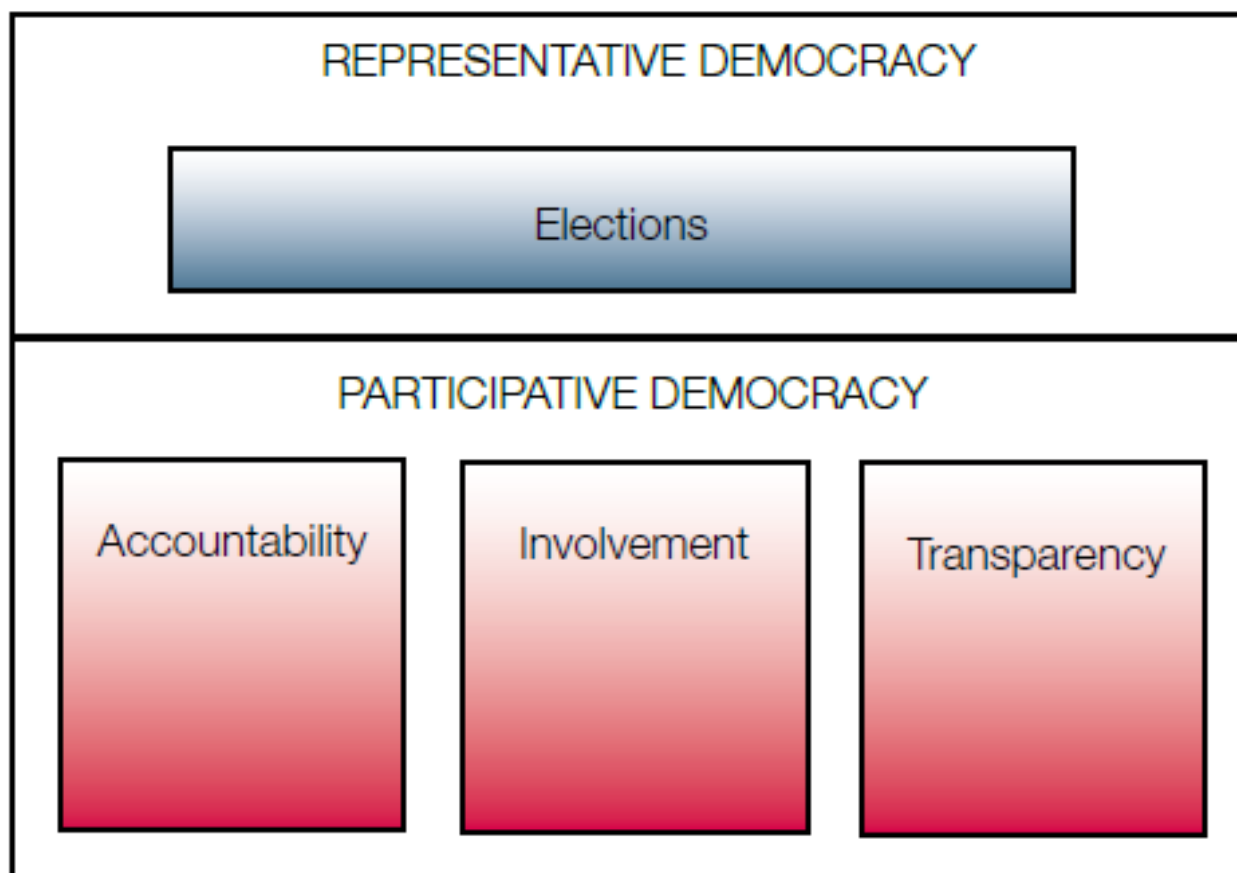


contents

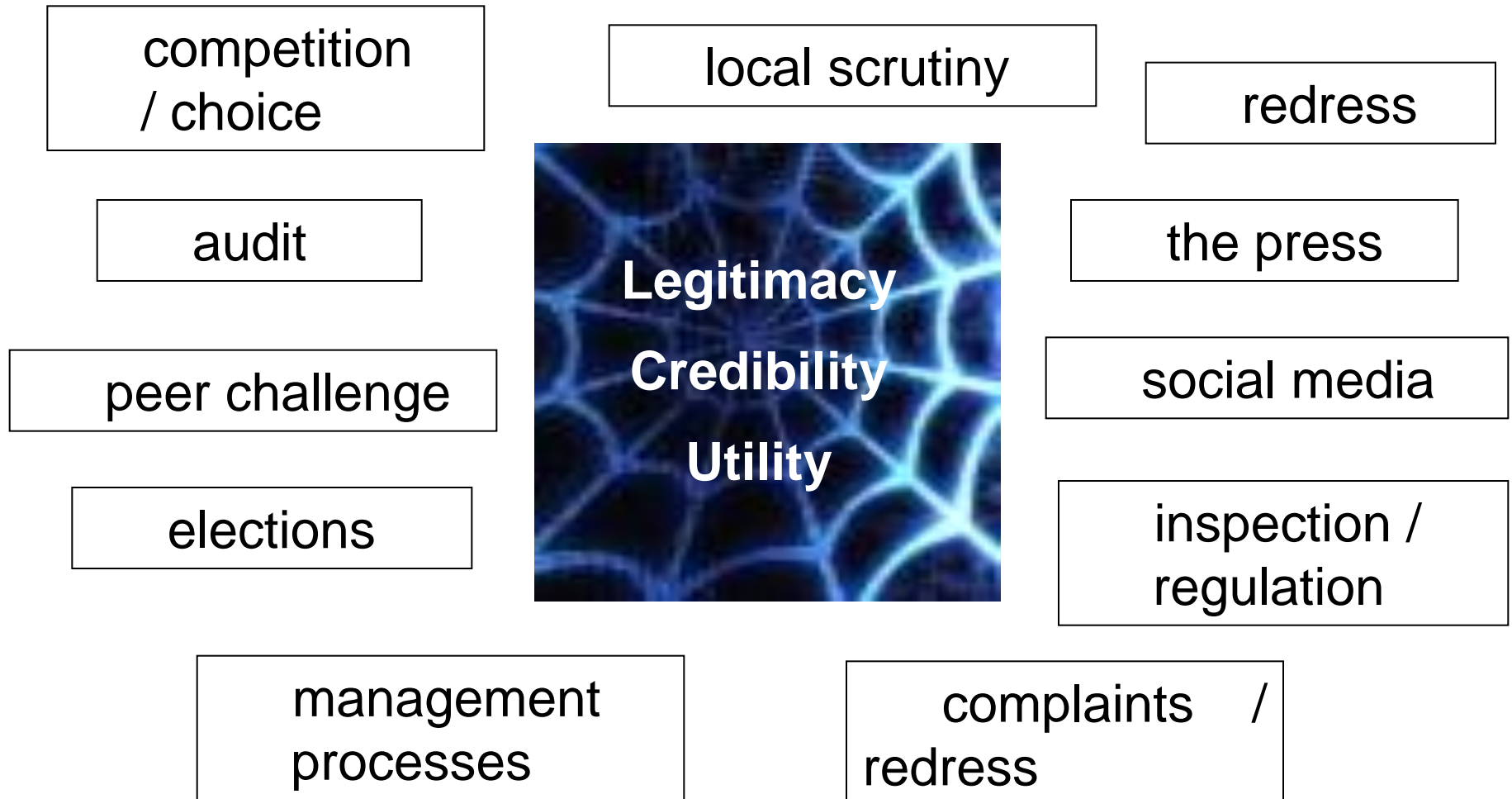
- accountability, transparency, involvement
- the web of accountability
- challenges and opportunities
- Accountability Works for You
- governance culture change



accountability, transparency, involvement



understanding the web of accountability



challenge 1: what do we mean by accountability?

“ Accountability is a good thing.
But we believe it should point to
the people who actually use
and pay for public services. ”

*Decentralisation & the Localism Bill: an essential guide,
DCLG December 2010*

“ A relationship between an actor and a forum,
in which the actor has an obligation to explain
and justify his or her conduct, the forum can
pose questions and pass judgement,
and the actor may face consequences. ”

