



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,

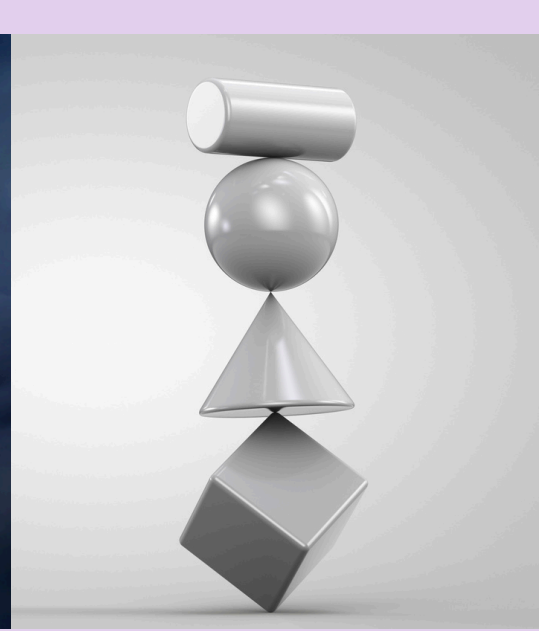
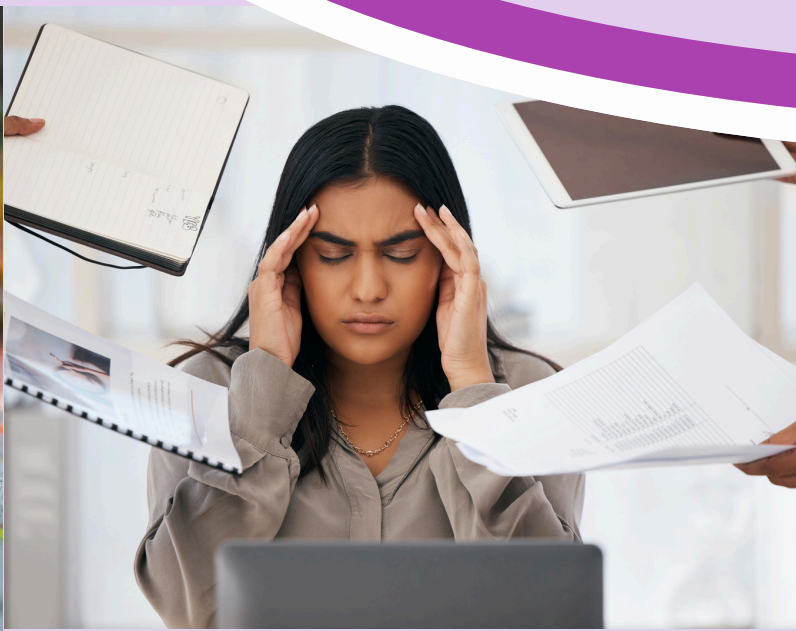
charity services are...







Under pressure



External factors



Funding



Cross-sector collaboration





Reimagining Services survey results: First look

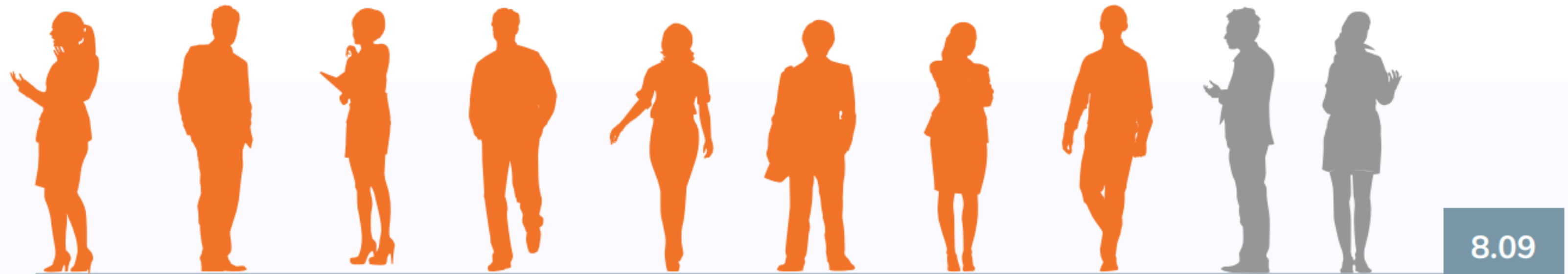


Five key areas

- 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?



