

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

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PANELLISTS



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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

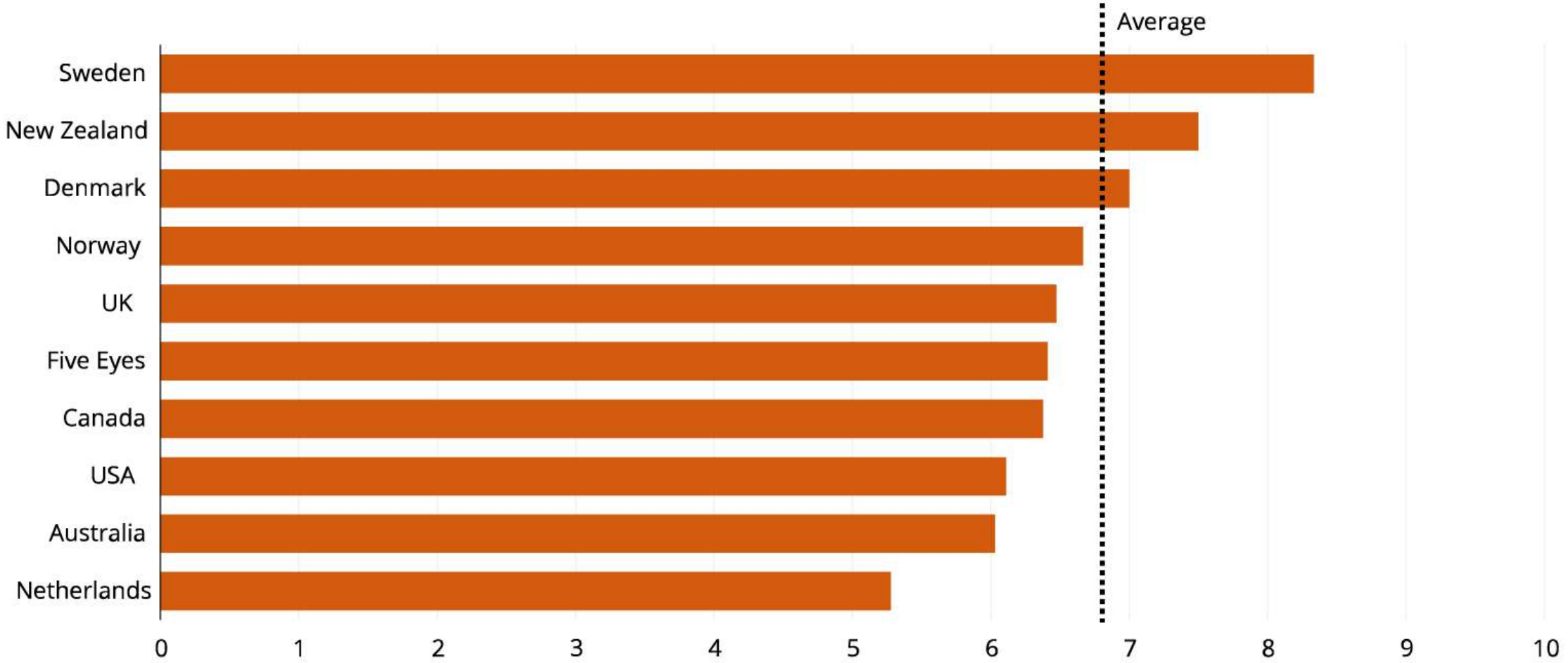
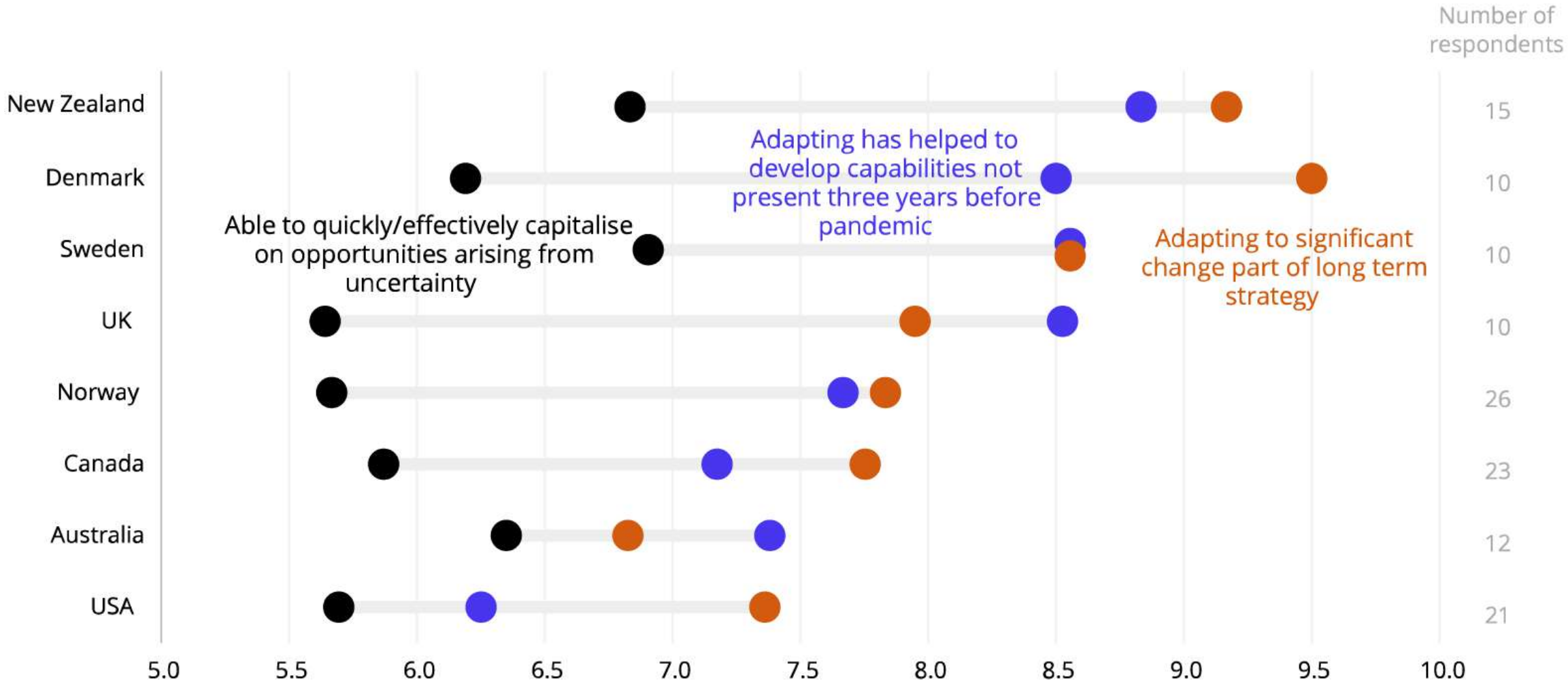


