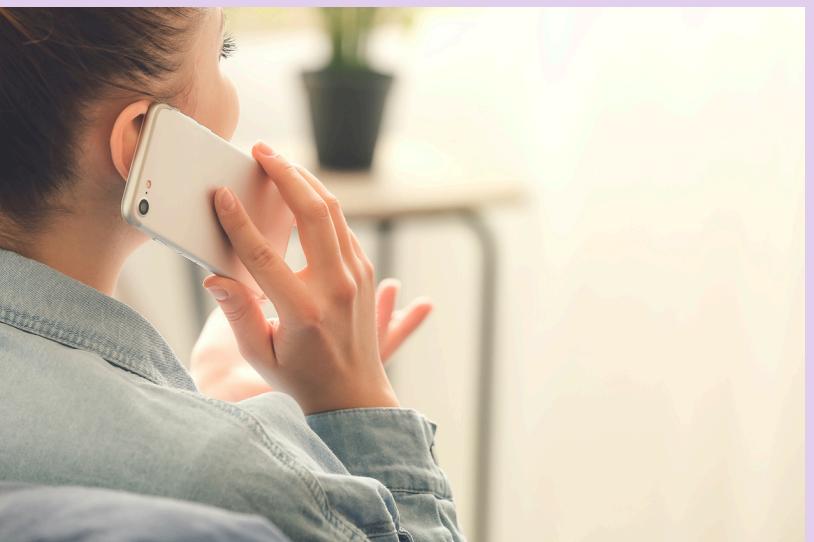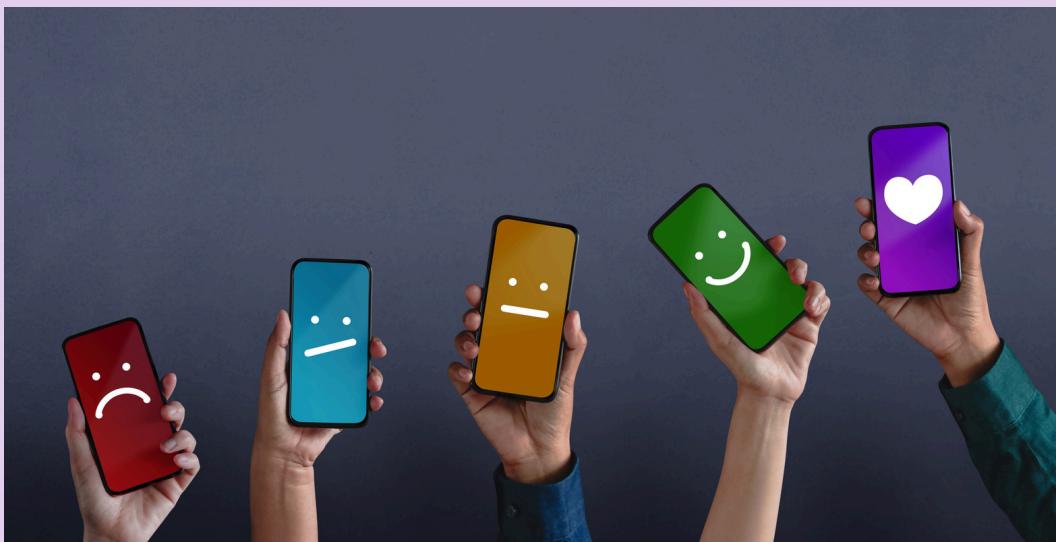
Effective digital services
