



The future of service delivery





What do we mean by
Reimagining Services?

Our aim is to



Help charity professionals

Unlock new approaches



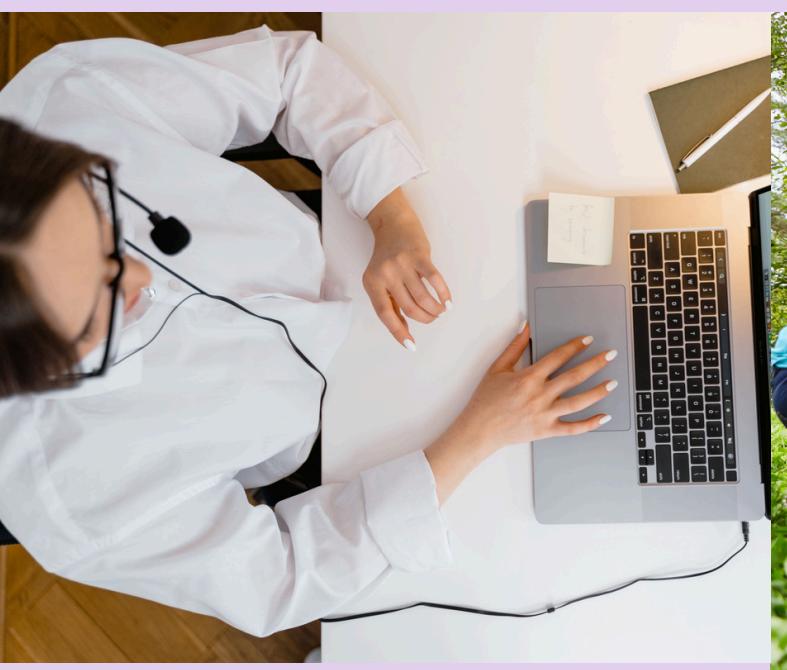
Maximise value

Support users across the country

In 2025,

charity services are...







External factors



Funding



Cross-sector collaboration





Reimagining Services survey results: First look

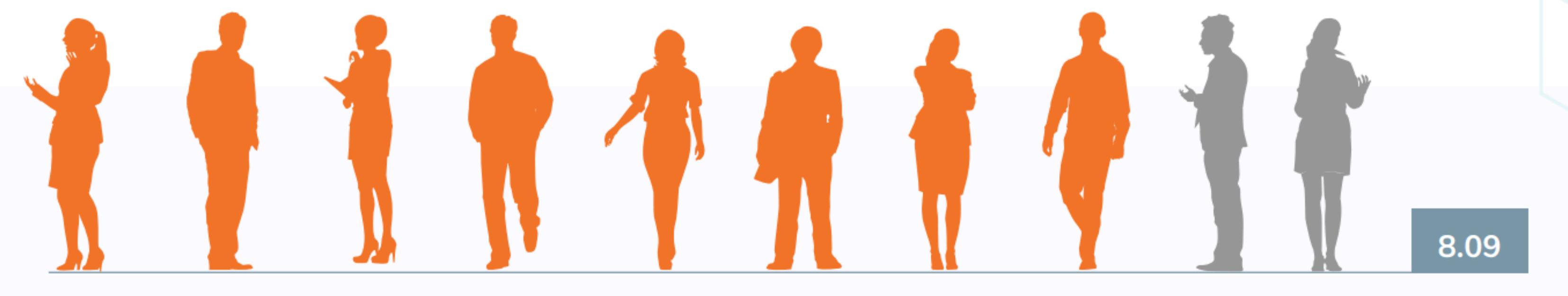


Five key areas

- The current state of service delivery in 2025
- The barriers to successful service delivery
- On the horizon for service delivery
- The importance of co-design and co-delivery
- The impact of artificial intelligence

State of service delivery

Fig. 3 In your day-to-day work, to what extent are you personally driven by contributing to the impact of your charity's services



State of service delivery

Fig. 4 To what extent is your charity able to deliver the services your users need?



