

The typecasts and the truths

A little help for
understanding &
connecting with
the public sector



TYPECAST

The public sector is
resistant to change



TRUTH

Historically change has been resisted as it brings with it huge risk. But now the rewards are well worth the risks

76%

Enabling flexible working, underpinned by mobile technology, was a priority across local government, scoring a high 7.6 out of 10, largely reflecting the desire to make changes to achieve better efficiencies.

Kable Research, Sept 2014, 200 public sector officials polled

58%

Over half of community healthcare leaders see expanding their range of frontline services as a high priority aim.

Circle Research, Report on Frontline Workers' Efficiency, Sept 2014

73%

Nearly three quarters are seeking to improve the overall quality of services.

TYPECAST

Citizen reactions are
the biggest threat to
public sector projects



TRUTH

The biggest threat to public sector projects comes from within

Julian David reports on the Labour Party's Digital Government Review, **calling for politicians to increase the speed of public sector digitisation**. Used correctly, technology should drive efficiency and productivity across the public sector. David believes that in order to succeed, the tech industry and government must increase the scale and pace of digital transformation across all of public sector, from health and defence, to local government, education and beyond. Earlier this year, TechUK surveyed 1,200 civil servants involved in delivering the digital agenda for government. Interestingly, civil servants at all levels argued that government lacks the skills and capabilities to effectively manage their supplier contracts and relationships. This was reinforced by an Office of Fair Trading report* in March, which recommended that the public sector work with industry in order to improve the way it procures and manages contracts with suppliers. They call for **better and earlier engagement in the commissioning process** – to ensure officials develop policy with a better understanding of what technology can realistically deliver – as well as more transparency.

Julian David, Chief Executive of ICT supplier membership body CEO, TechUK, December 2014

* Gov.uk

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It's all about the process



TRUTH

Don't wait to be asked. Prove the practical benefit and you can create an opportunity

"It's important that the fire and rescue sector initiates change rather than wait for politicians to direct us to change. We know the government are interested in frameworks that support the shared service agenda and joint service interoperability – London Fire Brigade has got to play a role in that."

Gary Reason, Director of Operational Resilience and Training, London Fire Brigade, July 2014

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The current pressures mean
they're focused on doing
more with less



TRUTH

Do different!

“Like police services across the country, we’re examining what we’re doing from cradle to grave; taking the opportunity to look at what we can do differently. We need to take a long hard look at ourselves and get rid of the ‘that’s the way we’ve always done it’ ethos.”

Cleaven Faulkner, Chief Inspector, Hampshire Police, January 2014

TYPECAST

PSN: just another framework



TRUTH

PSN: the opportunity

“While there have been compliance problems in the past, the field is now wide open for the real work to begin. Instead of spending billions building a replacement network, the team behind PSN has worked with suppliers in a really innovative way to define how things should work with common standards. Rather than replacing networks, it has connected them and created a wholly new platform that should result in a substantial step-change in efficiency and service improvement.”

A fire service story

"There are always opportunities in adversity, so a very difficult budget settlement can drive the change agenda. We're sharing our IT infrastructure with Transport for London and we're sharing services with the Met police and with the London Ambulance Services. We're also looking at opportunities around procurement and human resource to drive efficiency."

Gary Reason, Director of Operational Resilience and Training, London Fire Brigade, July 2014

Hear what Gary Reason has to say about how the London Fire Service selects its technology partners and what wins their trust. Gary also talks about how technology is transforming the fire service culture and how they are responding to the government Digital First strategy.

Watch Gary >



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knowledge

sector

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know where to look

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