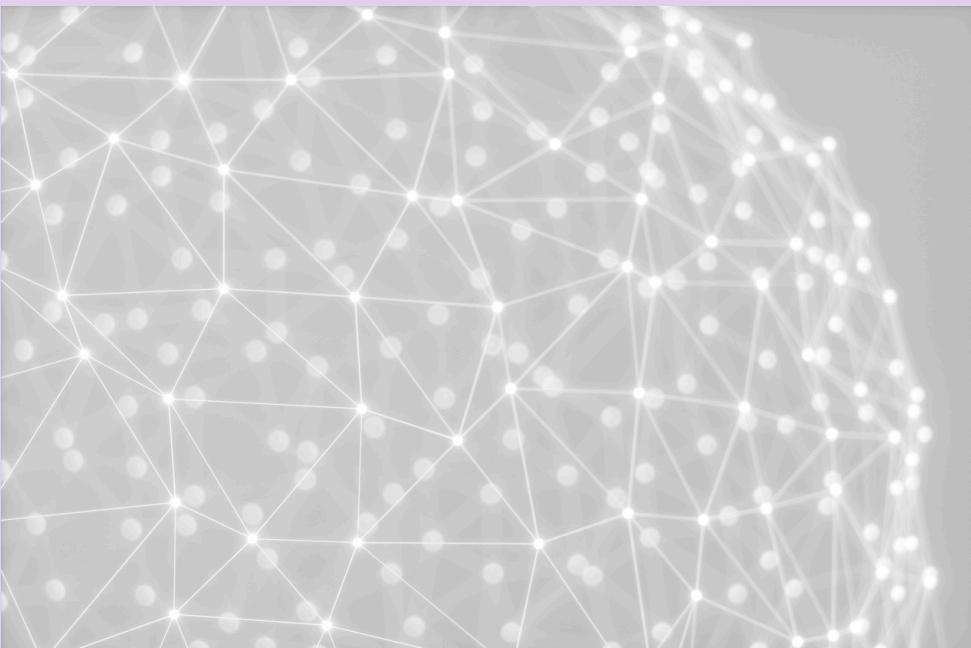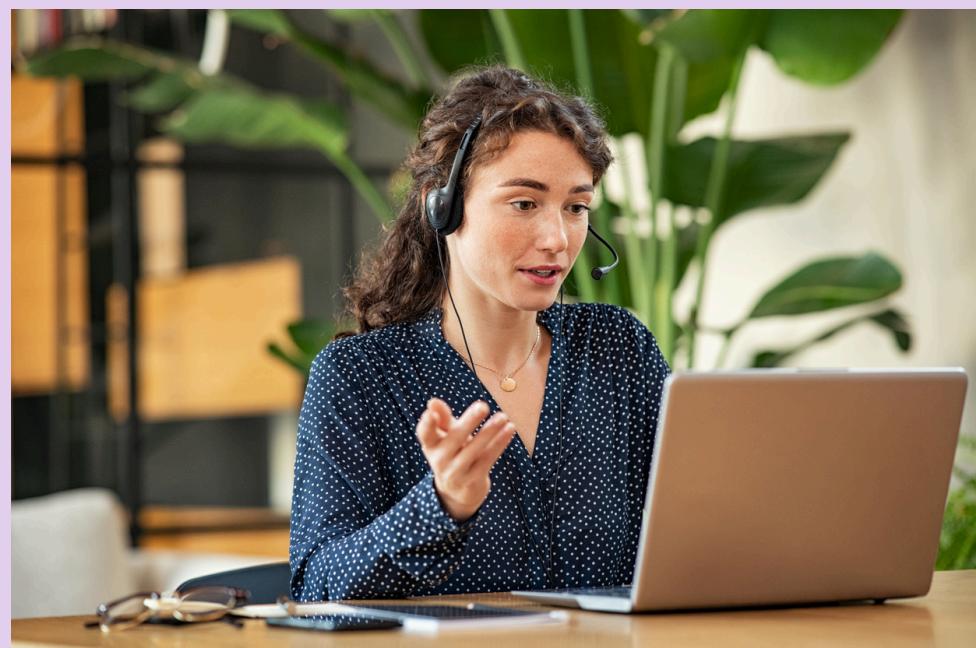
Common digital services

