

# Public Service Delivery- How can we raise the bar?

Ian Trenholm, Chief Executive, RBWM



# The problem with now

- The recession
- The search for faster horses
- Operating beyond public imagination
- Unaffordability of Current (post war) business model
- The rise of inter-agency efficiency and the need for 'better plumbing'
- ...and we don't help ourselves by not valuing information

# Where do we need to be?

*21<sup>st</sup> century **business** that in terms of resident satisfaction and effectiveness stands comparison with the best organisations anywhere in the world – **competing** with shops / airlines / insurance companies, etc*

# But what does that really mean....

## ➤ **Policy**

- Transparency – e.g. spend profile, energy usage

## ➤ **Process**

- Make them risk based – don't make a meal of things
- Assume everyone is NOT a liar and a cheat

## ➤ **Technology**

- SaaS, the cloud, eBay et al
- Default to everything is web based and publicly available – the **“Transparency dividend”** – enables cheap inter-agency working.....even if public aren't interested

# Final thought

*“Dogs bark at things they don’t understand”*

*If “you are your behaviour” then being transparent demonstrates intent to improve and an honest competence*

The Royal Borough



Windsor &  
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