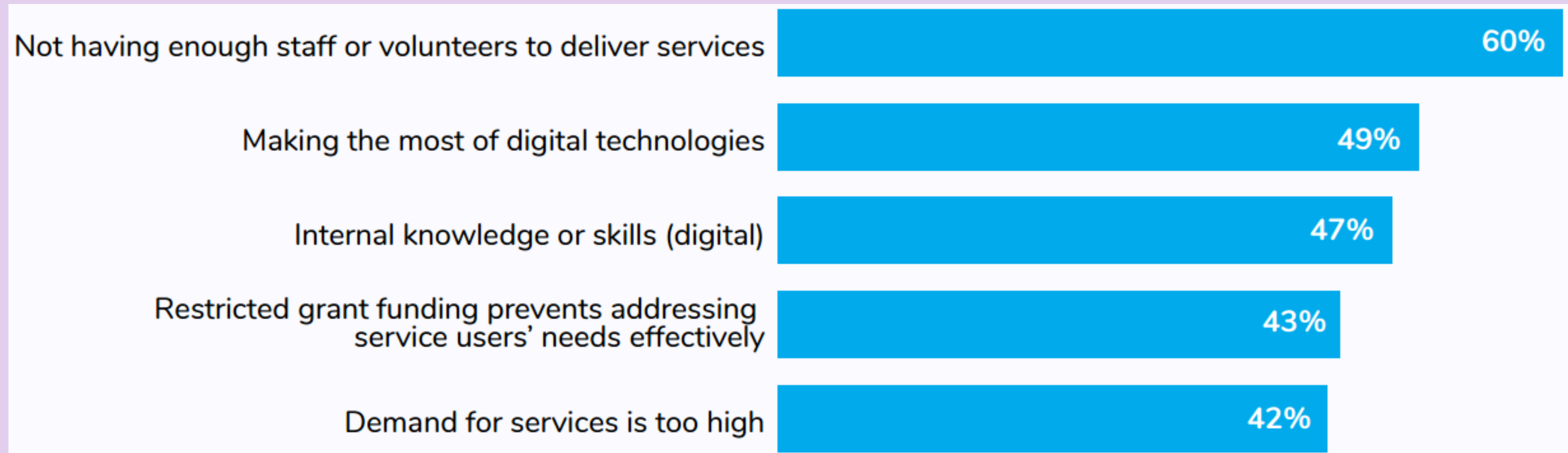
Average rating: 7.09

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

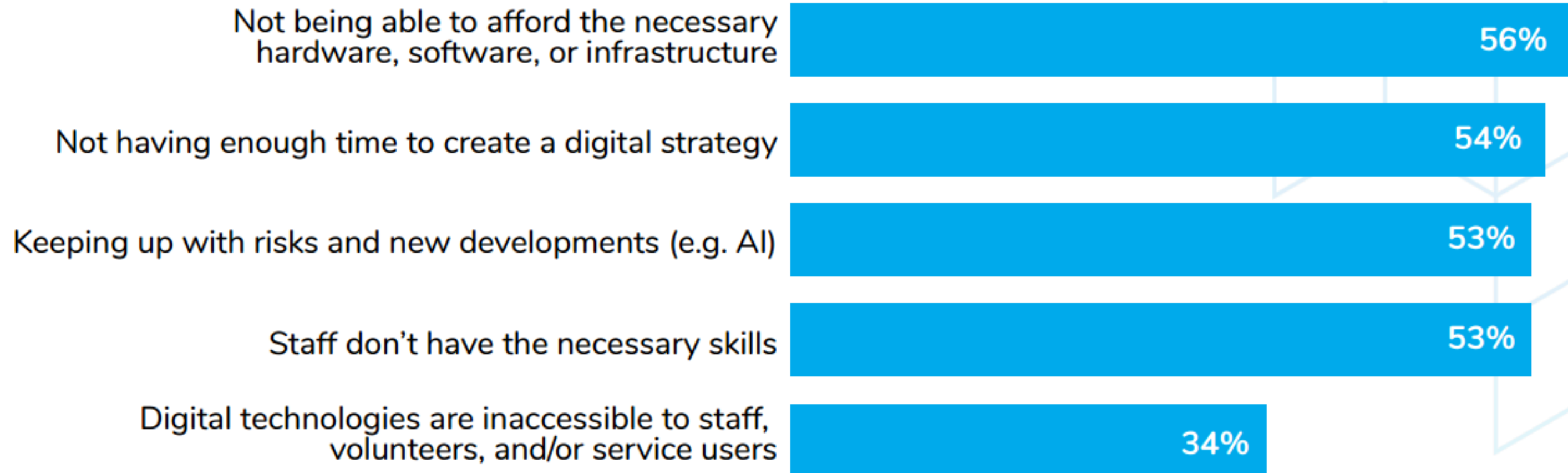


Average rating: 5.83

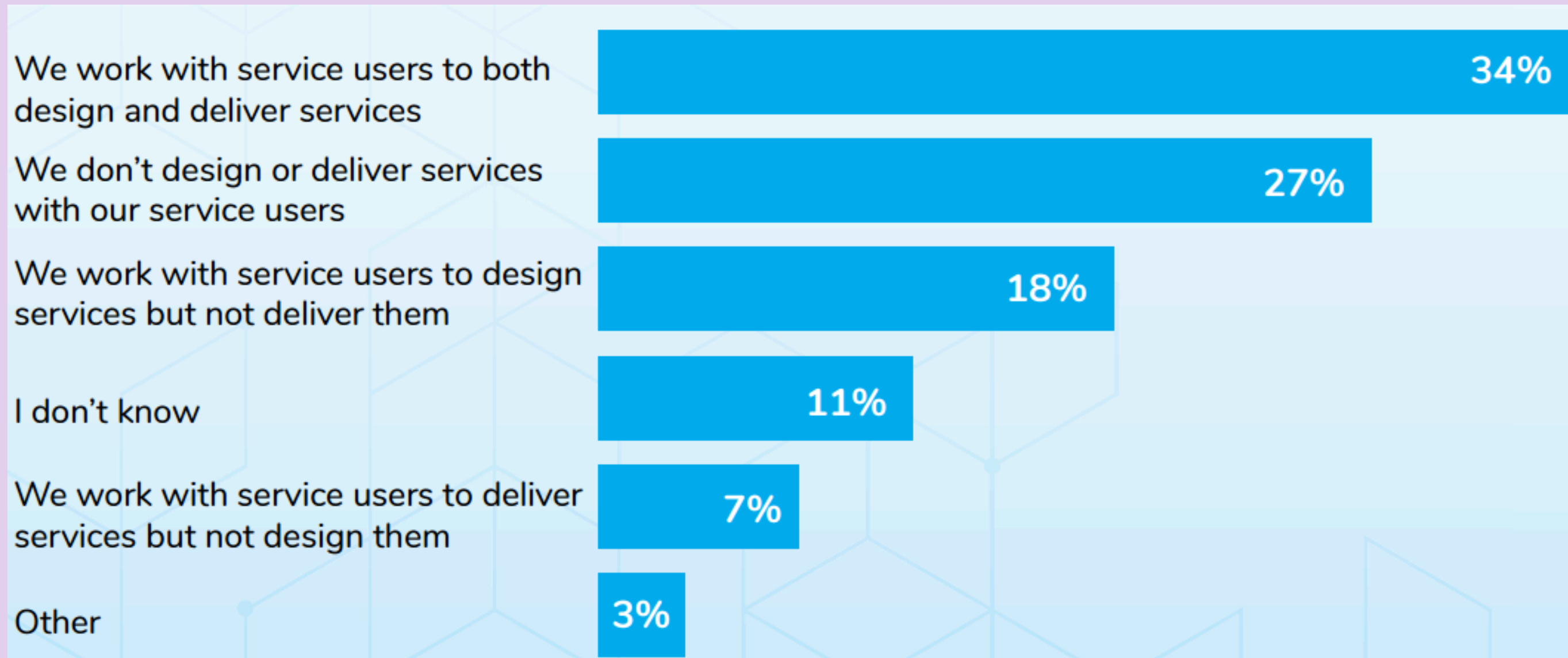
