



# Meeting Community Priorities

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# Some semantics

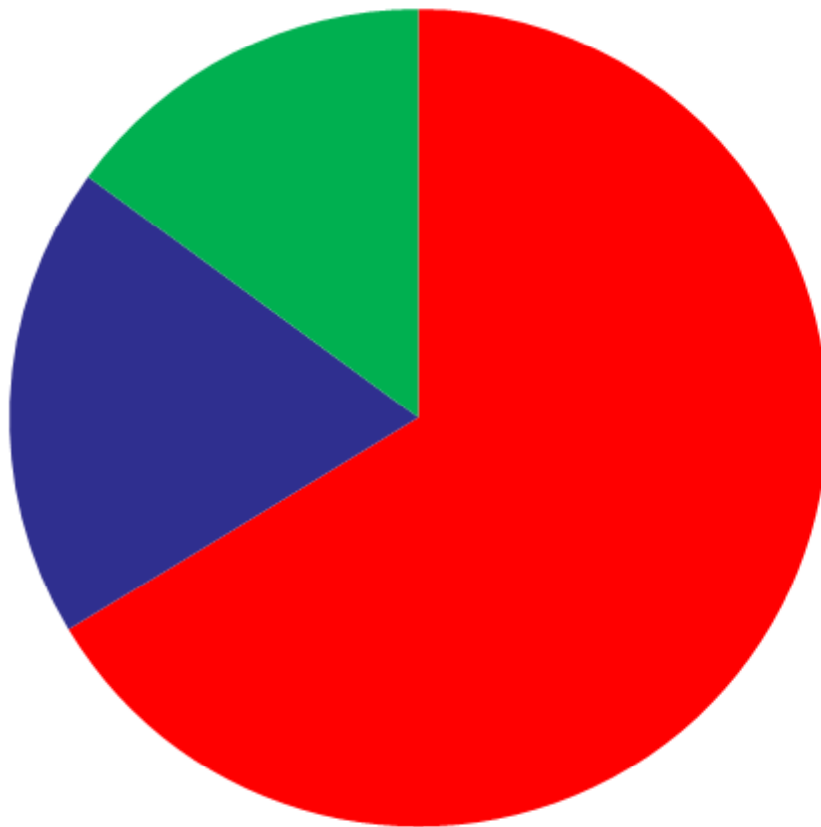


- Community?
  - Or communities
  - Competing interests within and between communities
- Priorities?
  - Allocation of scarce resources
  - To whose benefit?
- Ways of resolving the conflict
  - Market forces
  - Democracy