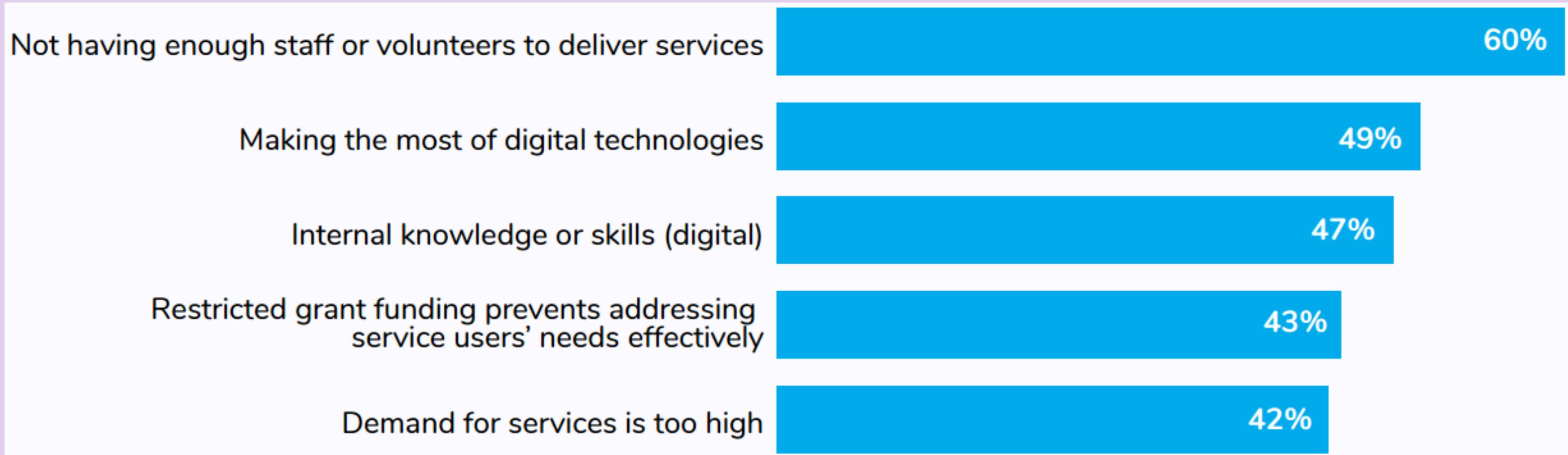
Average rating: 7.09

Fig. 5 How would you rate your charity's digital service delivery out of ten?