Bovens, Schillemans, 'T Hart, 2008

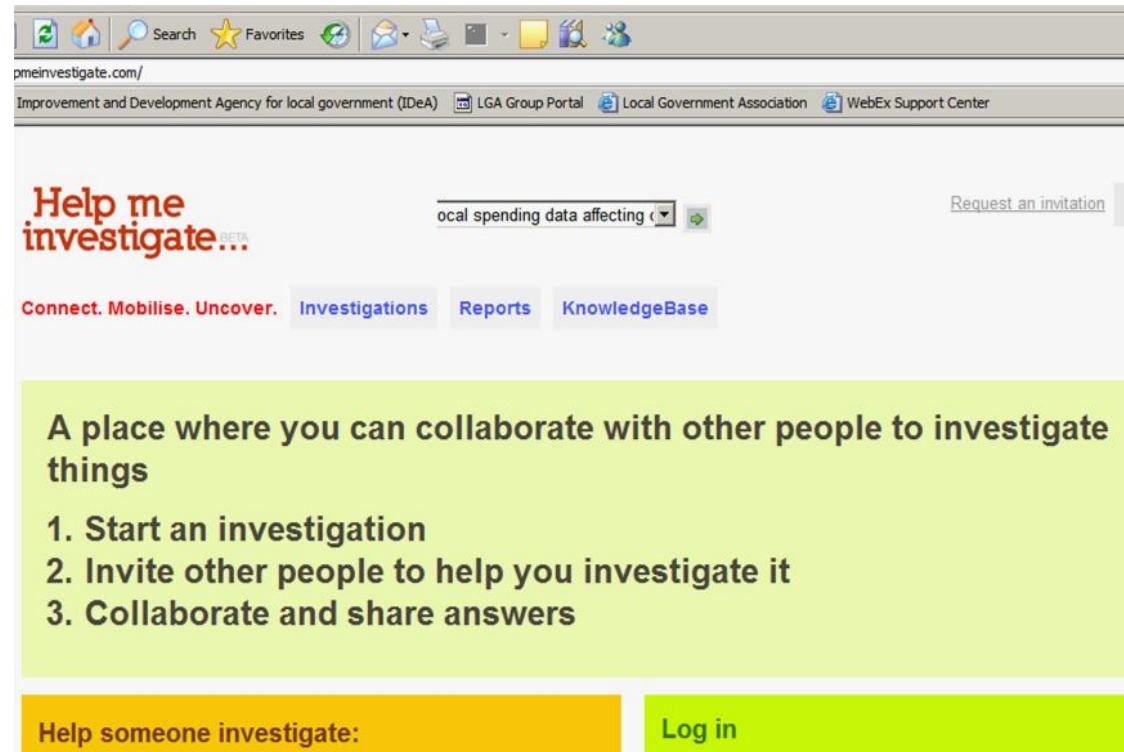
challenge 2: learning to love transparency



from:



to:



challenge 3: turning involvement into influence

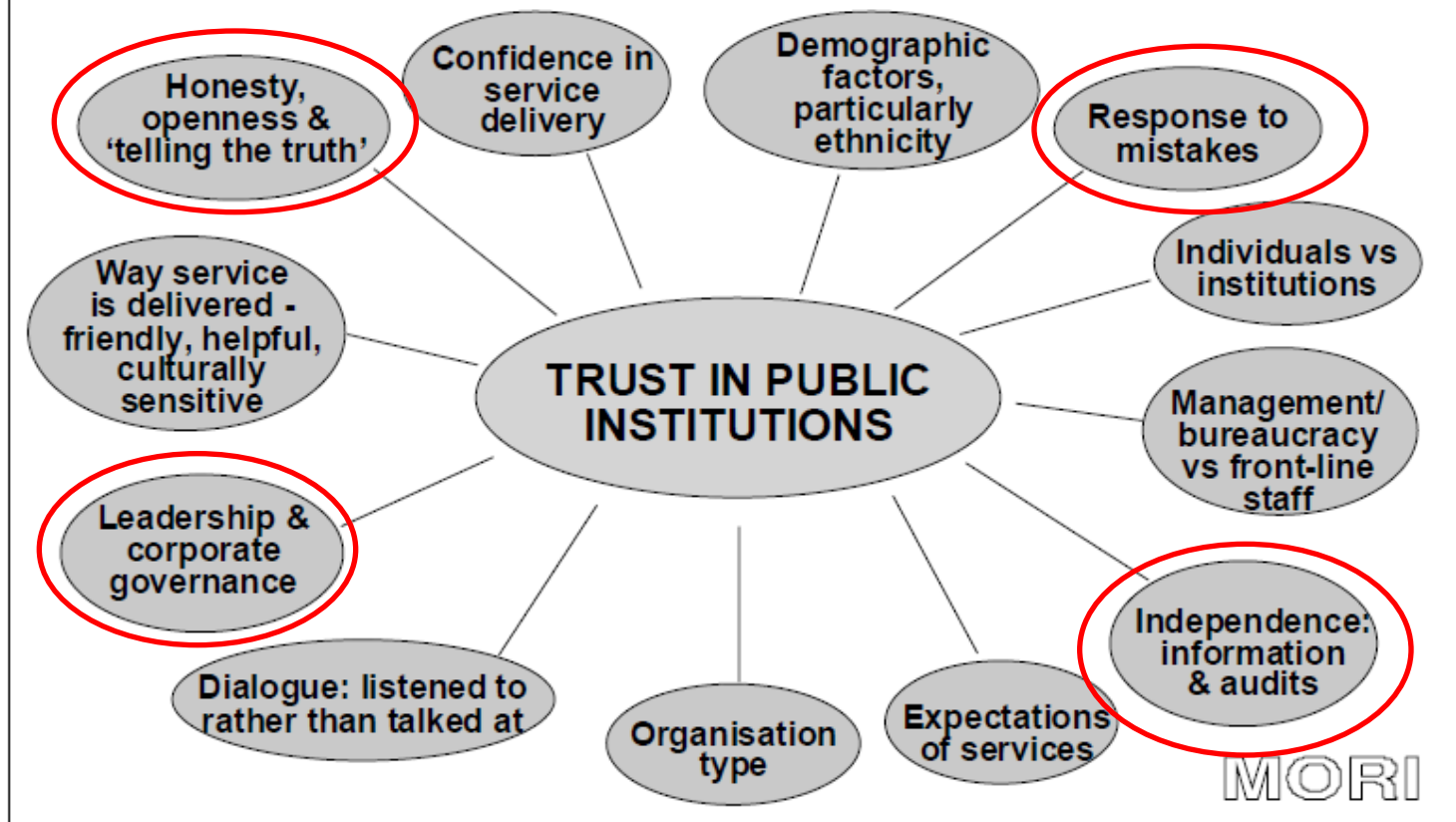


Involvement has to
mean something for
those who get involved

How possible will this be
in the financial climate?

public trust – a challenge and an opportunity

Key influences on levels of trust



opportunity 2: a more sophisticated understanding of accountability?

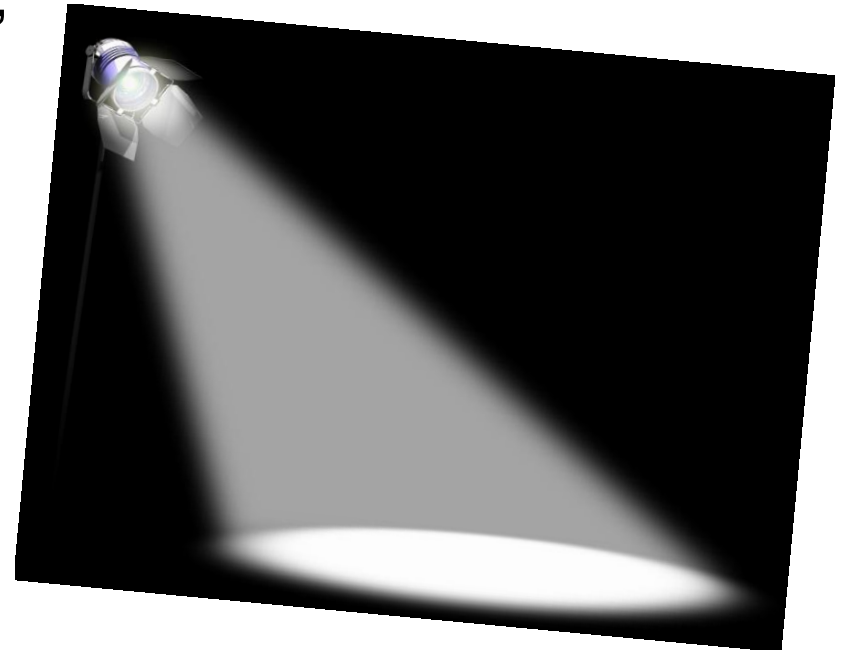


“ It will be the simultaneous action of these different mechanisms of accountability acting on the different organisations involved in the commissioning and provision of a public service that will ensure the accountability of the system as a whole. ”

Open Public Services White Paper, Cabinet Office 2011

opportunity 3: transparency is not just armchair auditors

- “sunlight the best disinfectant”
- publishing spending data just the start
- the “so what?” question
- context and link to outcomes
- facilitates scrutiny and accountability



Accountability Works for You: - a new practical tool



Flexible & free for councils to use
- tailored support available from CfPS

Helps improve governance:

- transformation & culture change
- asks questions on accountability, transparency and involvement
- 'tone from top' is vital in achieving change



www.cfps.org.uk/what-we-do/accountability-works

Accountability Works for You

- feedback from pilots



“Accountability has to be seen as central to the whole approach to **transformation** and **improvement**”

“...has the potential to offer us a robust & straightforward solution to **cultural problems** that other forms of evaluation and assessment have missed for years”

“...helped us **think completely differently** about accountability. We’re now in a position to demonstrate how central it is to **value for money & organisational change.**”

“...a clear framework to help us **understand and communicate** what accountability means for us and how to set in train what we need to do to **shift culture** and focus”

“Formative not summative accountability”

From education sector assessment theory:

Summative:

- Static data collation
- Reporting & judging
- Generates a score
- Externally owned
- Judge & jury
- Clear purpose

Formative:

- Dynamic process
- Improvement & learning
- Intrinsic value
- Internally owned
- Coach & facilitator
- Self-motivation

needs major governance culture change

From...



To...



Stay in touch



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