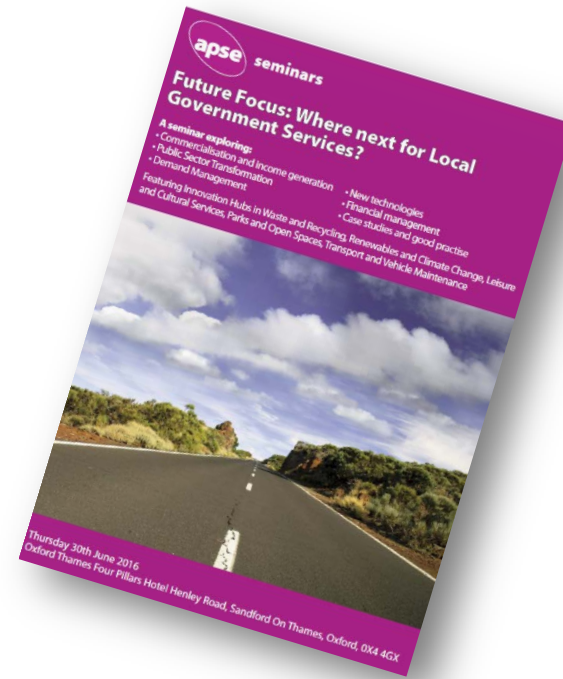




APSE Future Focus Seminar 2016

Where next for Local Governments Services?



www.apse.org.uk

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21st Century Public Servant

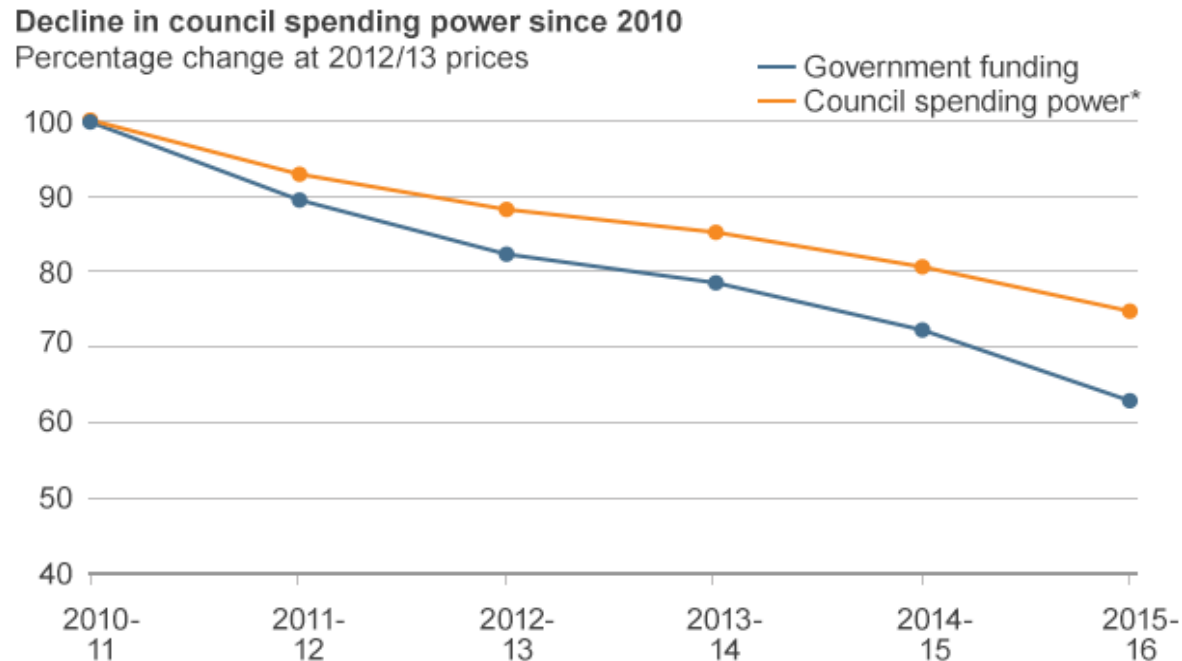
..... ready for a very different future

Rachel North
Deputy Chief Executive



Our new 'normal'

Permanent austerity – smaller state



*Spending power includes government funding and council tax income

Source: National Audit Office, Dept for Communities and Local Government

BBC

Our new 'normal'

- Empowered and informed citizens
- Increased expectations of service
- Revolution in digital technology
- Shift in power to the local level
- Mixed economy of provision