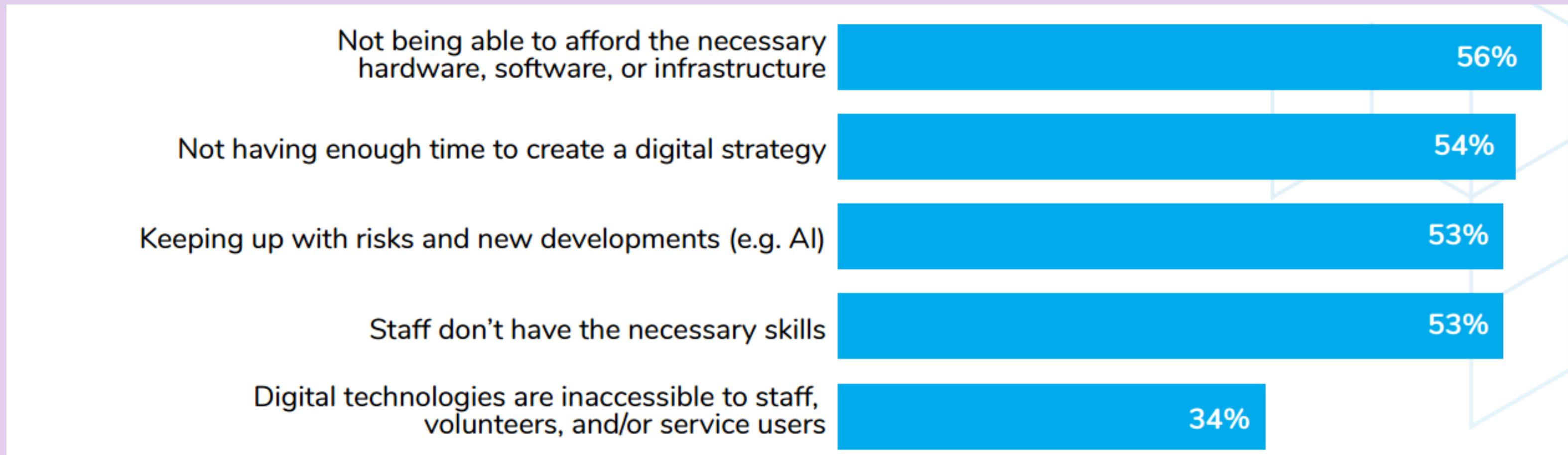


Average rating: 5.83

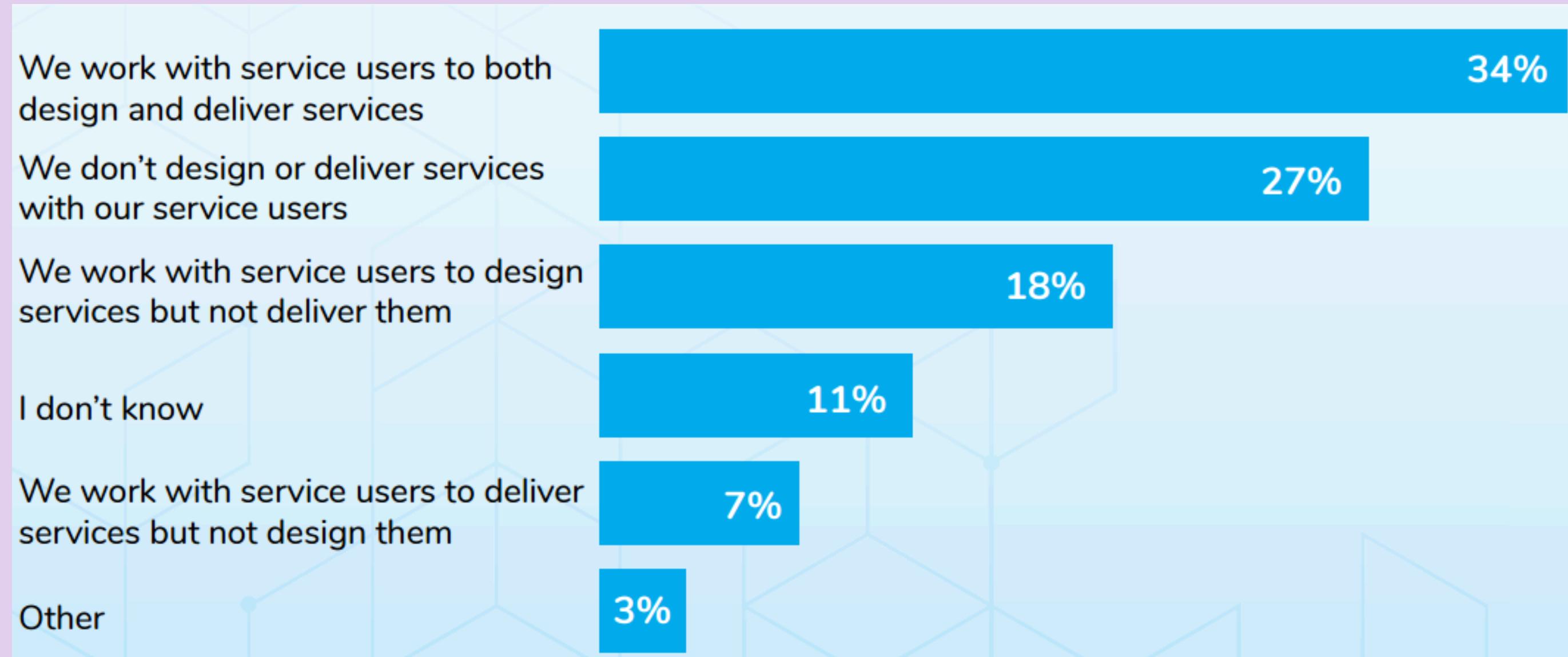