Figure 13: Leaders' perceptions on adapting to change and uncertainty



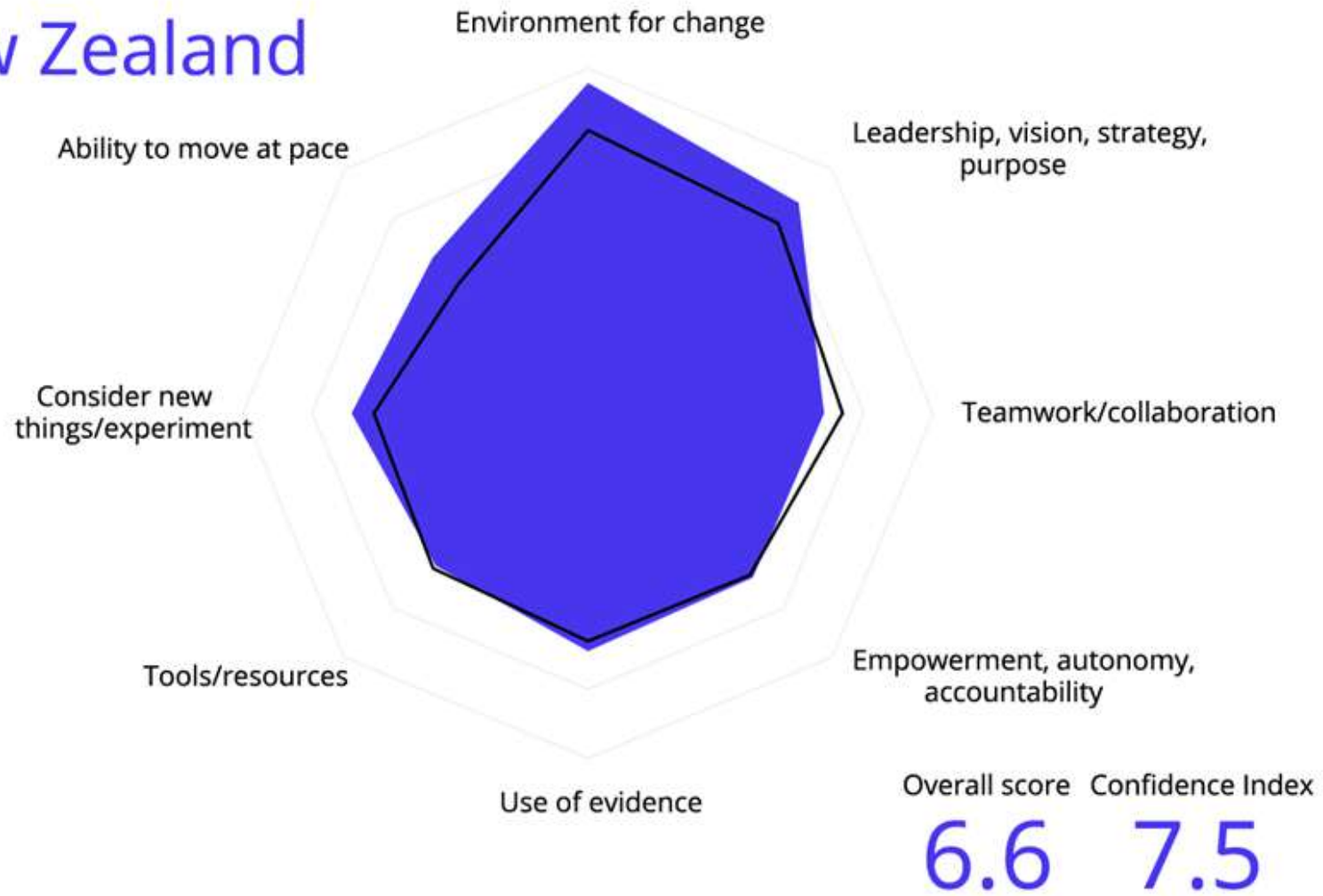