Features of traditional model

Public Services



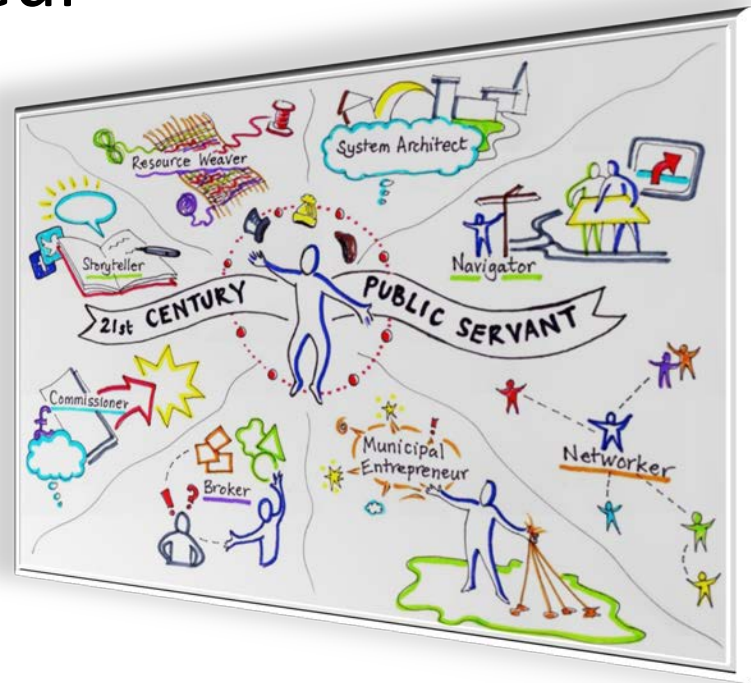
- Specialist functions
- Service focus
- Hierarchical power
- Values action over reflection
- Practice is to 'do to' or 'do for'
- Bureaucratic and slow to respond

Key features of future model

- Dispersed leadership
- Restorative practice around shared humanity
- Generic skills
- Ethos of public service
- Rooted in locality
- Reflective and learns from others

New 'Public Servant' roles

- Networker
- Municipal entrepreneur
- Navigator
- Systems architect
- Story teller
- Resource weaver
- Commissioner
- Broker



Local Government is ahead of the game

- Unique – democratic accountability
- Rooted in PLACE
- Stewards of unique geography
- Trusted and valued
- Agile and flexible

How to support change

Co-location – creating the environment

Tewkesbury Borough Council Model



- Borough Police Station
- Job Centre Plus (Department of Work and Pensions)
- County Council's Children's Services
- Gloucestershire Care Services incorporating Adult Social Services and Health Services
 - Citizens Advice Bureau and other voluntary
 - Registered Housing Providers
 - The Fire and Rescue Service
 - Gloucestershire Rural Community Council

Co-location



- Build relationships and multi agency understanding
- Break down professional silos
- Develop common approaches – whole system
- Challenge culture

