



Meeting Community Priorities

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Principal Consultant



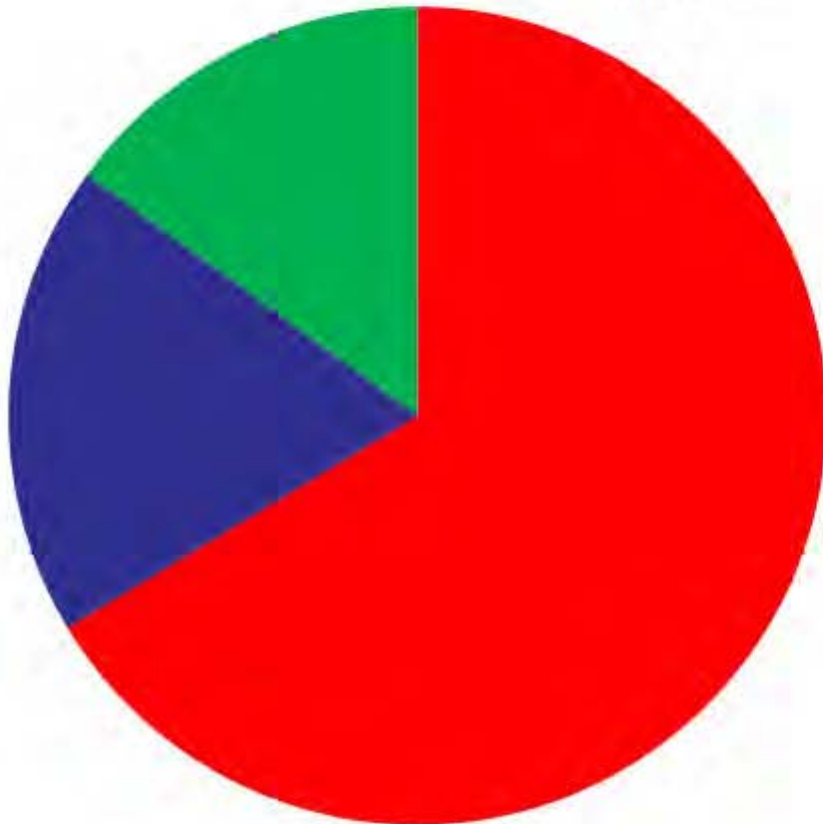
Some semantics

- Community?
 - Or communities
 - Competing interests within and between communities
- Priorities?
 - Allocation of scarce resources
 - To whose benefit?
- Ways of resolving the conflict
 - Market forces
 - Democracy

The cake



Spend



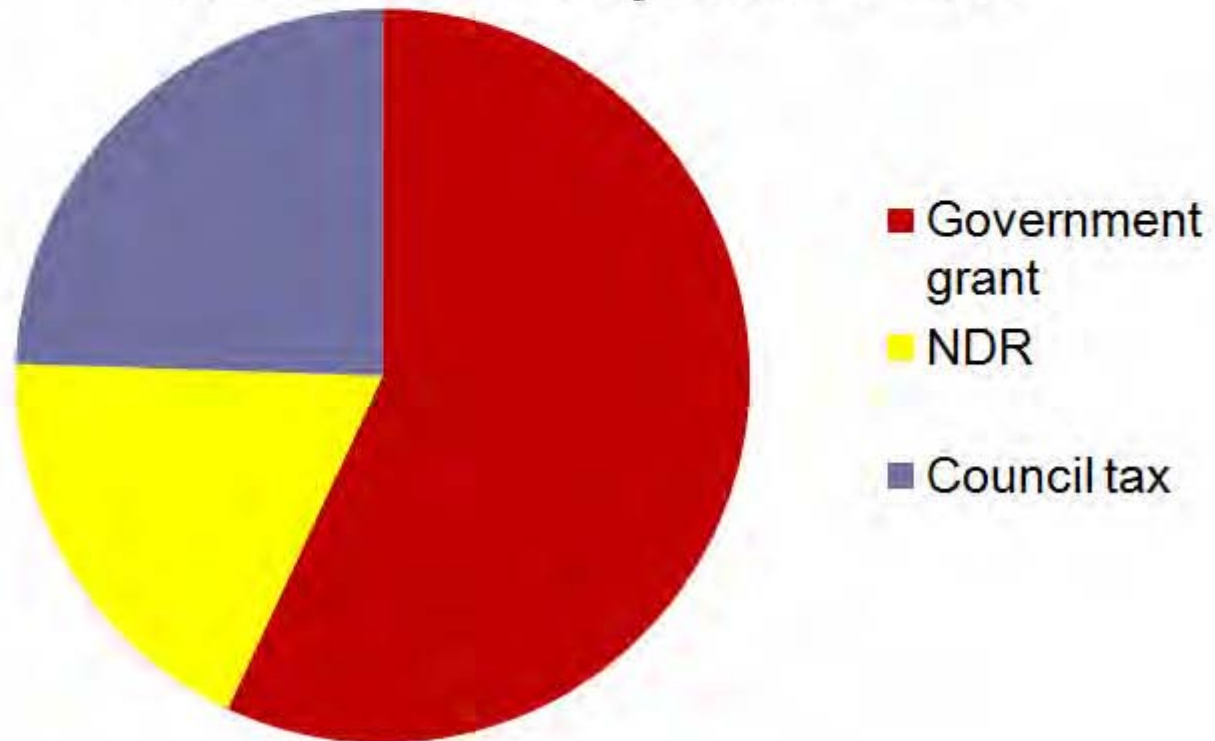
- Statutory
- May as well be statutory
- Discretionary