# The cake



Spend

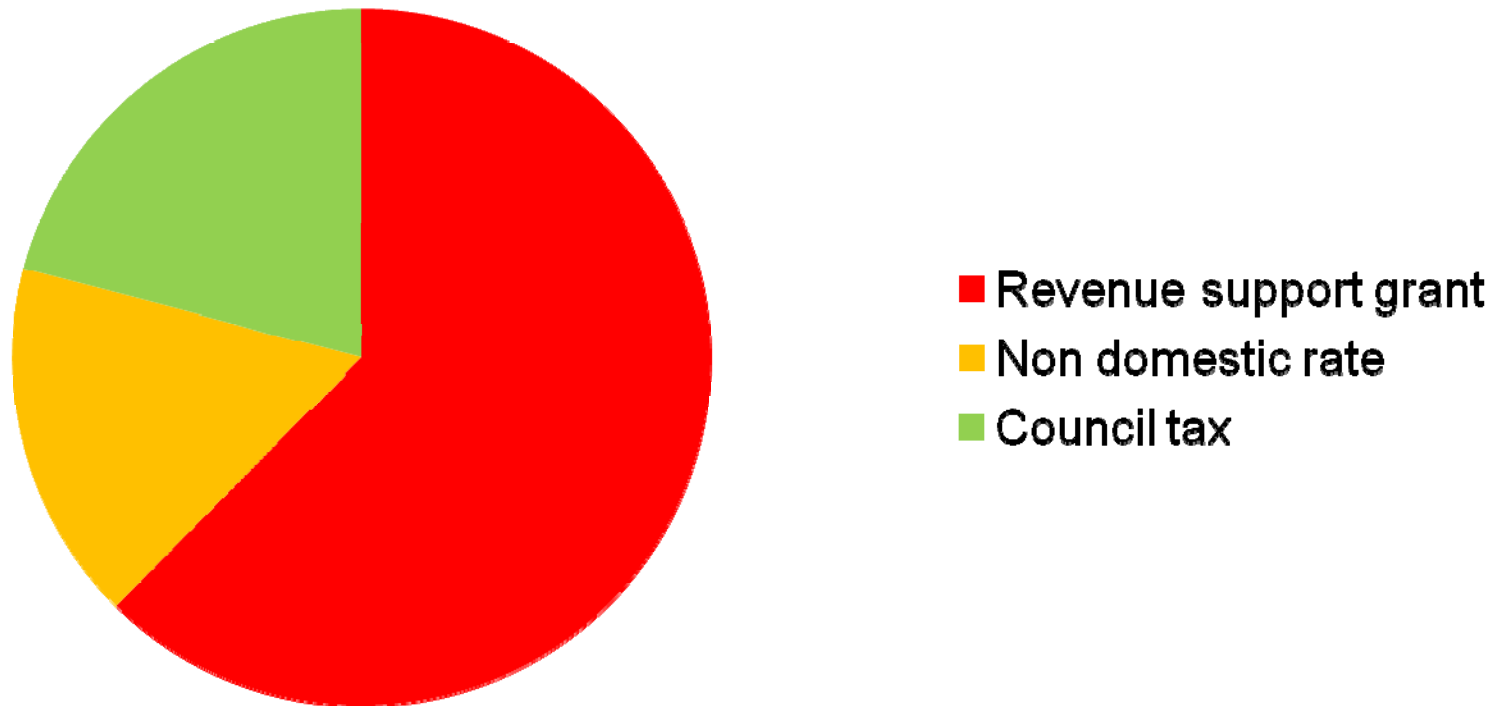


- Statutory
- May as well be statutory
- Discretionary

# He Who Call the Piper?



**Revenue source**



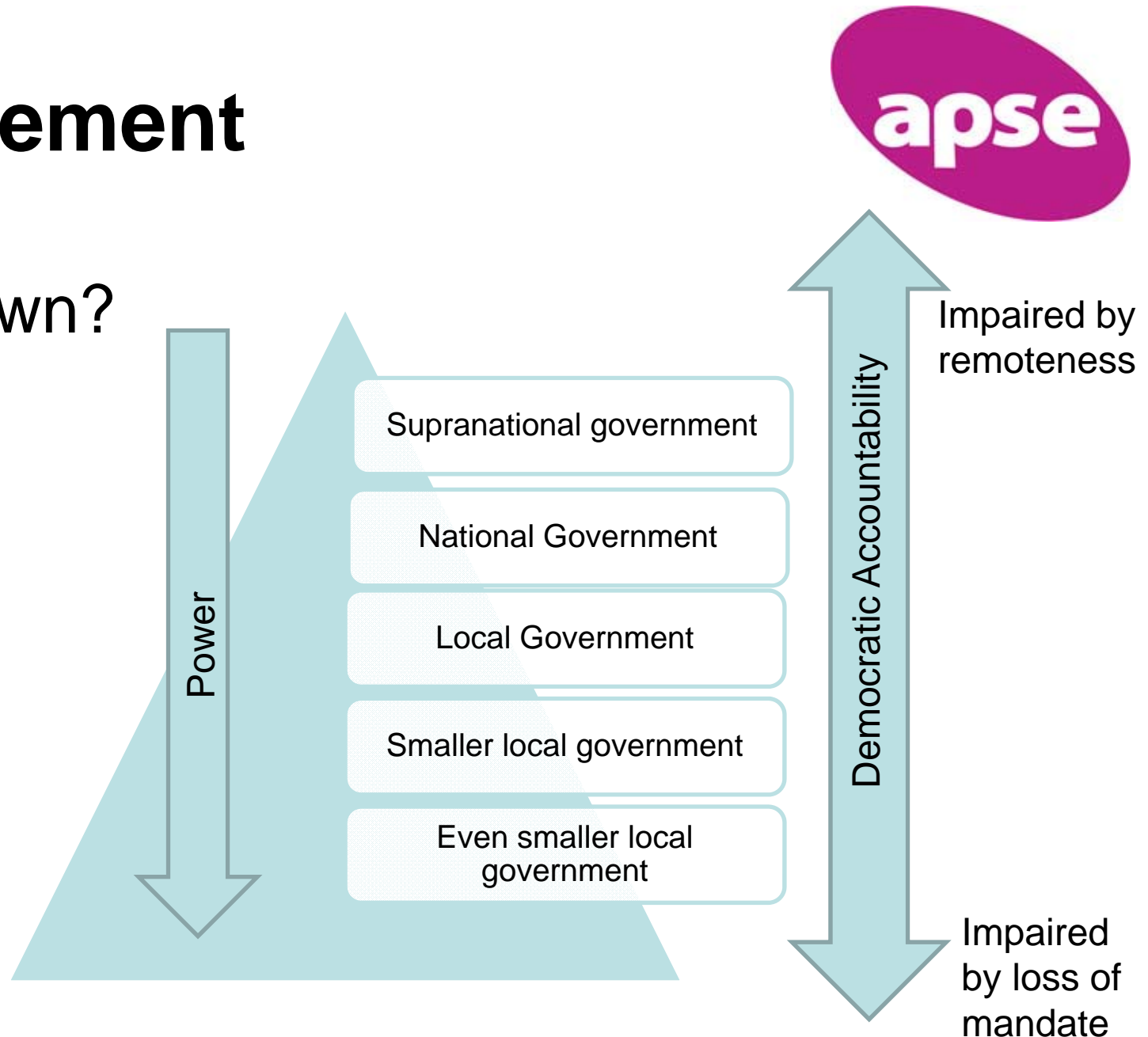