- Provide information and resources on websites
- Give hardware and software to service users
- Use VR headsets to support service users
- Offer advice through online video calls
- Provide assistive tech to increase participation
- Use comparativie AI to aid decision-making
- Employ social media to advocate for change

We have launched a dial a ride service to get local residents to their hospital and GP appointments

We built a bespoke and customised live streaming workflow that can be entirely controlled by an iPad or Eyetracking PC

Making our delivery teams more cohesive via technology

How are charities are innovating in service delivery?

Integrating AI into service delivery from the start

Social prescribing
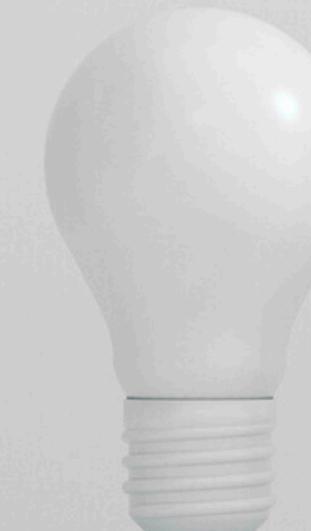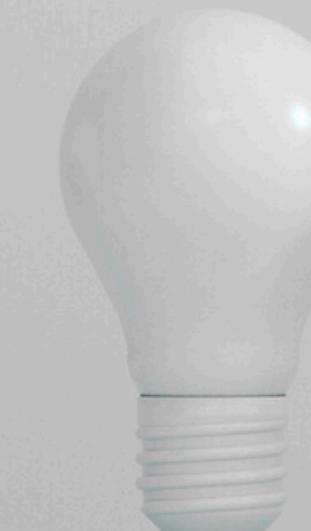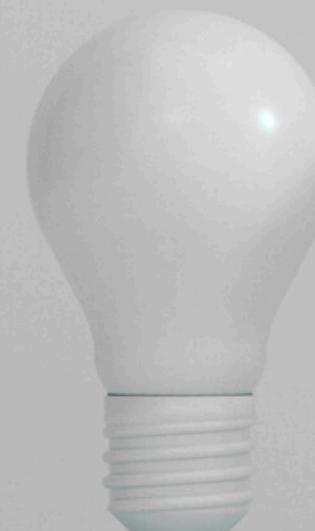
Delivering more online courses