He who calls the piper

- Whose priorities?

Where the money comes from



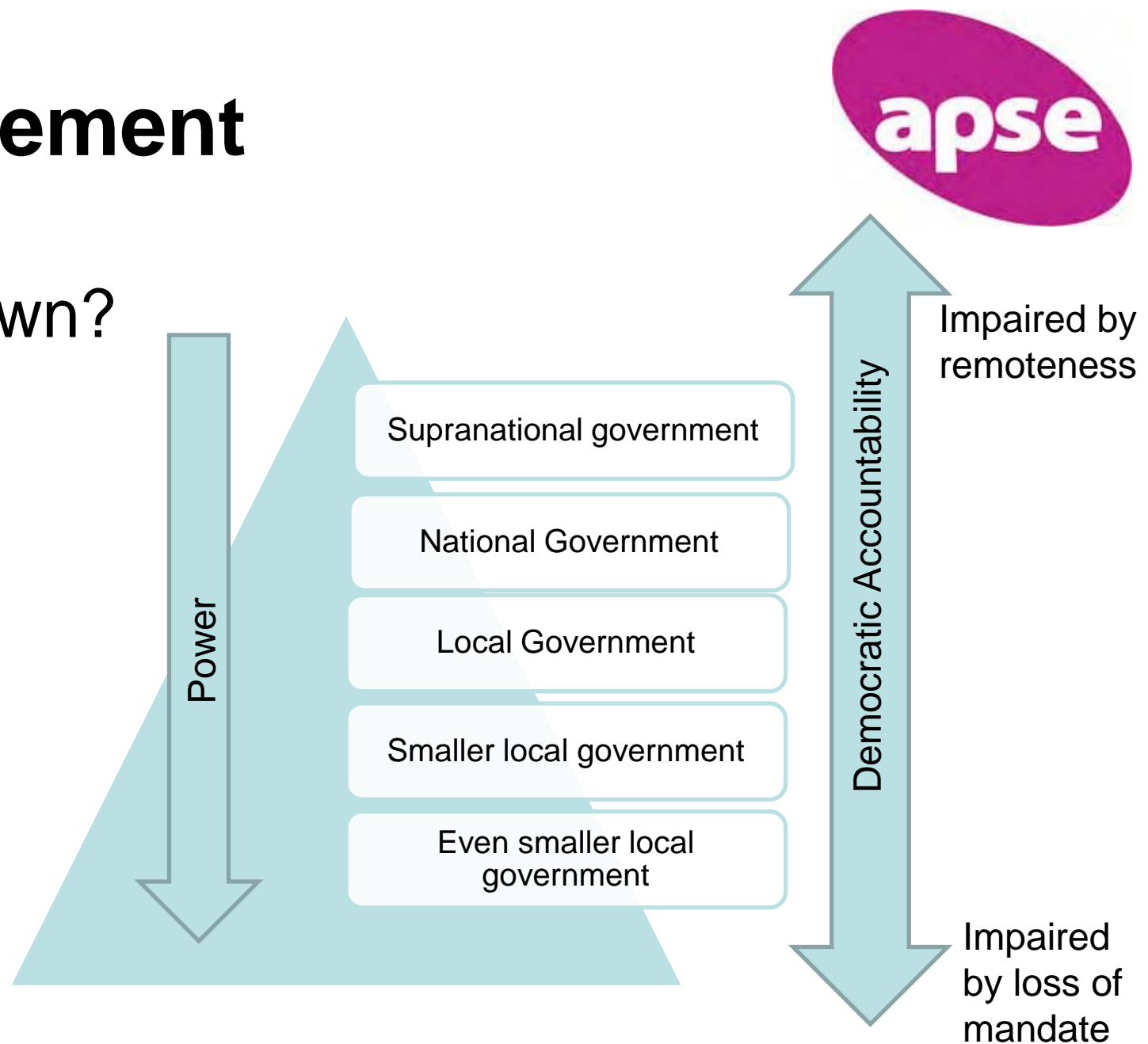
Ways of working with communities



- Information provision
- Information exchange
