Responsive government: investigating the agility of the civil service in nine countries
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PANELISTS

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Knowledge Partner
Drivers of responsiveness

- Leadership, including vision, strategy and purpose
- Teamwork and collaboration
- Staff empowerment, autonomy and accountability
- Use of evidence
- Tools and resources (including human)
- Approaches and appetite to experimenting and considering new things.
Figure 10: Index showing leaders' confidence in their organisation's overall responsiveness
Figure 13: Leaders' perceptions on adapting to change and uncertainty

- New Zealand: Able to quickly/effectively capitalise on opportunities arising from uncertainty.
- Denmark: Adapting has helped to develop capabilities not present three years before pandemic.
- Sweden: Adapting to significant change part of long-term strategy.
New Zealand

Environment for change
Leadership, vision, strategy, purpose
Teamwork/collaboration
Empowerment, autonomy, accountability
Use of evidence
Tools/resources
Consider new things/experiment
Ability to move at pace

Overall score: 6.6
Confidence Index: 7.5
Denmark

Environment for change

Leadership, vision, strategy, purpose

Teamwork/collaboration

Empowerment, autonomy, accountability

Use of evidence

Tools/resources

Consider new things/experiment

Ability to move at pace

Overall score 6.6
Confidence Index 7
Canada

Environment for change

Ability to move at pace

Leadership, vision, strategy, purpose

Consider new things/experiment

Teamwork/collaboration

Tools/resources

Empowerment, autonomy, accountability

Use of evidence

Overall score  Confidence Index
6.5  6.4
Figure 11: Country by population size
The Adaptive Edge

Embed a mindset of constant adaptability

Create a framework for flexibility

Rewire organisational culture

Instilling a permanent positive restlessness

Global power

Society

National Security

Climate Change

Physical/digital Convergence

Trade and supply chain
Co-creation when designing healthcare services

Local governments and hospitals are incentivised financially to co-create and deliver new healthcare services.

The new healthcare reform is named «collaboration plan», where financial models put the citizen first regardless where the service is delivered.

The government has established InnoMed to increase competence across the entire sector in user centric design.
Citizens first in the sickness benefits schemes

- Old: Very time consuming process for sickpay
- New: Citizen self service, simple, no paperwork, fully automated process for doctors, social workers and employers

How:
- User centric design
- Started small, scaled fast
- Collaboration across 5 directorates, citizens and private actors
- Dared to fail under the way
- Leaders fixed barriers and problems