The barriers to service delivery



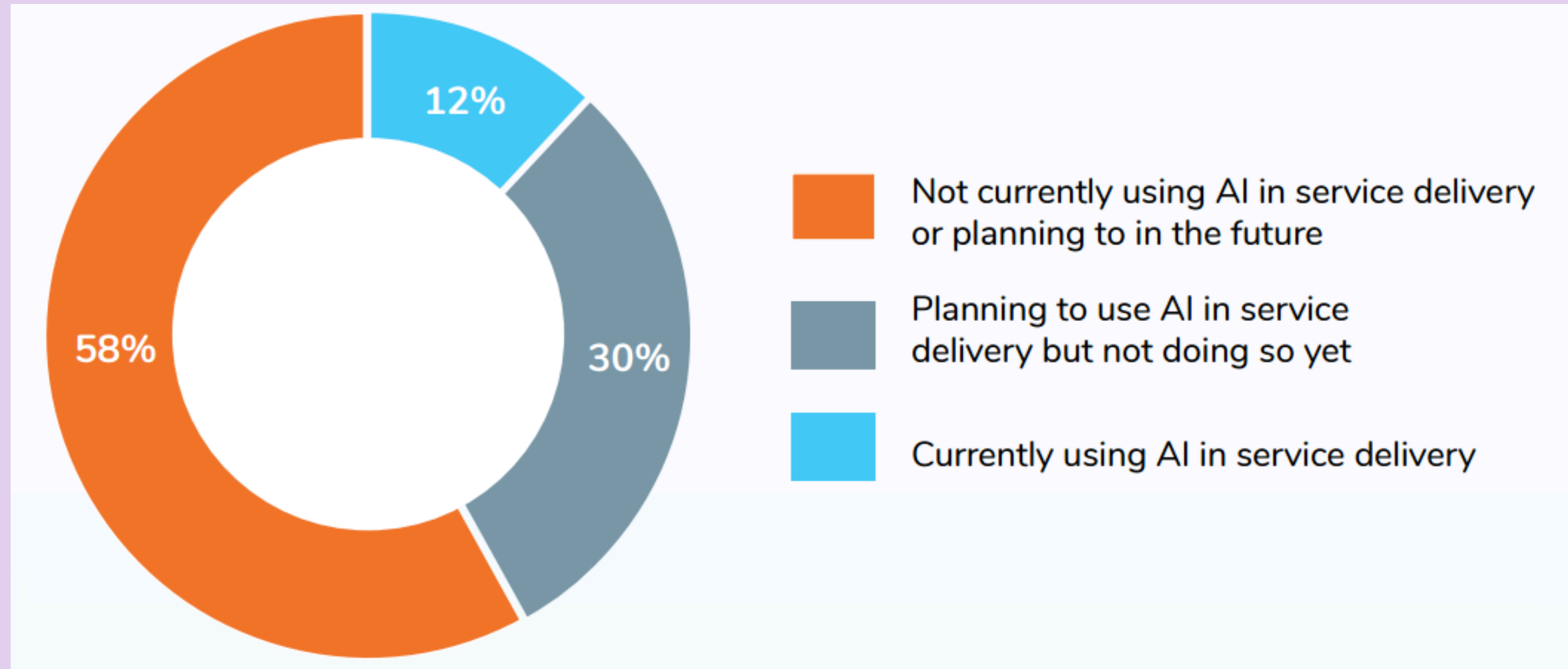
The barriers to service delivery



Co-design and co-production



The impact of AI



A hand holding a magnifying glass is positioned on the right side of the image, with the lens focused on a white text box. The background is a solid purple color. On the left side, there are two overlapping rectangular shapes: a bright pink one in front of a lighter purple one.

What do you do to
improve service
delivery?