- Consultation
- Participation
 - Service planning
 - Budget allocation
 - Performance monitoring
- Devolvment

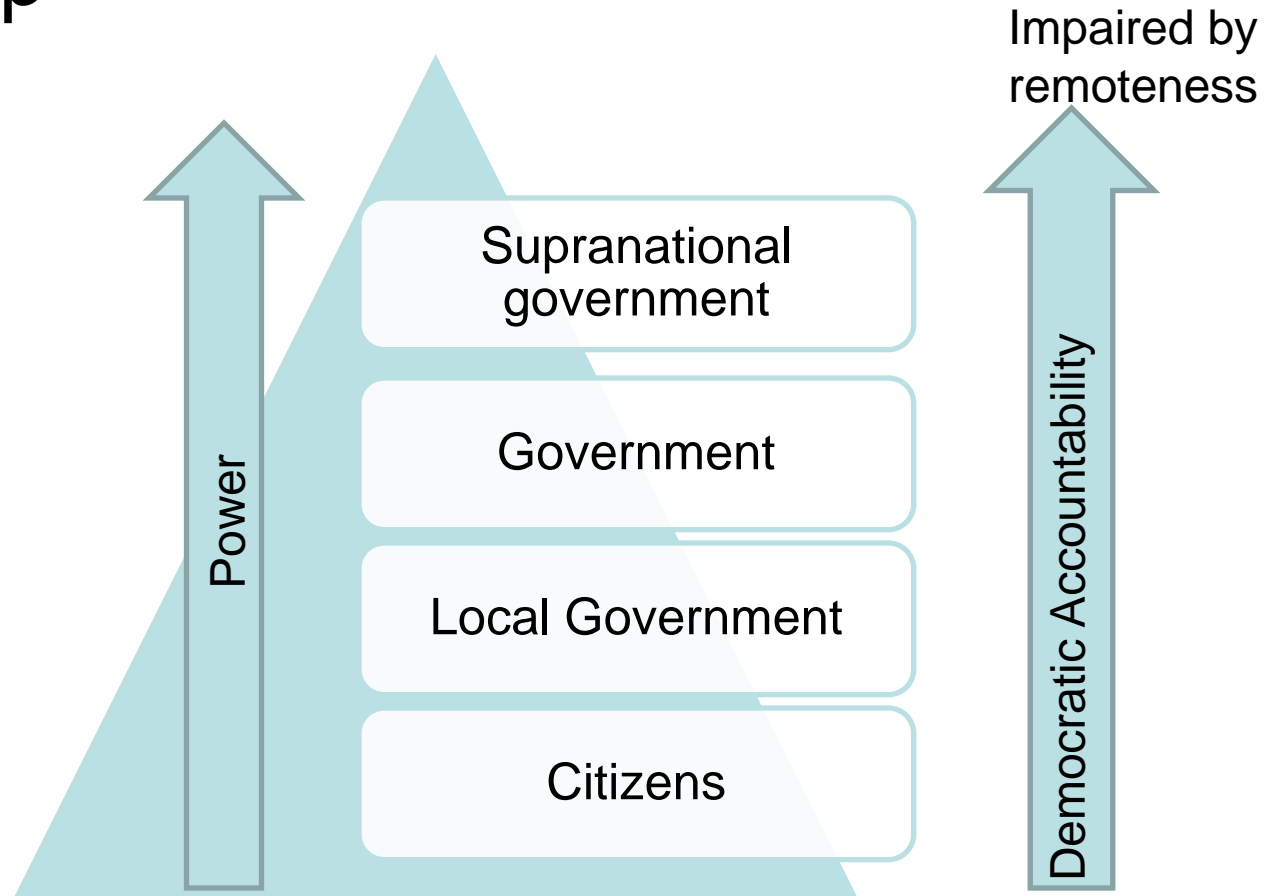
Devolution

- Top down?