The barriers to service delivery



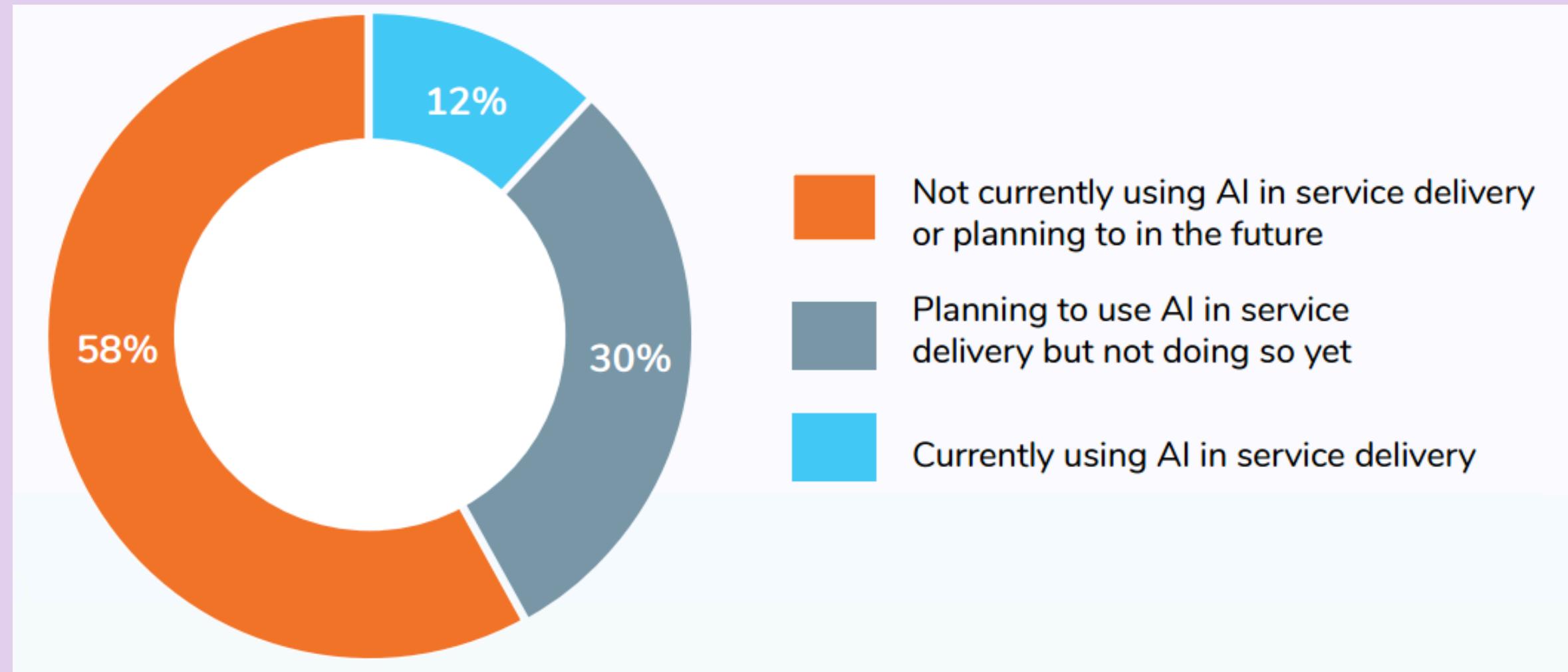
The barriers to service delivery



