


# The time for tough choices: Tried and tested methods for reaching consensus on difficult issues



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Local Strategic Partnerships 14/06/ 2010

# Three core messages:

1. Unprecedented challenges
2. Engagement is key
3. Engagement needs to change

(And three things to do next)

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Participation?

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this site help me?

How can  
I contribute?

 **16 October**

## Romania taking it consultation

I have just returned from Bucharest, Romania, principally on the topic of participation. It was very apparent from parts of the country that the use of effective consultation is particularly at a low level within the framework of more well-constructed projects.

Posted at 16 Oct  
[Potter](#) |  [0 comments](#)



# Partnerships in vogue

[www.involve.org.uk](http://www.involve.org.uk)



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# Spot the unlikely headline

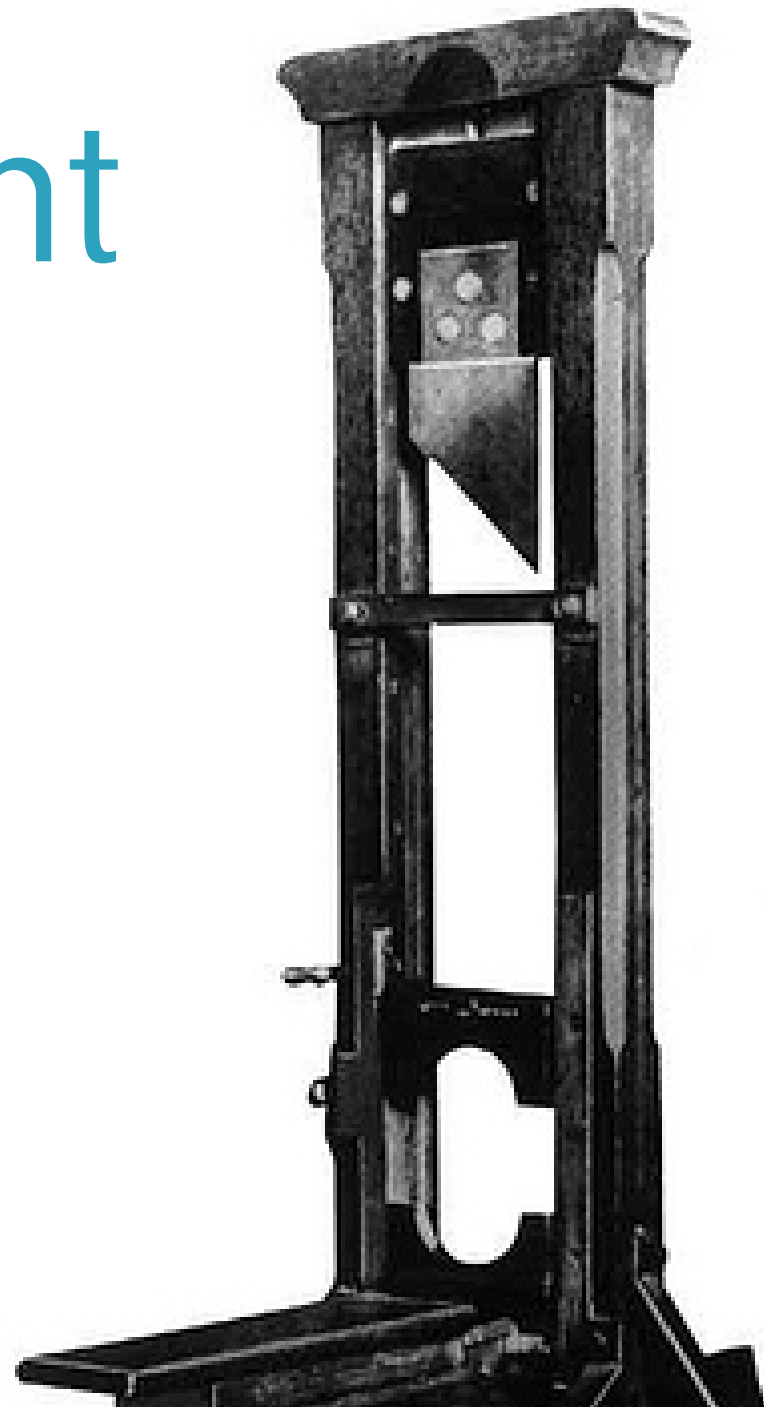
Public outrage at school cuts

Thousands sign petition to save hospital

Outcry as council axes consultation budget

# Engagement

-Easy to cut





# 1. Unprecedented challenges



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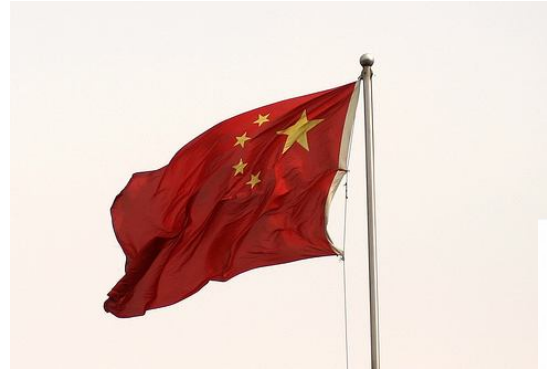
# Swingeing cuts