Or democratic accountability

- Or bottom up

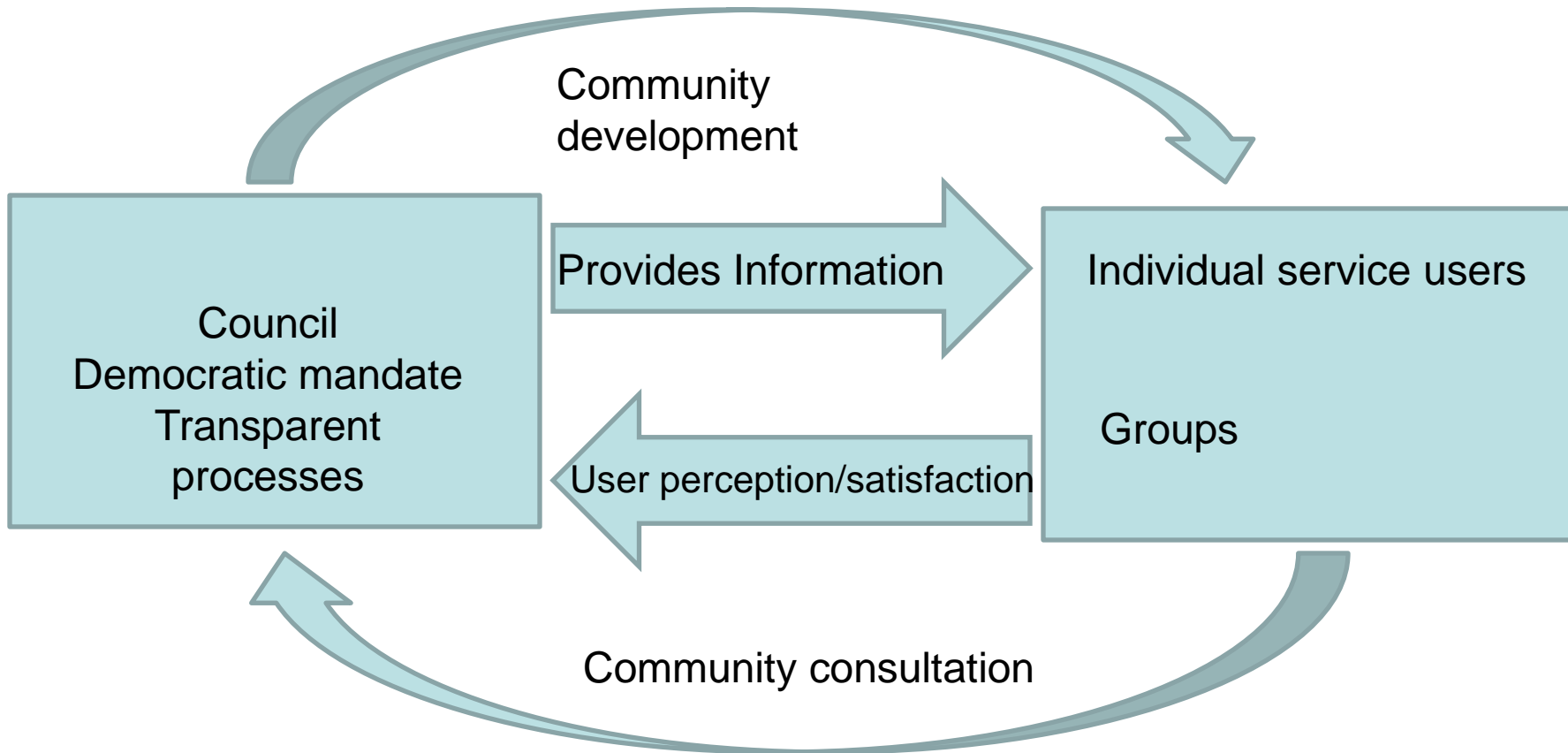




The balancing act

- Representative democracy v citizen choice
- Voters v consumers
- Protecting minority interests
- The reluctant 'customer'
- The governance role

