

Successes in Collaboration A UK Perspective

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Outline

- The state we are in – the economic, social and policy context for the UK
- Trust in public services – being trustworthy
- A new, emerging model for public services in the UK?
- Collaboration in practice
- The future

The state we are in

- **Fiscal and economic climate** – 35% reduction and more in revenue funding of local authorities
- **Seismic policy shifts** – health, welfare reform, education, policing and economic development
- **Rising demands on services** – demographic ‘time-bomb’ for older people and serious increases in child protection demands
- **The tide has gone out** – at the heart of the new collaboration
- **The new ‘normal’** – even if the UK economy continues to grow with a 2 – 3% lift over the next few years – austerity for public services is here to stay



Trust in Public Services

being trustworthy ...

earning trust requires ...
the ability to focus on the other person,
self-confidence, ego strength*, curiosity,
inclusive professionalism

$$T = \frac{(C + R) \times I}{S}$$

Where
T = trustworthiness
C = credibility
R = reliability
I = intimacy
S = self-orientation

* Ego strength allows one to focus on the matter at hand, and not on who gets blame or credit for getting there. Just as wanting all the credit or none of the blame is self-focused, so too is taking all the responsibility.

“You can’t make people trust you, you can just try to be trustworthy.”

Barry Quirk

A new, emerging model for public services in the UK?

- **At a cross-roads** – status quo not an option
- **Transition not transformation** – efficiency to become effectiveness and outputs to delivery of outcomes
- **Radical re-definition of the relationship between the state and citizen** - a new settlement
- **Enabler and catalyst** – not provider of first and last resort
- **Place not organisations** – this is about place leadership – public, private, community/third sector in collaboration



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Collaboration in practice

- **Community and pooled budgets** – and total place pilots before
- **Health and social care integration** – recent pot of £3.8bn from Department of Health for transformation
- **Public health reform** – focus on wellbeing and not medical model of health (and asset based community development model)
- **Local Enterprise Partnerships (LEPs)** – 39 LEPs across England with increased funding
- **Crowd-sourcing and virtual collaboration** – examples of social mobilisation



The future

- Unleashing assets in our communities
- Distributed leadership
- Collaboration with new players
- Risk transfer
- Sustainability!



Any questions?



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