# Ways of working with communities



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

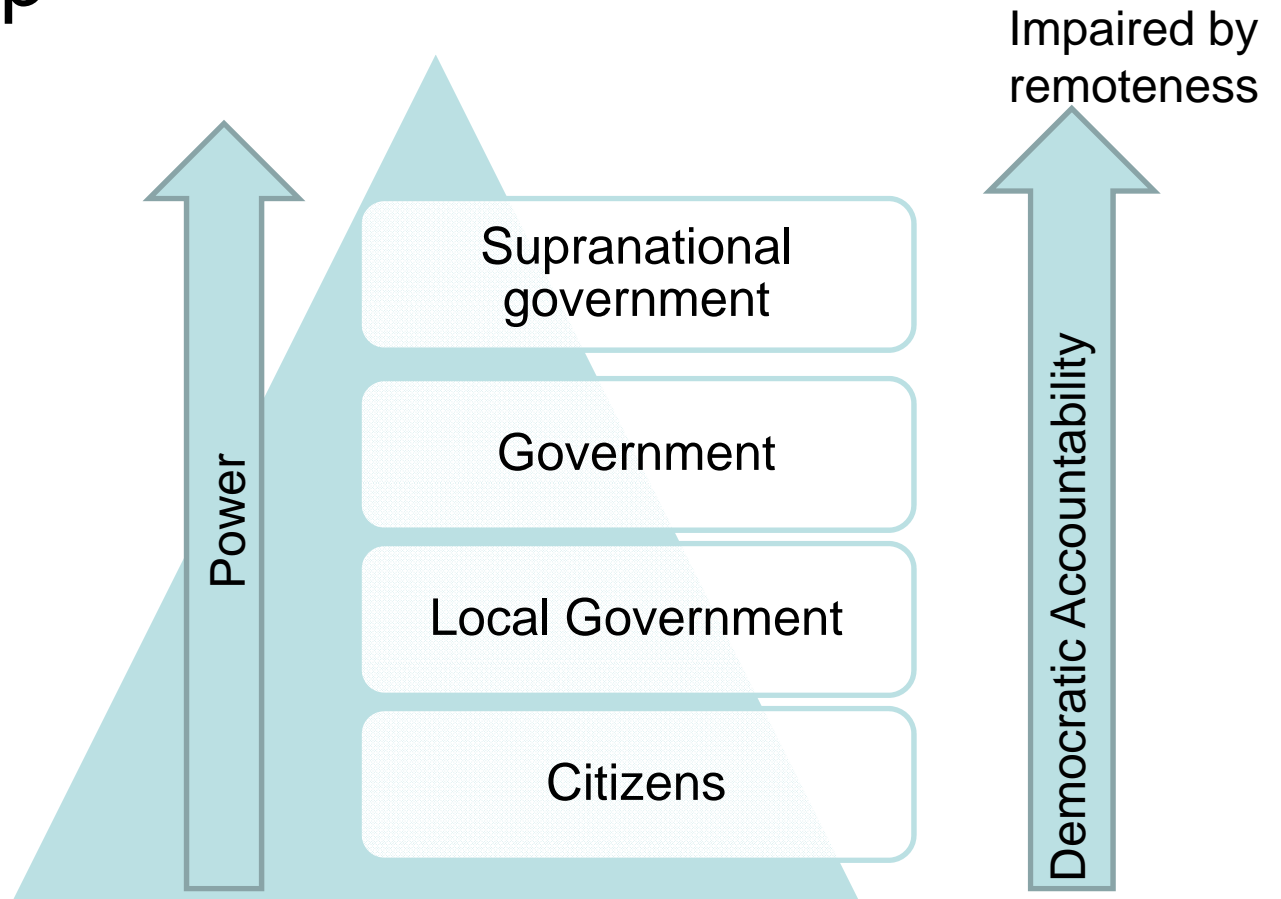
# Devolution

- Top down?