An engagement model

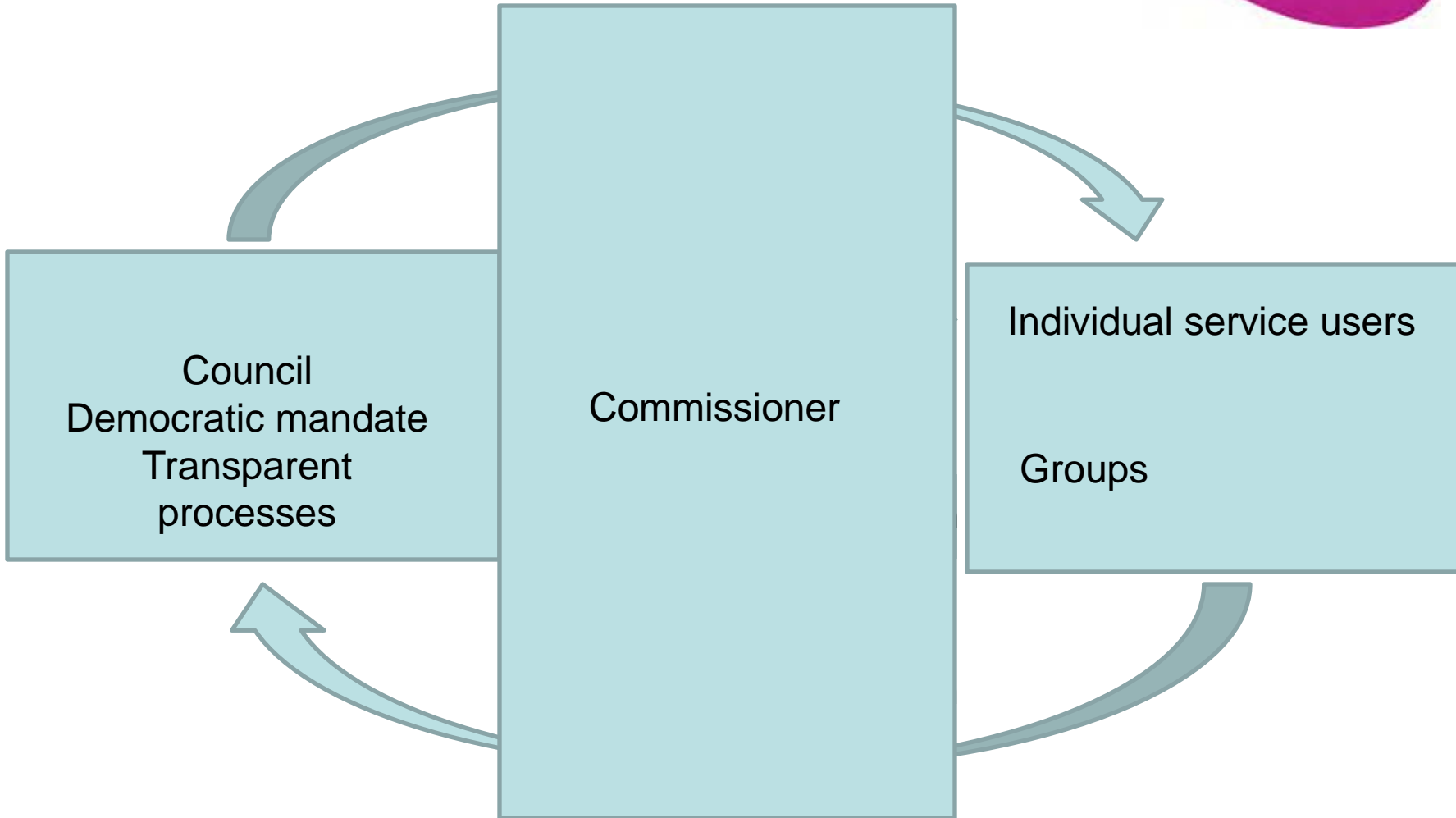




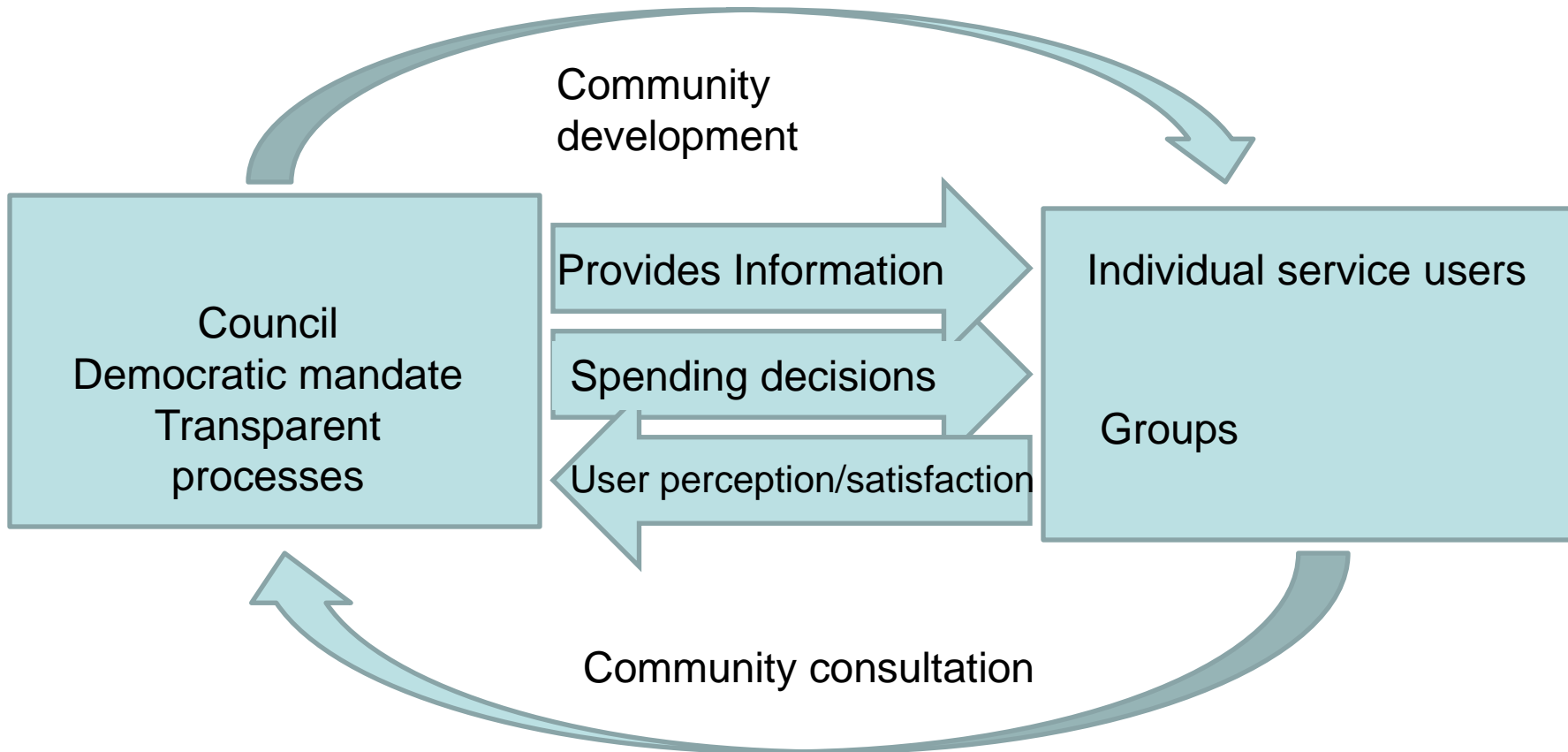
A balanced approach

- Information provision
 - Meaningful performance data
 - Benchmarking
 - Trend analysis
 - Meaningful cost data
 - Total cost comparison
- Information exchange
 - User perception
 - User satisfaction
 - Consultation
 - Dynamic data collection
- Transparency in decision taking

Another model



And another





Devolved spending

- Individual level
 - Benefits
 - Vouchers
- Group level
 - Very local elected (or most likely notionally elected) bodies
 - Open groups established by the council
 - Grant funding

Key issues for service deliverers



- Plannability
- Loss of scale economies
- Vulnerability to competition
- Service fragmentation
- He who shouts loudest
- The beauty pageant syndrome



Key things to do

- Provide information
- Develop ways of capturing up to date user perception and satisfaction data
- Develop responsive business processes
- Tackle inefficiencies
- Maintain the golden thread
- Seek out and maximise synergies

LOCAL SERVICES

LOCAL SOLUTIONS



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