Sweden



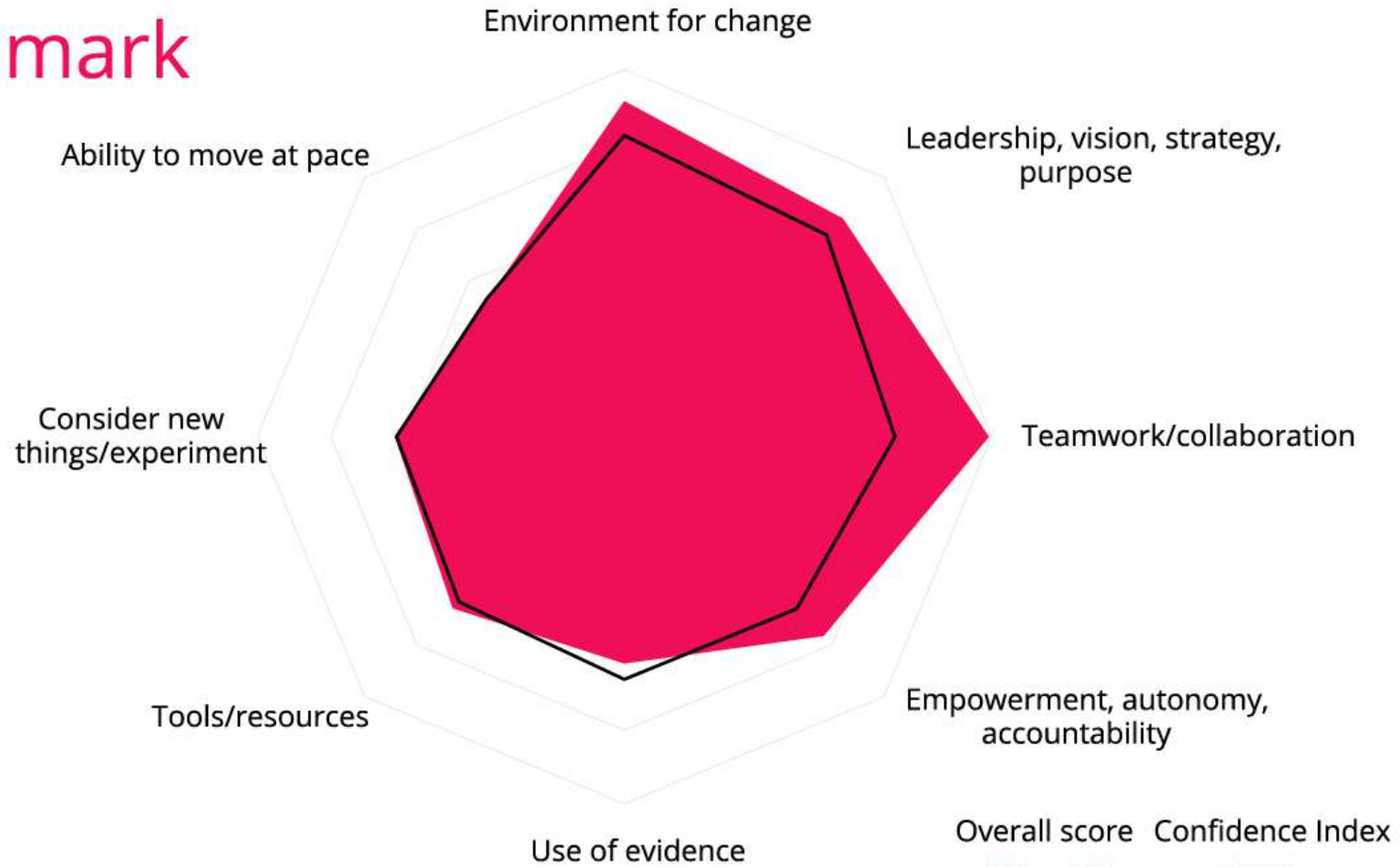
Overall score Confidence Index

7.6 8.3

