

PUBLIC **SERVICE** **TRANSFORMED**



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New Ways of Working: The Public Service Transformed

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NEW WAYS OF WORKING

THE PUBLIC SERVICE TRANSFORMED

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WHAT IS TRANSFORMATION?

renewal

innovation

paradigm shift

WHAT ARE THE ELEMENTS OF TRANSFORMATION?

- commissioning public services
- creating 
 - flexibility
 - contestability
 - diversity
 - choice
- nudging citizens to more pro-social behaviours
- embracing collaborative governance

THE FUTURE IS ALREADY HERE

we need to envision the
transformational potential of
what already exists

CREATING A MARKET FOR THE DELIVERY OF PUBLIC GOODS (i)

not just procurement

not just cost-effectiveness

not just compliance

NEW FORMS OF FUNDING

performance-based contracts

social benefit bonds

A PUBLIC ECONOMY

NOT

A PRIVATISED PUBLIC SERVICE

EMPOWERING THE CITIZEN TO TAKE CONTROL (ii)

the price of learned helplessness

the public cost of private behaviours

the opportunity to let citizens take
control

THE CO-PRODUCTION OF PUBLIC VALUE (iii)

harness the wisdom of experience
within the public service

harness the wisdom of experience
within the public

CREATE

AN OPEN DATA REVOLUTION

creative commons

informed markets

network capacity

digital democracy

THE PUBLIC SERVANT

AS

FACILITATOR

AN INNOVATION LABORATORY

How are the challenges determined?

- 'evidence based' policy

How are the solutions designed?

- public servants, outside experts, the crowd
- a working group, a hub or an incubator

How are the innovations integrated?

- systemic transformation
- trials, demonstrations, and pilots
- impact evaluation