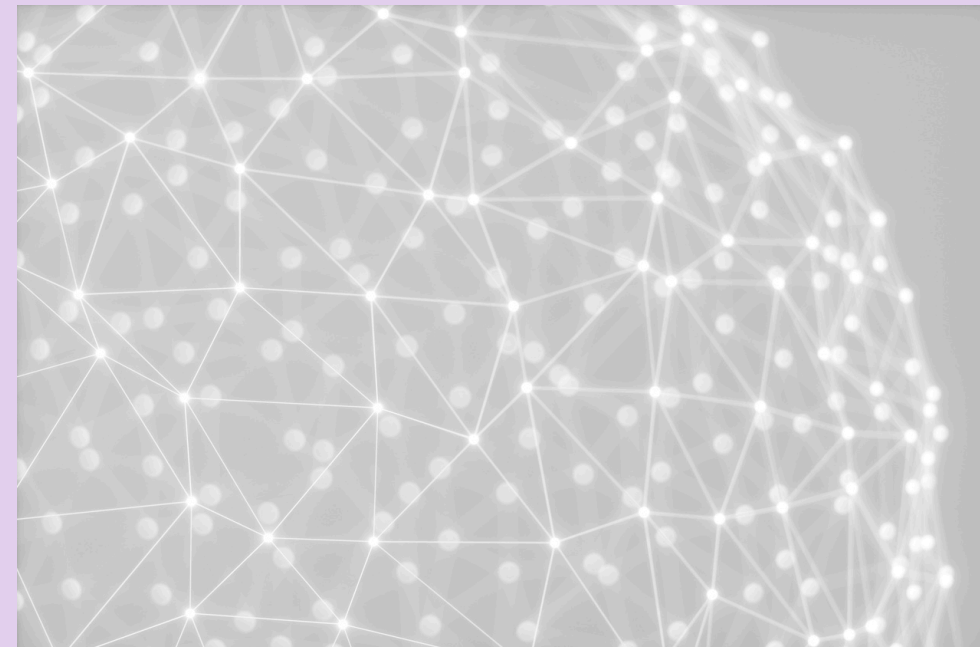
The virtues of digital



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

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

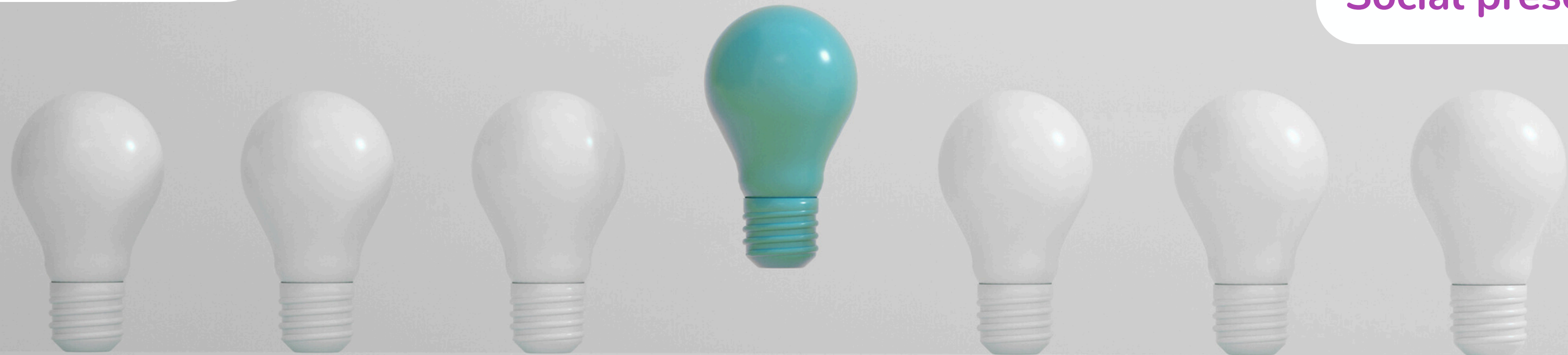
We built a bespoke and customised live streaming workflow that can be entirely controlled by an iPad or Eyetracking PC

Making our delivery teams more cohesive via technology

How are charities innovating in service delivery?