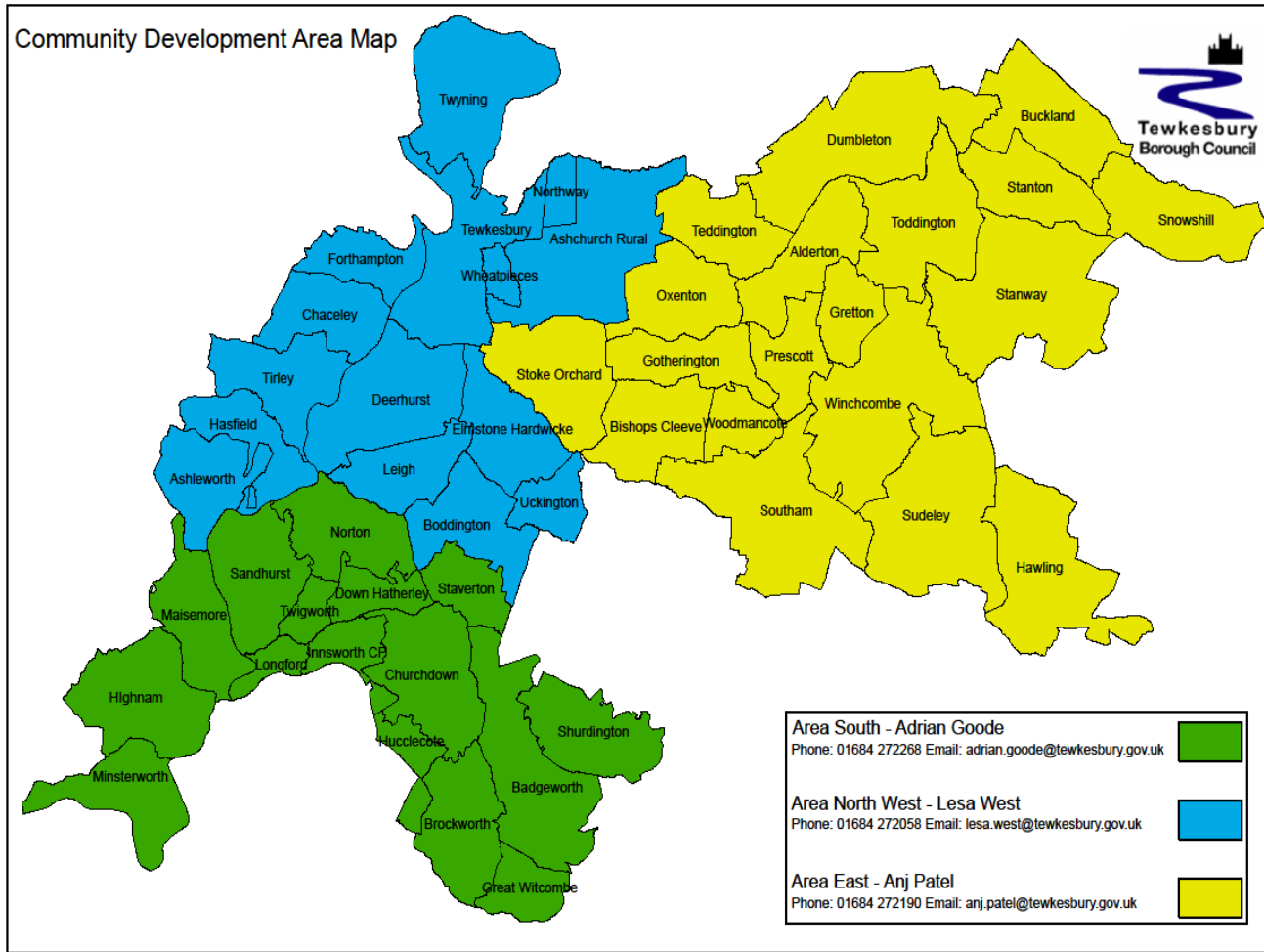
How to support change

Place Focus



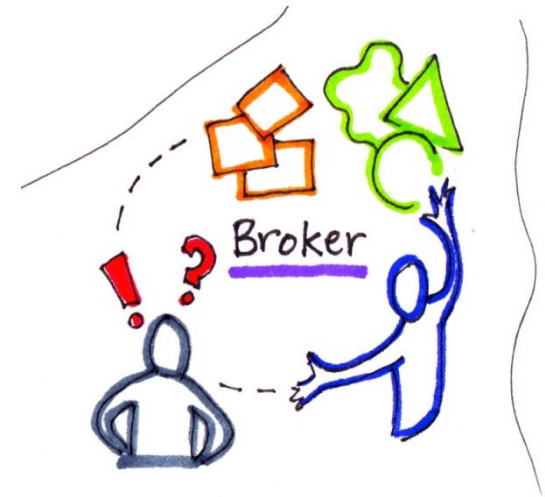
- Value difference – ‘no one size fits all ‘
- Enhance community leadership role of elected Members
- Reconnect staff to the local experience
- Support growth of civic capacity
- Build resilience within communities
- Reduce demand for services

Place Focus



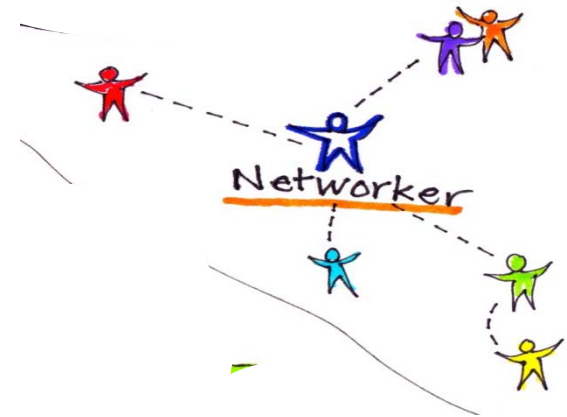
Place focus

- Utilise new skills
 - Coach / facilitator / connector
- Create multi agency response
- Build self help
- Reduce demand