Co-design and co-production



The impact of AI



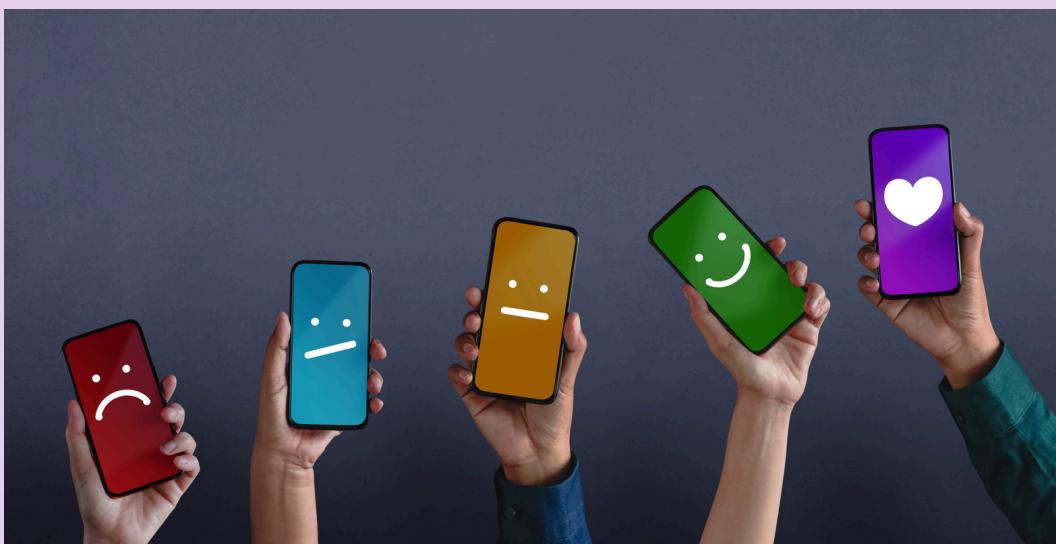


What do you do to
improve service