New Zealand



Denmark



Overall score Confidence Index

6.6 7

Canada

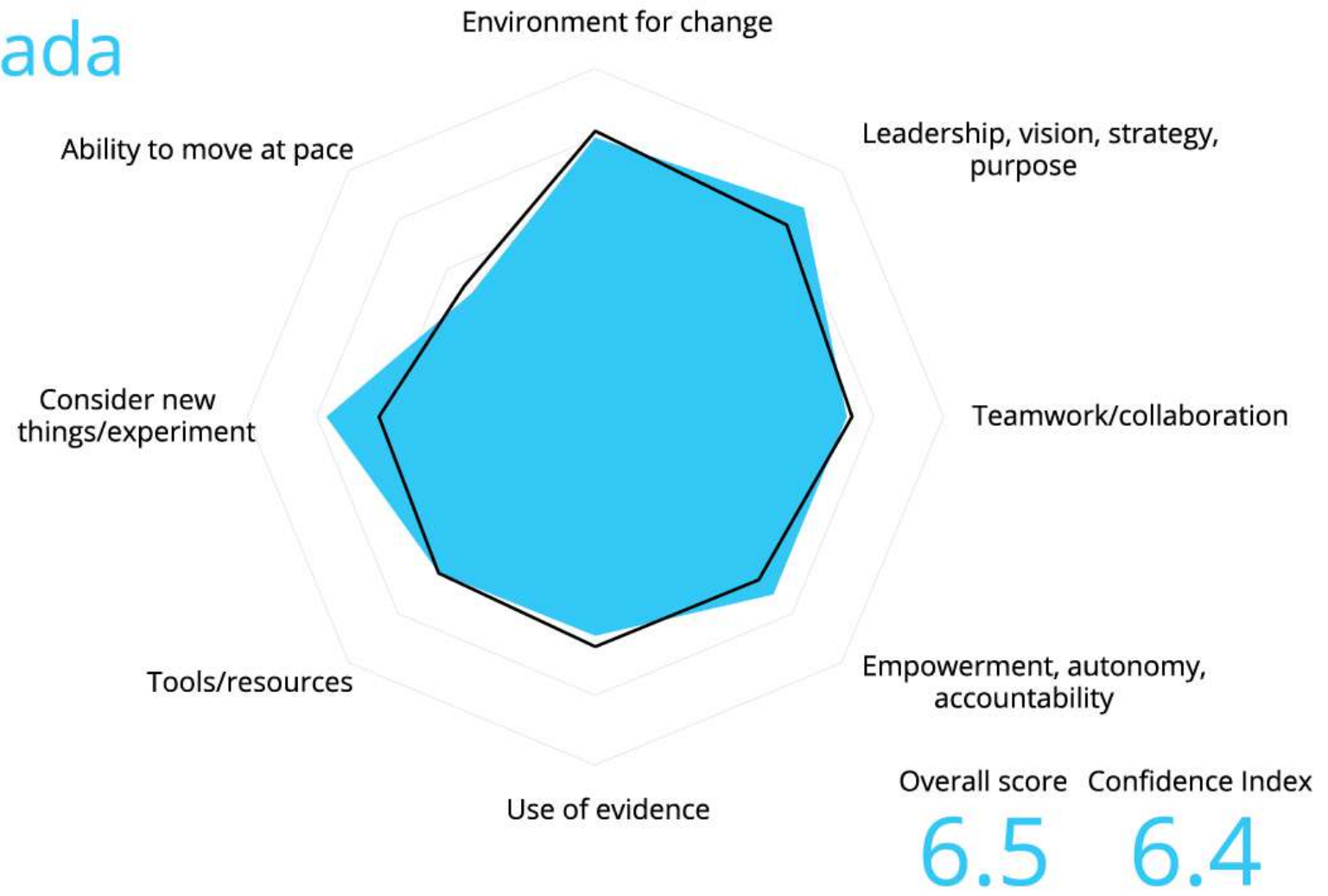