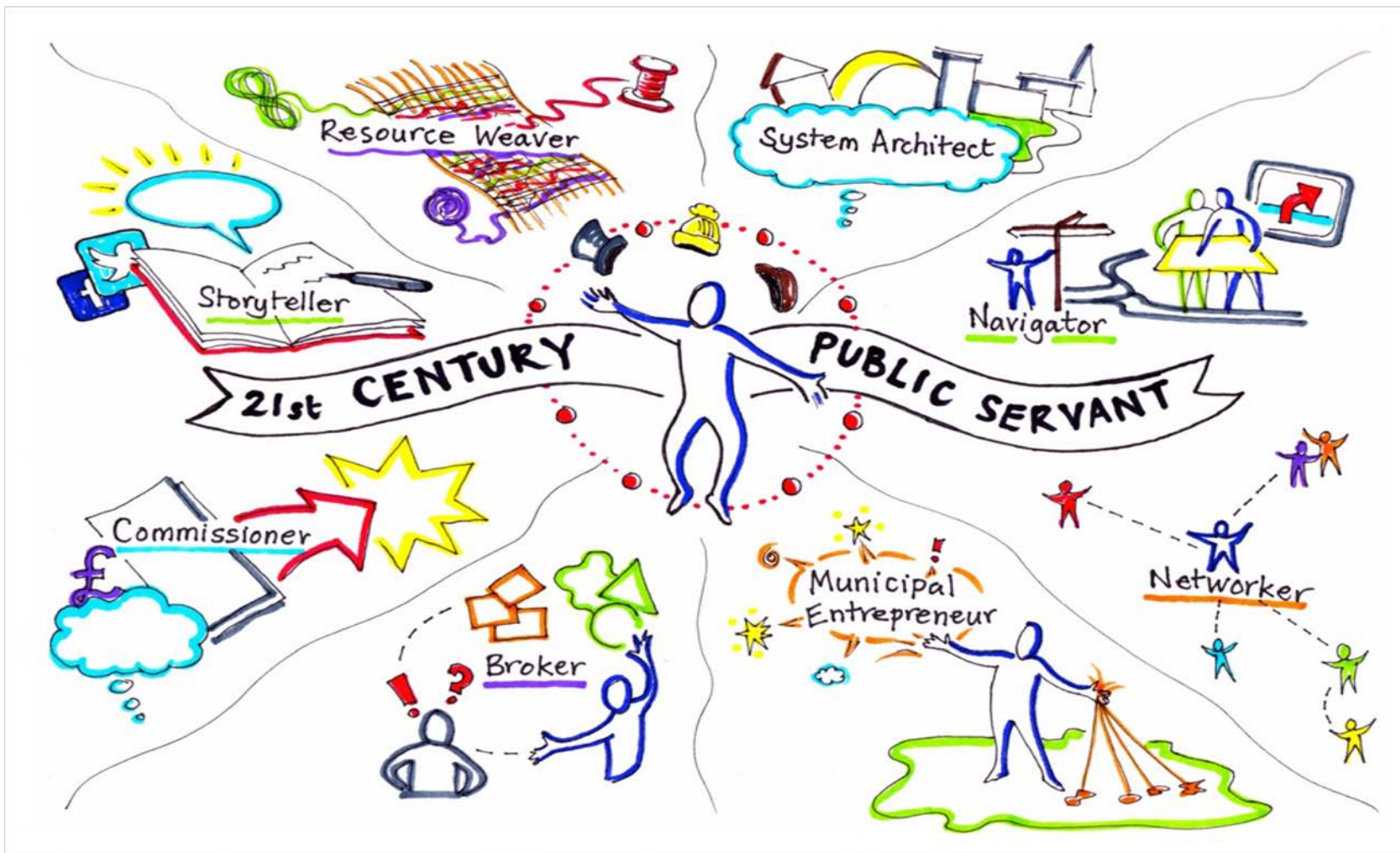


The future will be different

- Multi agency working
- Generic skills
 - Interpersonal
 - Analytical
- More fluid careers / Job satisfaction
- Greater connection to a Place
- Value on empowerment and creativity
- Self aware and emotionally intelligent



21st Century Public Servant

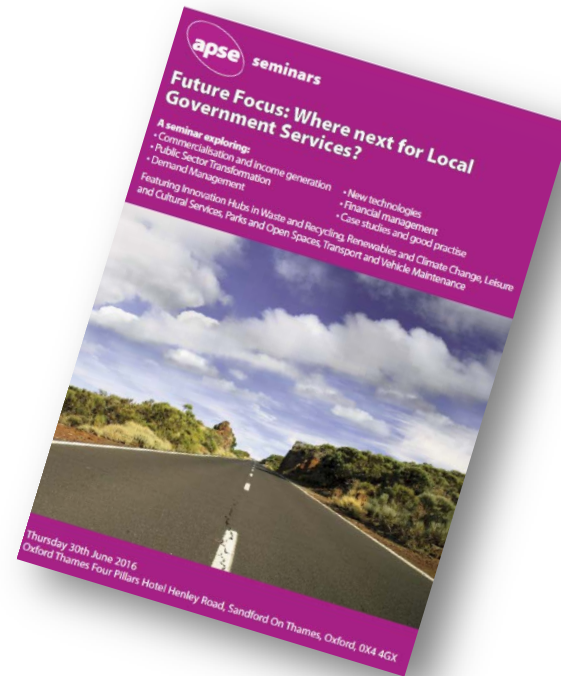


Illustrations by Laura Brodrick



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