Collaborating on a Virtual Ward project

Digital inclusion

Efficiency
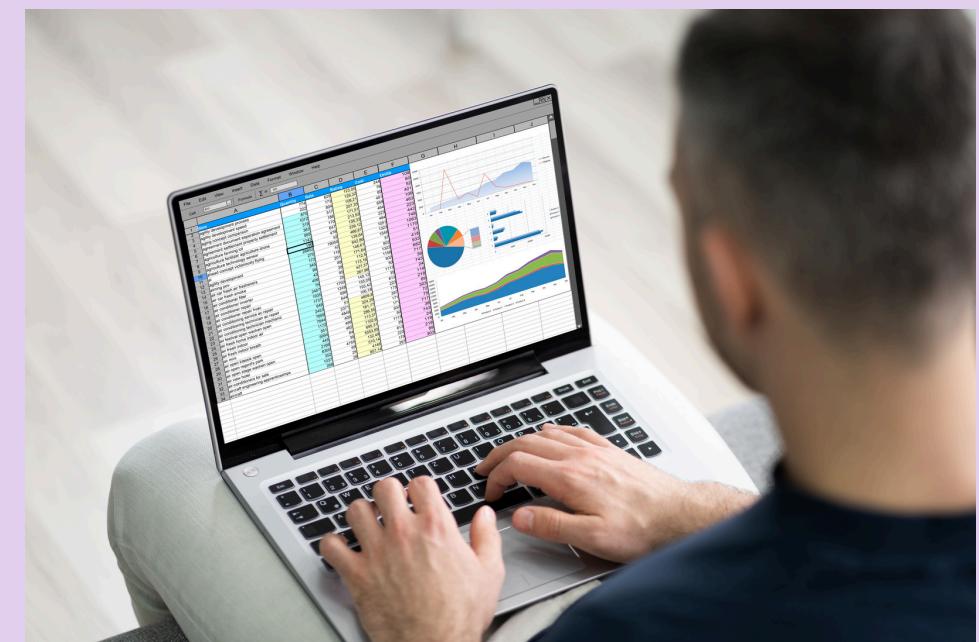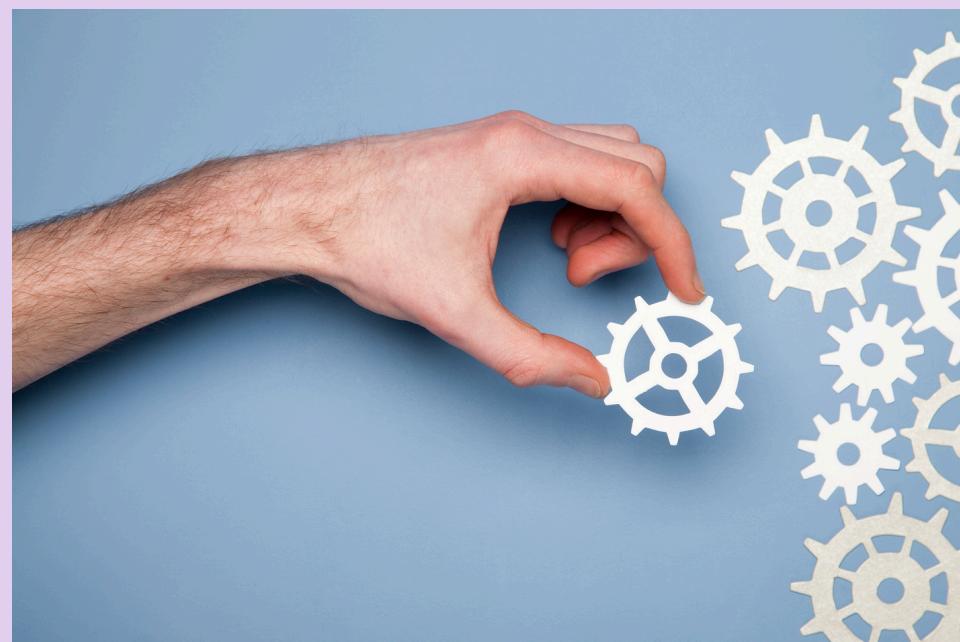
The importance of strategy

Key areas for charities in 2025

User-led

Key areas for charities in 2025
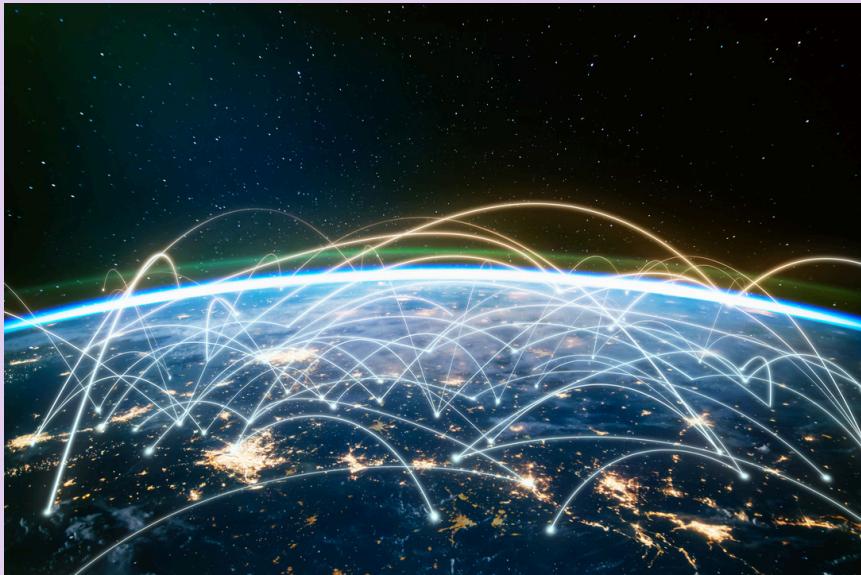
Systems change

Key areas for charities in 2025

Values

Let's talk!

Thank you!