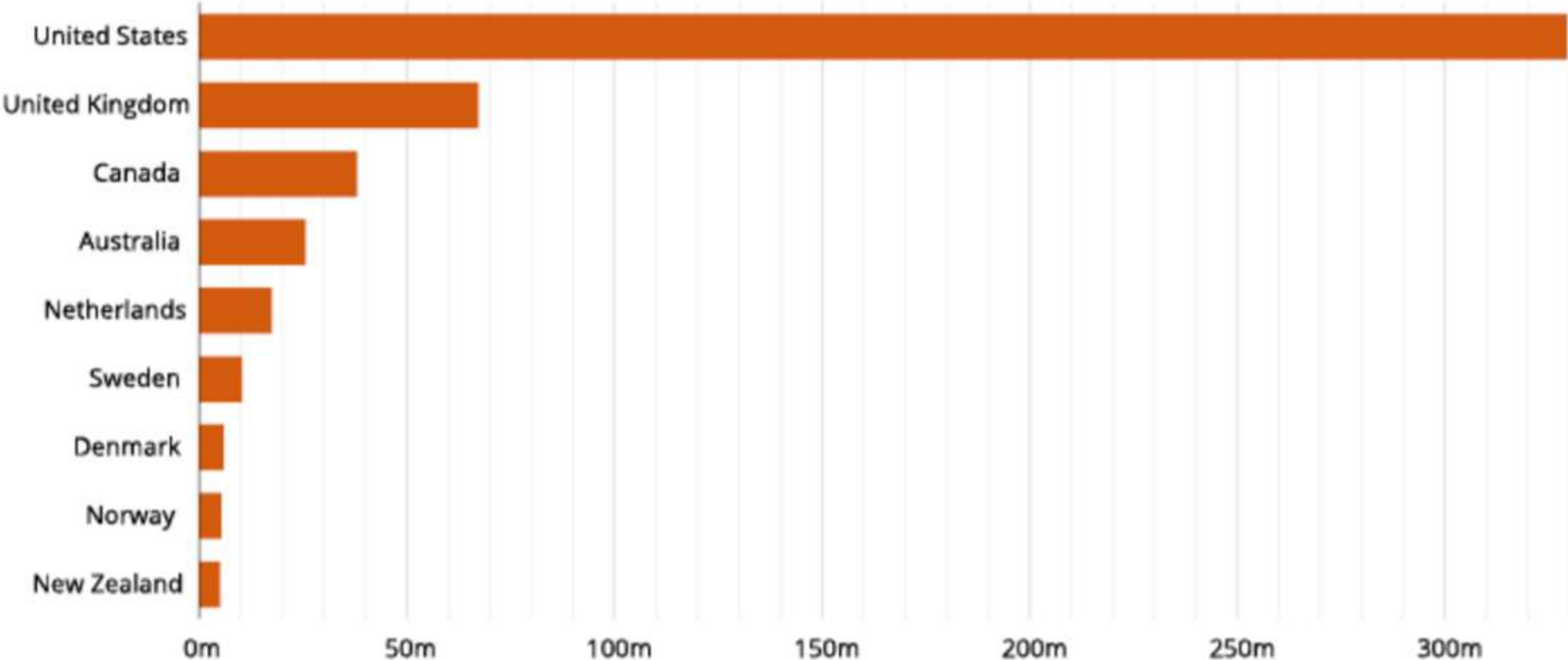
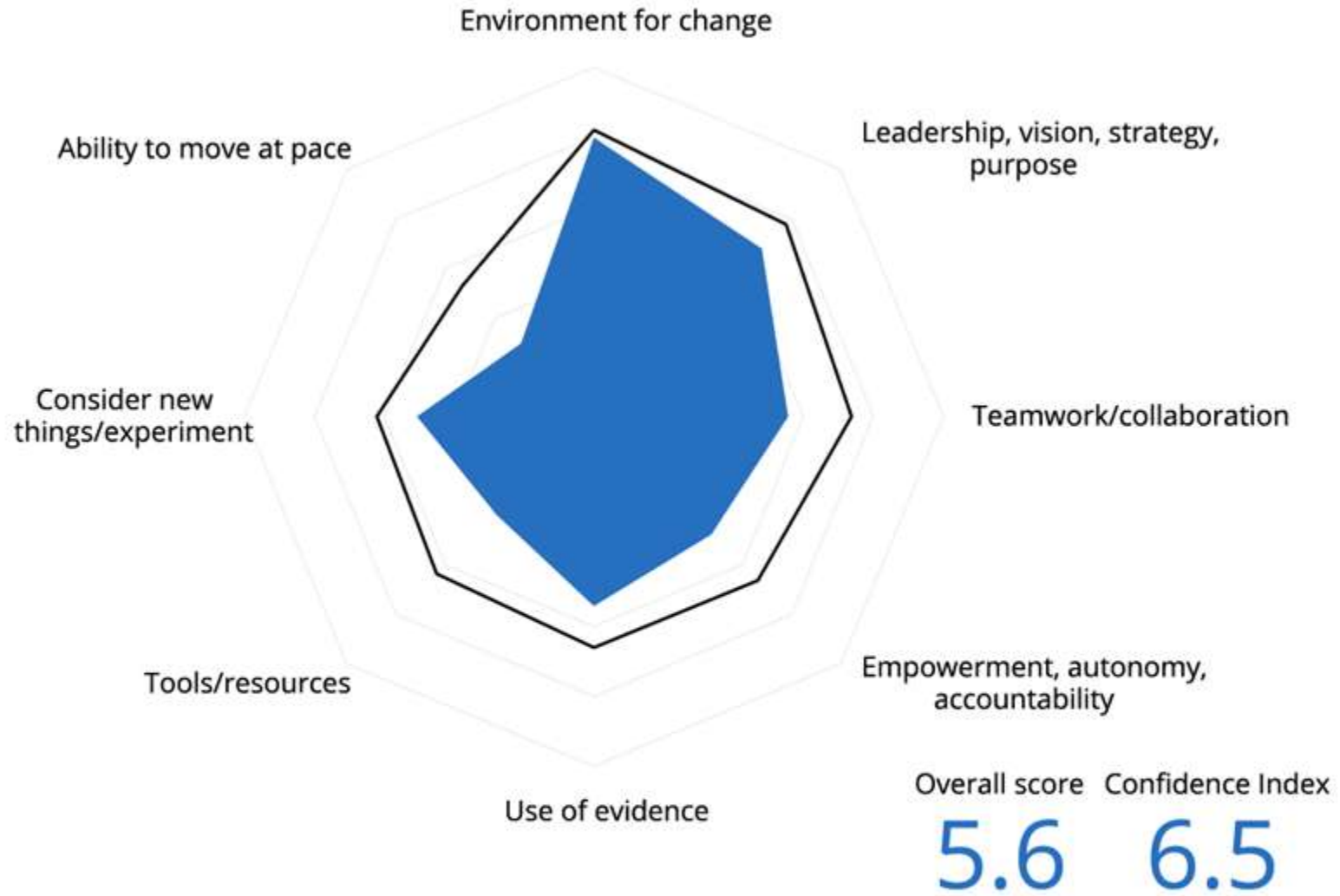


