Engage in the storm – not just in the sunshine

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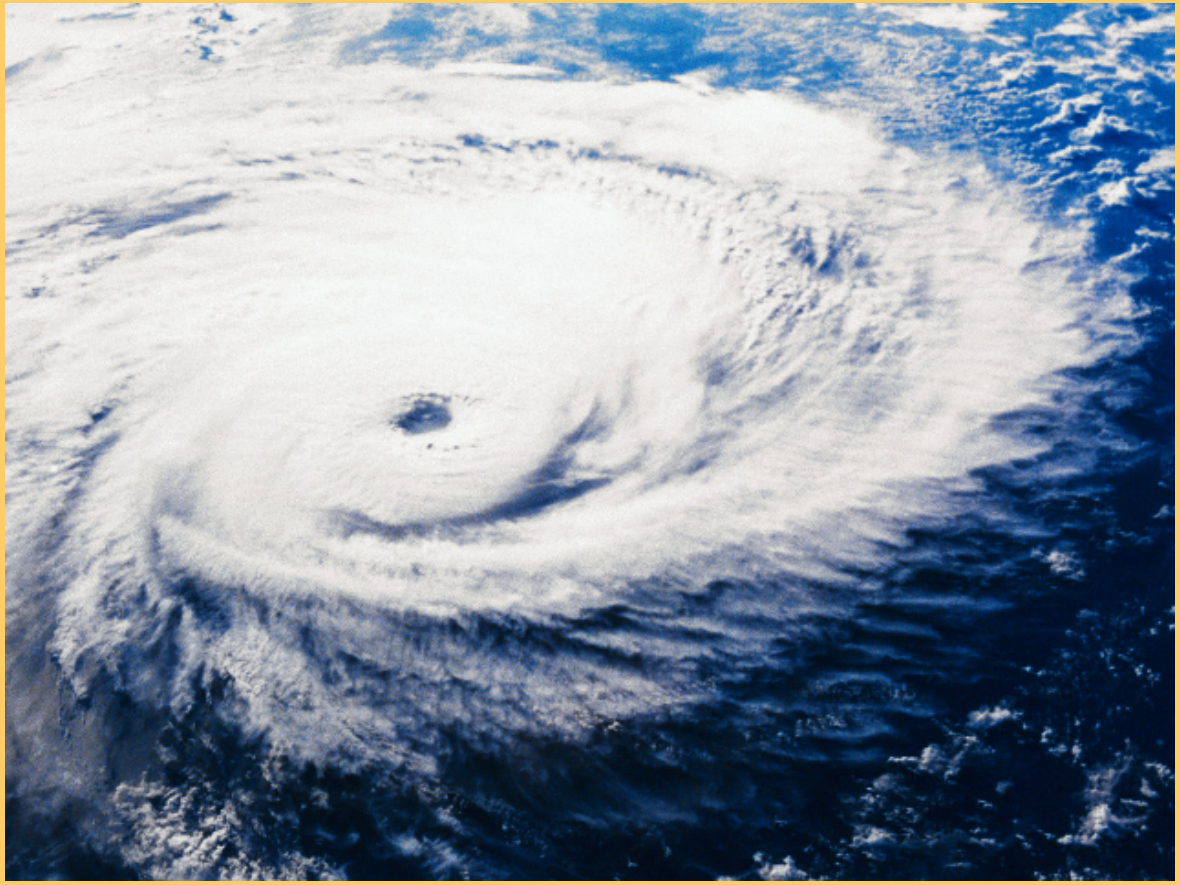
Storms ahead



Strategic or panic?

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A strategic approach

- Clarity of outcomes being sought
- Questioning current activities
  - fit for purpose
  - effective
  - efficient
- Willing to explore all options
  - challenging
- Locality not institutional base
  - Total Place
- Citizen/customer centric

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Tools

- Strategic commissioning and de-commissioning
- Neighbourhood empowerment
- Personalisation
  - direct budgets
  - tailored services
- Service redesign across services and agencies
- Co-design, co-production and co-payment
- Encouraging and incentivising behavioural change

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People need to be engaged

People may know best

- Do not only engage on the easy decisions
- People's
  - user and staff

  experience is real and informed
- Hard choices are political
  - not just technical or managerial
- Political decisions require legitimacy
- Engagement in the storm as much as in the sunshine

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Let’s aim for some sunshine

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