



One Voice

many opportunities



Sharing whilst maintaining control over quality services

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Chief Executive Liverpool City Council

A New Model for Delivering Public Services – the joint venture

- ❖ **The need to innovate.**
- ❖ **Putting the customer first.**
- ❖ **Working with partners to improve service quality.**
- ❖ **Ahead of its time.**

Lessons learned

- ❖ **Make the best use of assets and resources.**
- ❖ **A shared Governance and Performance Framework.**
- ❖ **Process excellence.**
- ❖ **Service excellence.**
- ❖ **Efficient, Effective and Value for Money.**

The world has changed

- ❖ **Rapid social change.**
- ❖ **Growing and more complex demands.**
- ❖ **Massive cuts in public sector spend.**

Shared Services - the reality

- ❖ **A tale of two trucks**
- ❖ **Letting go....Turkeys voting for Christmas!**
- ❖ **Who bears the upfront costs?**
- ❖ **No quick wins.**

A New Model for Service Delivery

- ❖ **Mindsets need to change.**
- ❖ **Roles and relationships need to change.**
- ❖ **Radical reform of Procurement.**
- ❖ **Focus on designing tomorrow's services today.**

The Co-operative Approach

- ❖ Invest to save – not sticking plaster
- ❖ Clear purpose and objectives
- ❖ One Step as a time....
- ❖ The Golden Share



**WHERE DOES THIS LEAVE THE POWER OF LOCAL
GOVERNMENT?**