delivery?

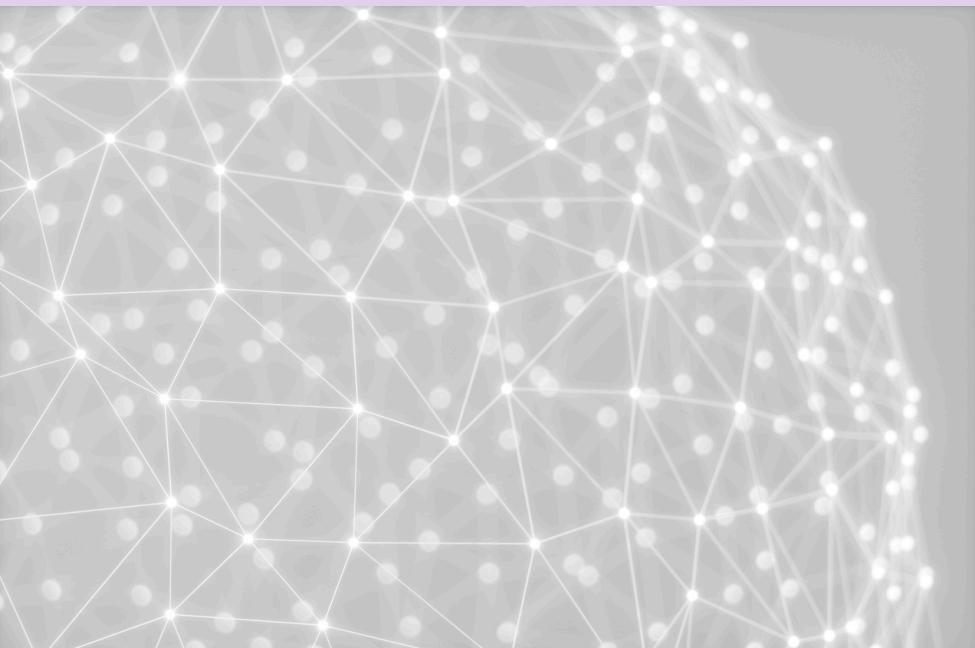
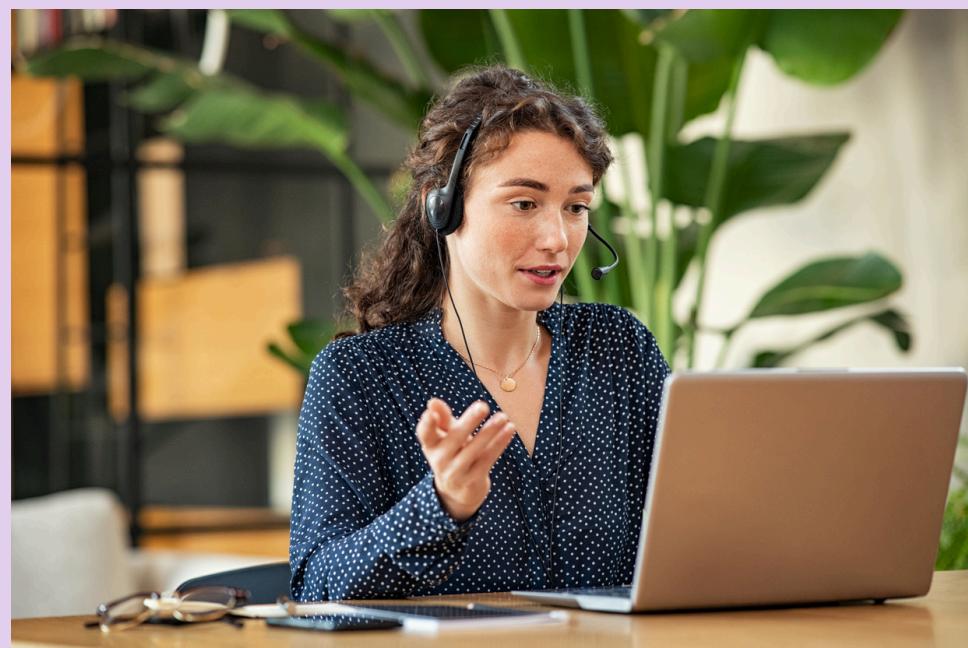
The virtues of
digital