Integrating AI into service delivery from the start

Social prescribing



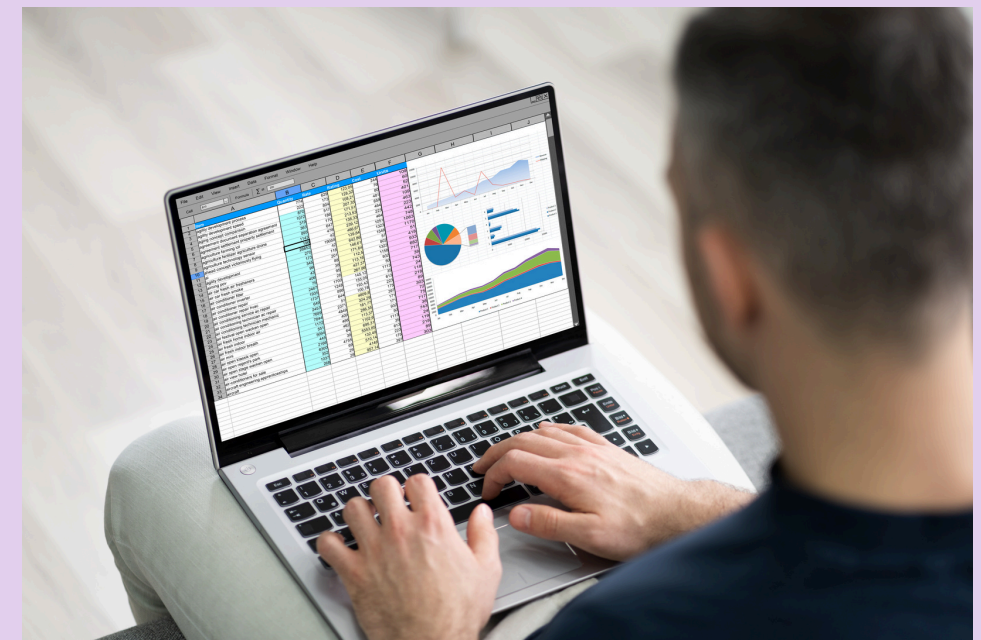
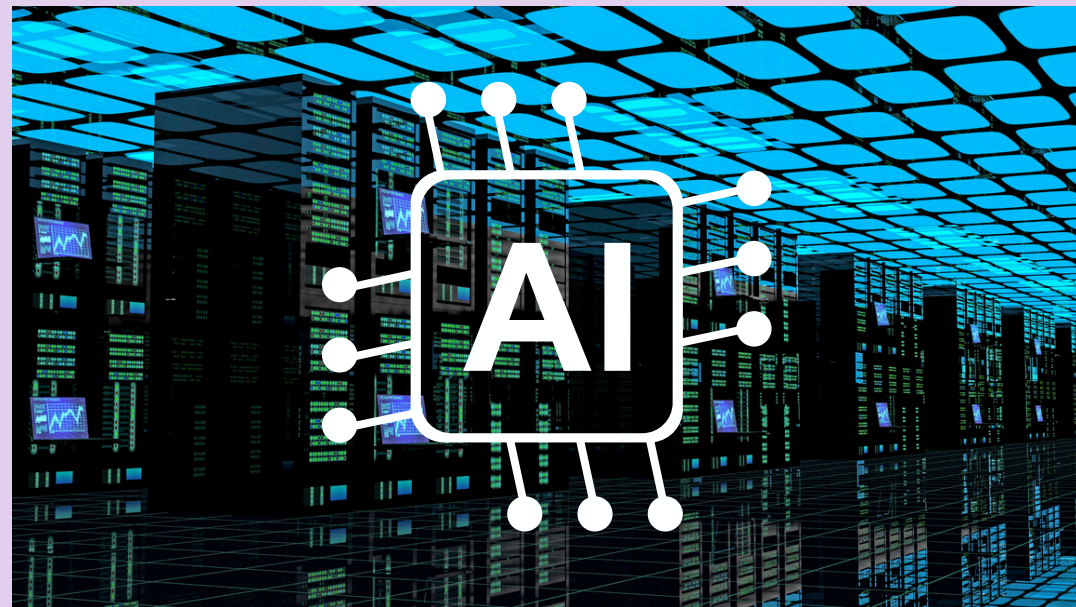
Delivering more online courses

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!