# Or democratic accountability

- Or bottom up

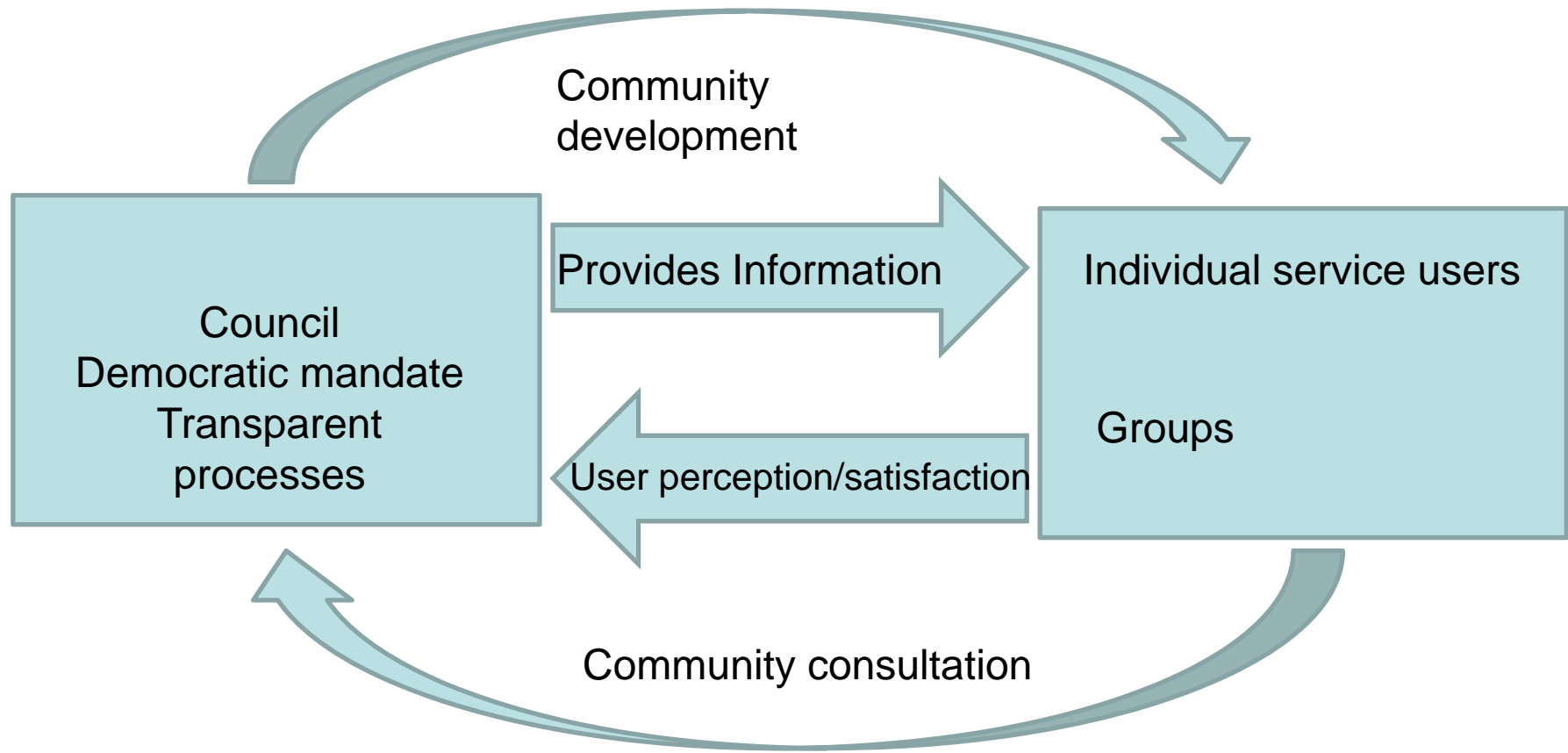


# The balancing act



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

# An engagement model

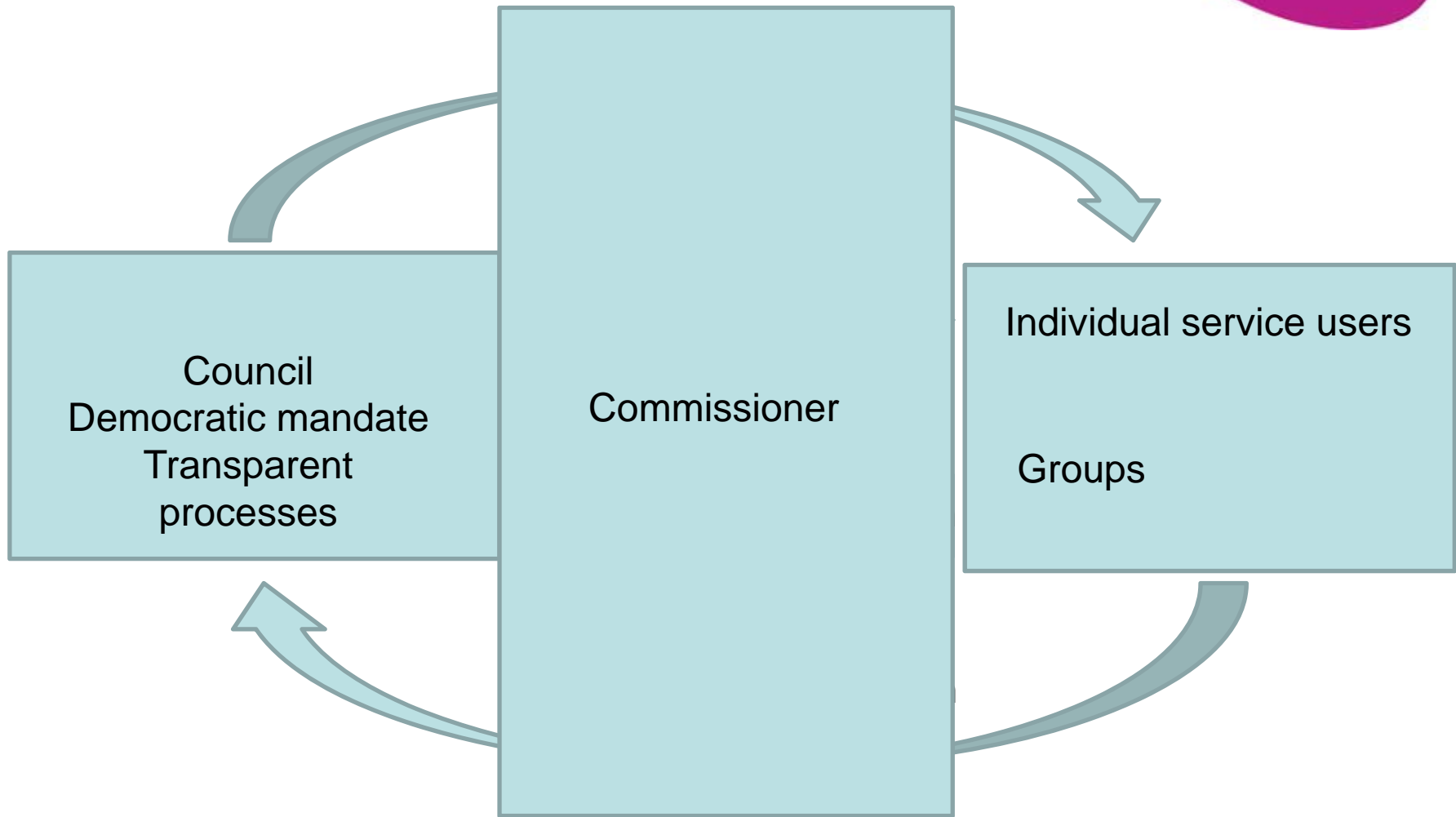


# A balanced approach

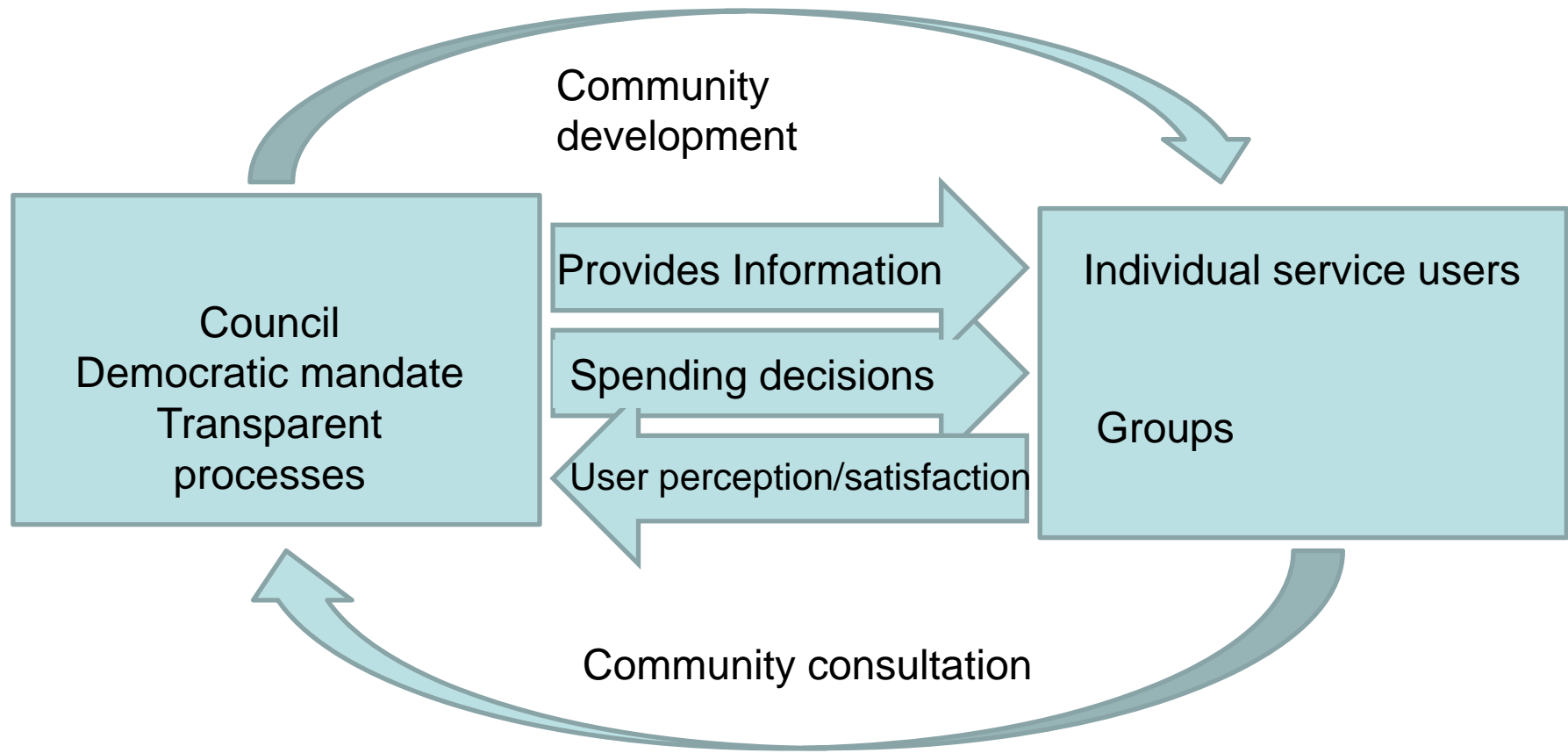


- Information provision
  - Meaningful performance data
    - Benchmarking
    - Trend analysis
  - Meaningful cost data
    - Total cost comparison
- Information exchange
  - User perception
  - User satisfaction
  - Consultation
  - Dynamic data collection
- Transparency in decision taking

# Another model



# And another



# Devolved spending



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

# Key issues for service deliverers



- Plannability
- Loss of scale economies – policy conflict
- 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**



# Contact details

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