...Are just the  
beginning

# Massive changes

- Geographic
- Demographic
- Socio-economic



# Golden opportunity?

LSPs well placed to:

- Make sense of local needs
- Tap into local resources & strengths
- Coordinate activities
- Find efficiencies

## 2. Engagement is key



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# A tale of three wars



# Engagement gives you...

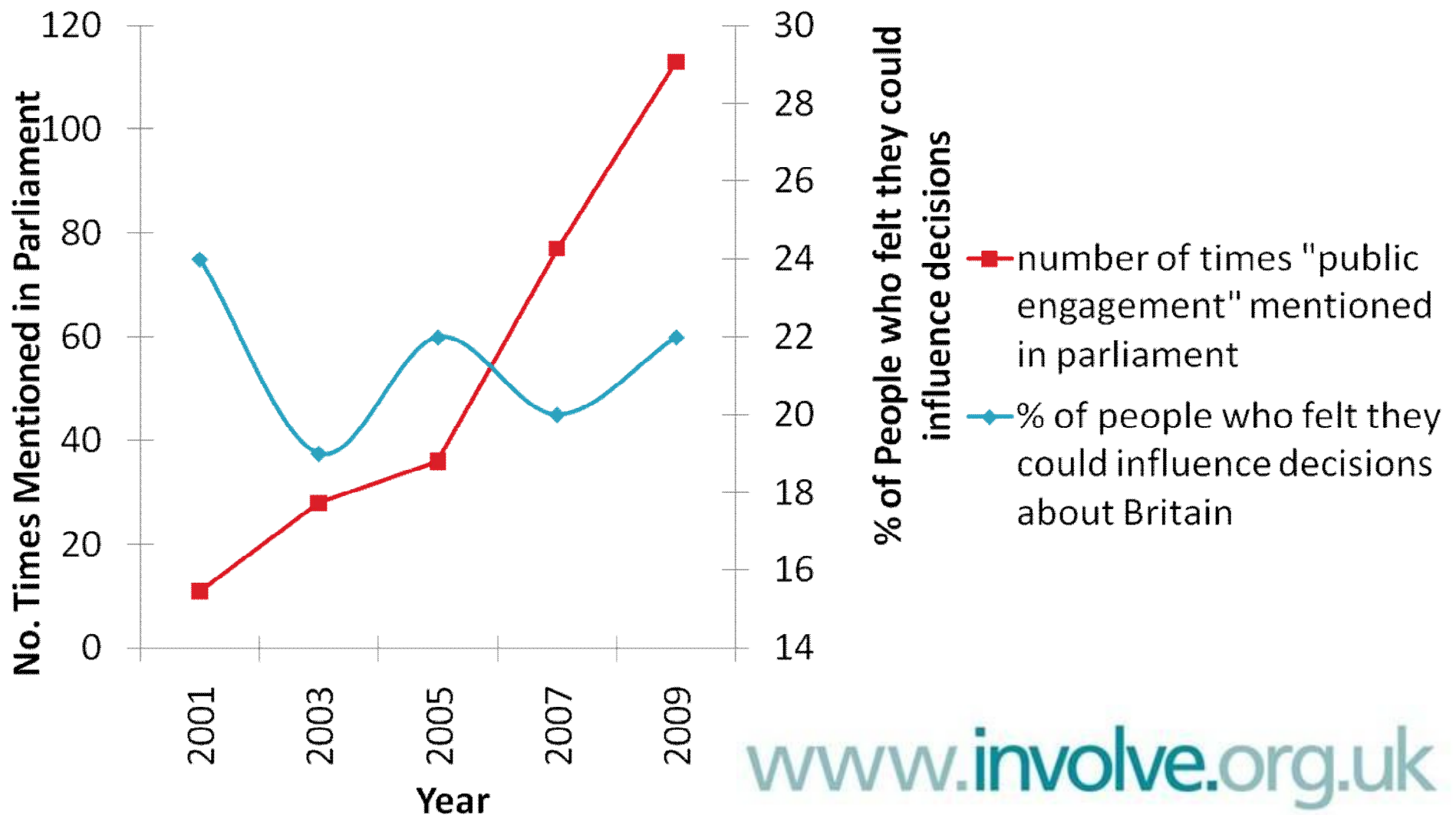
- Better decisions
  - Service redesign
- Unexpected insights
  - Imagine Jersey 2035
- Improved implementation
  - Leicestershire County Council



Why the  
recession  
might be a  
good thing...