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 comparative AI to aid decision-making
- Employ social media to advocate for change

Making our delivery teams more cohesive via technology

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

How are charities innovating in service delivery?

Integrating AI into service delivery from the start
Social prescribing

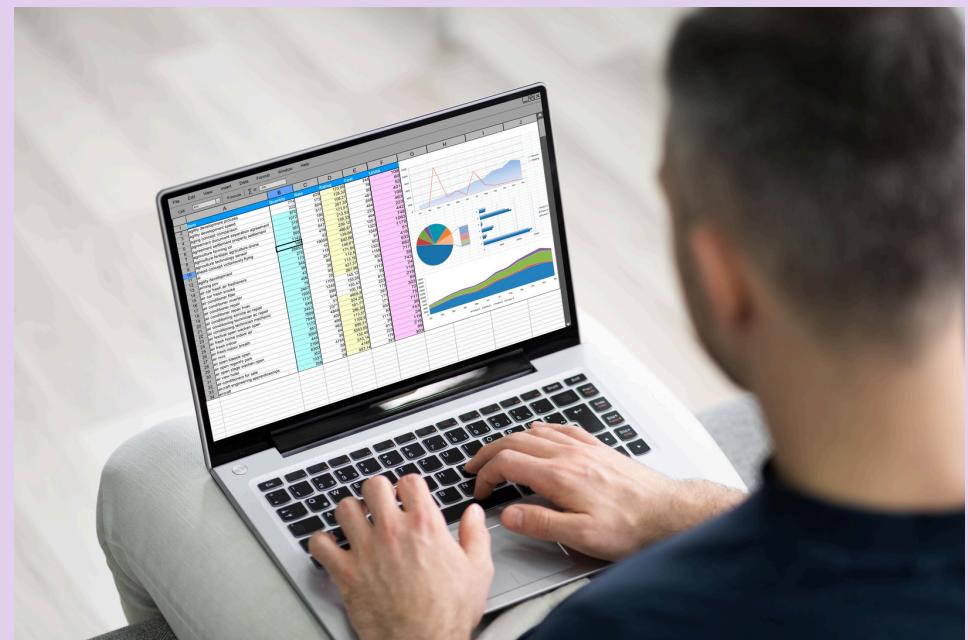
Delivering more online courses

Collaborating on a Virtual Ward project

Digital inclusion



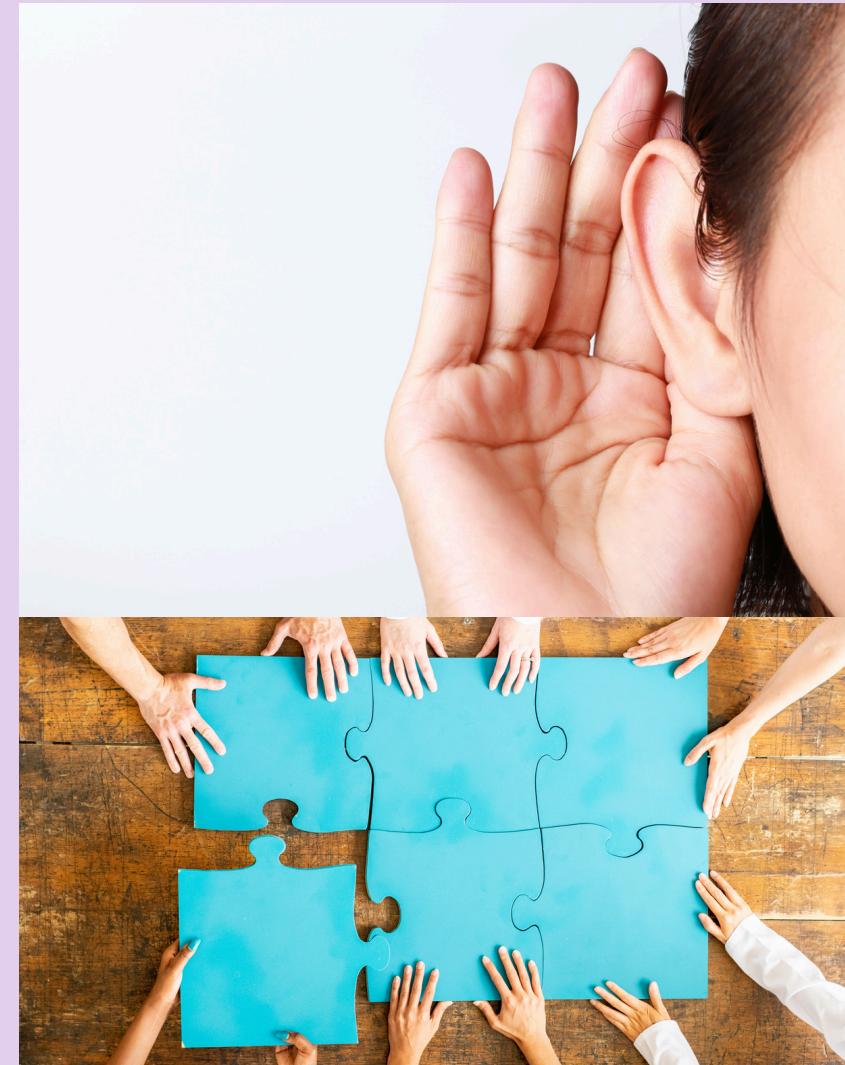
Efficiency



The importance of strategy

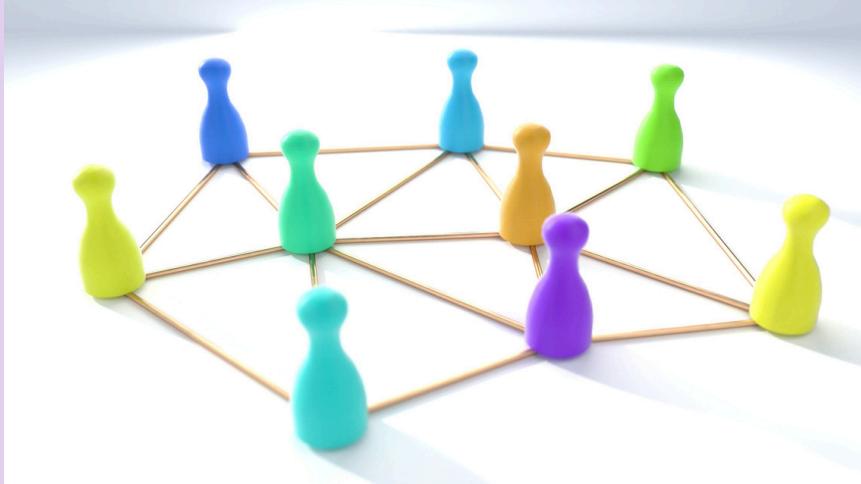


Key areas for charities in 2026



User-led

Key areas for charities in 2026



Systems change

Key areas for charities in 2026



Values

Let's talk!





Thank you!