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Efficient Government

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The Changing Landscape

- The Concordat: Partnership in Governance
- SOA's: Outcomes for citizens
- Post Crerar: Proportionality in external scrutiny: Robust self assessment
- Very limited real growth: Rising real demand
- Significant development of shared services



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Implications for 'Efficiency' Planning and Monitoring (1)

- Efficiency against 'outcomes': Cost effectiveness
- Beyond input/output to input/outcome
- 'Cashability' needs subtle approach: Productivity focus
- Partners and partnerships come into play: 'Collaborative Gain'



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Implications for 'Efficiency' Planning and Monitoring (2)

- Embedding efficiency monitoring in self assessment
- Resources: Processes: Results (EFQM, PSIF, etc)
- Holistic approach: Integrating efficiency, quality, etc



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Implications for 'Efficiency' Planning and Monitoring (3)

- Shared Services: Multiplicity of initiatives and projects
- Benefits cases: Investment and payback periods
- Benefits realisation and reporting: (e.g. National Diagnostic)
- Shared capacity: Efficiency against the alternative (e.g. Customer First)



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Forward Direction

- Efficient Government less self standing
- Efficiency and productivity linked to improved outcome measurement
- Whole system approach: 'Designing' for efficiency
- Fully exploiting investments and capacity

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Conclusions

- Councils will make savings across the Spending Review and
- Significant opportunities will be available but
- Need to protect citizen outcomes and
- Design efficiency into services and partnerships



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