Transformational Public Service Innovation

CBI Public Services Conference, June 2009

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Everyone is searching for new business models

Avoiding cuts, cuts,cuts

What we’ve done thus far will not be enough

Transformational innovation:

more effective solutions, better outcomes at lower direct and indirect cost

Authority

Capability

Value

Ten Maxims of Transformational Innovation

Ask the right question: don’t start from the current service, start from people, needs and outcomes

Preventative interventions with long term pay-offs

Do the sums in the right way

Self-managed, self-help solutions rather than service dependency

Piggyback on existing infrastructure don’t build from scratch - smoke alarms and fire engines

Locate commissioning where it maximises intelligence, incentives and ability to integrate

Look for capabilities and assets in community rather than just responding to need/deficits

Rethink who and what is really needed to get the job done

Relationships are the key to transformation, not impersonal service delivery

New forms of organisation - social enterprises, self-help networks, employee ownership

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If it feels obvious, familiar, sustainable then it’s not radical innovation - some people have to think you are mad