



The Dawning of the age of financial austerity for public services!

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Financial Armageddon or manageable transformation



- Years of investment
- Macroeconomic picture
- Origins of recession
- Public services / local government budget

So what does it all mean for local government frontline services?



- Cost cutting 15%?
- Outsourcing
- Insourcing
- Competitive dialogue
- Arms length
- Shared services
- Joint working
- Change! Or transformation

Transformation through continuous improvement, innovation or procurement



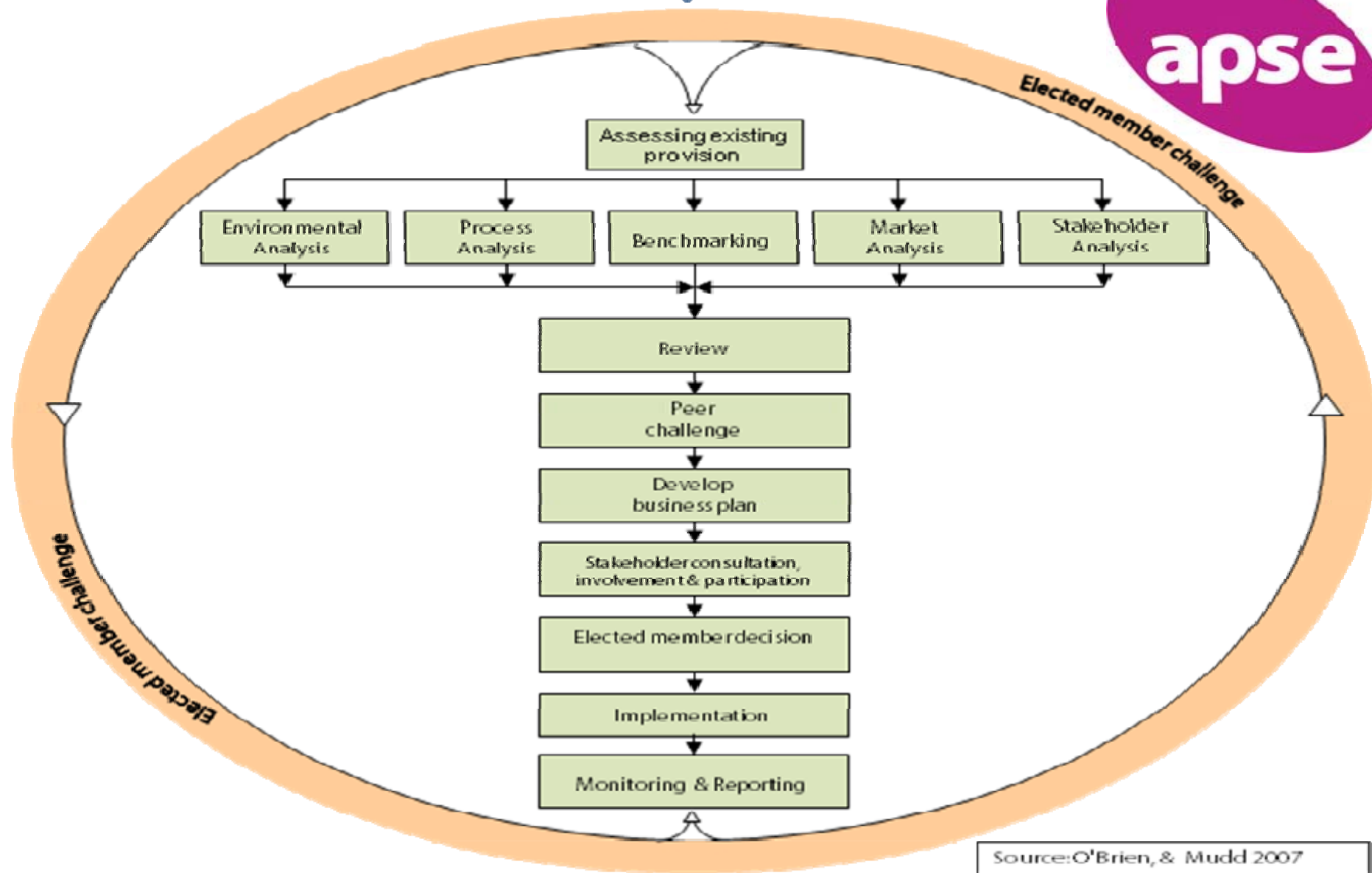
- Continuous improvement or step change
- Organisational transformation 3 to 5 years
- Business process reengineering
- Integrated service delivery
- Service reviews
- In-house improvement plan
- Options appraisal
- Make or buy

Demonstrating value for money in service delivery



- Local performance management frameworks
- Competitiveness continuum
- Systems thinking – starting from scratch
- Trading and charging – sweating our assets

Area wide assessment



Source: O'Brien, & Mudd 2007

The times they are a changing



- Financial imperative
- Do nothing not an option
- Clock is ticking
- Don't panic
- Manage the transformation



LOCAL SERVICES

LOCAL SOLUTIONS



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