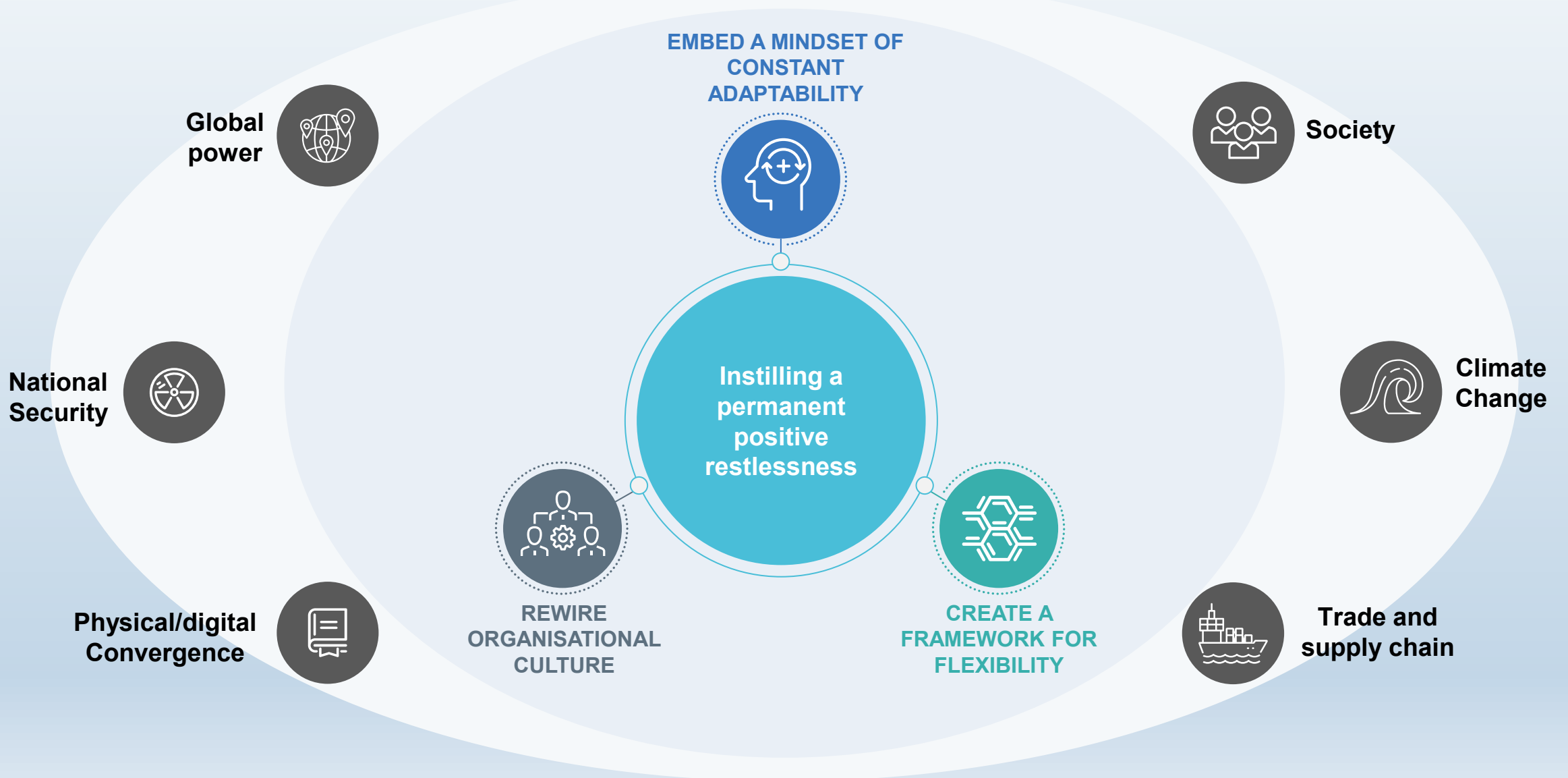
Figure 11: Country by population size



UK



The Adaptive Edge





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