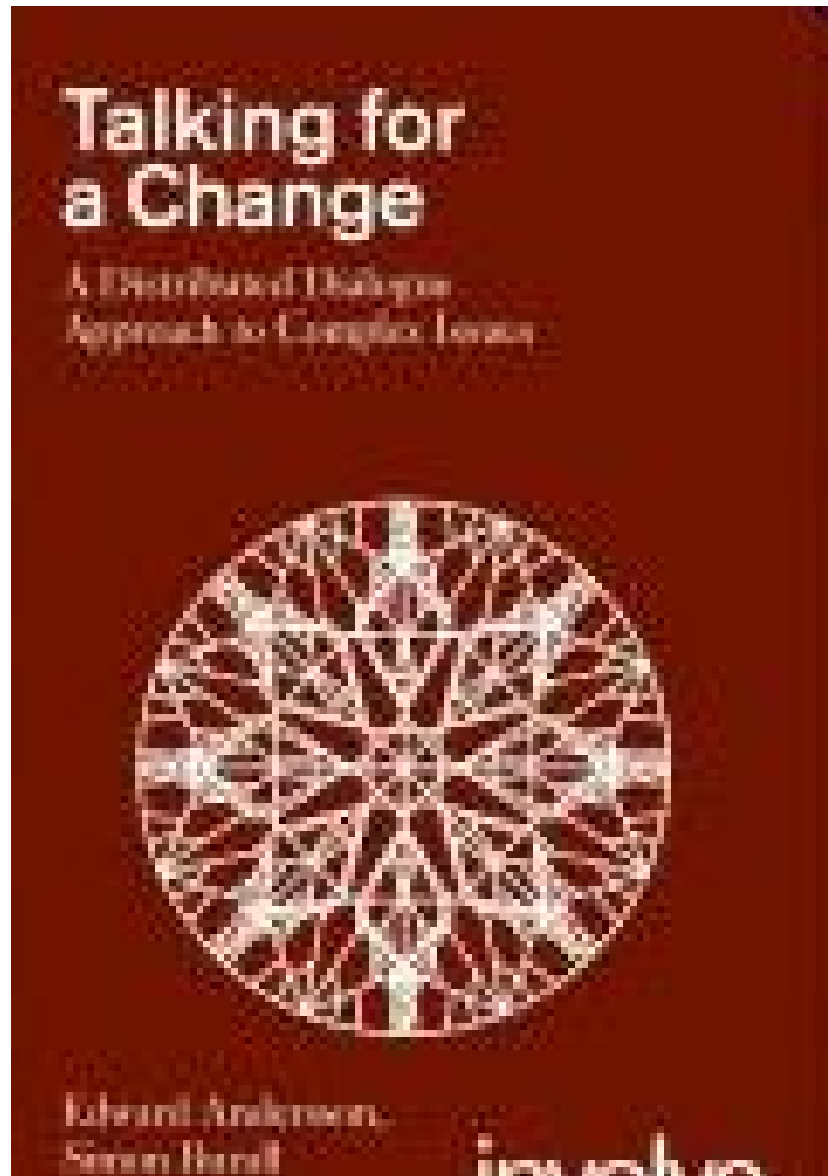
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### 3. Engagement needs to change





# The problems have changed



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# We need new solutions...

“If the streets are dirty, do deprived communities really need to go to meetings in cold halls on wet nights for the council find out they need cleaning?”

(Resident)

*Active governance: The value added by community involvement in governance through local strategic partnerships, Maguire & Truscott (2006)*

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# Future engagement will be:

- Deliberative
  - Our Budget, Our Economy
- Digital
  - Spending challenge
- Distributed
  - MyEstonia

# What should you do?

1. LSP Review/Audit
2. Build the business case
3. Be smarter in delivery

# LSP Review/Audit

Understand:

- Where you are
- Where you want to be
- Strengths
- Weaknesses

# Senior Manager Toolkit

- Developing Senior manager framework for embedding engagement in organisations (with NCCPE)
- 9 themes
- Due out in December

[www.publicengagement.ac.uk](http://www.publicengagement.ac.uk)

**national  
co-ordinating centre  
for public engagement**

**[www.involve.org.uk](http://www.involve.org.uk)**

# Senior Manager Toolkit

1. Mission
2. Leadership
3. Communication
4. Reward
5. Support
6. Learning
7. Staff
8. Stakeholders
9. Public

# Departmental Dialogue Index

<http://www.sciencewise-erc.org.uk/cms/departamental-dialogue-index/>



Departmental Dialogue  
Index – Summary Report

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# Build the business case

- Build the case for engagement
- Account for long term benefits and costs of not engaging
- Guidance under development w. Consumer Focus (Due out in September)

# Be smarter in delivery

- Do less but do it better
- Skill up staff
- Do more in house
- Draw on the strengths of civil society

What good is excellent data on  
your residents if they hate you?



'When written in Chinese, the word "crisis" is composed of two characters- one represents danger, and the other represents opportunity.'



John F Kennedy

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- Eflon
- Wrote
- Beggs
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- Noatakem
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- ~Brenda-Starr~



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