

Collaboration between the public and community sectors Why? What? How?

Clare Morris

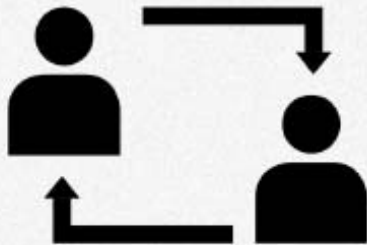
Managing Director Anglia Ruskin Health Partners

@clare1morris

A New Model for Public Services: the relational state

Old Model: the delivery state	New Model: the relational state
Done to: led by professionals, citizens disempowered	Act with: citizens as equal, collaborative partners, active co-producers
Top-down organisational decision making	Recognising insights of frontline staff + public
Closed	Open, transparent, listening, responsive
Delivering	Facilitating
Services Delivered through large institutions	Services embedded in homes and communities
One-size-fits-all, standardised, prescriptive	Personalised, flexible, holistic, diverse solutions
Disjointed service episodes	Services integrated with people's lives
Defining people by problems and needs	Starting with people's assets

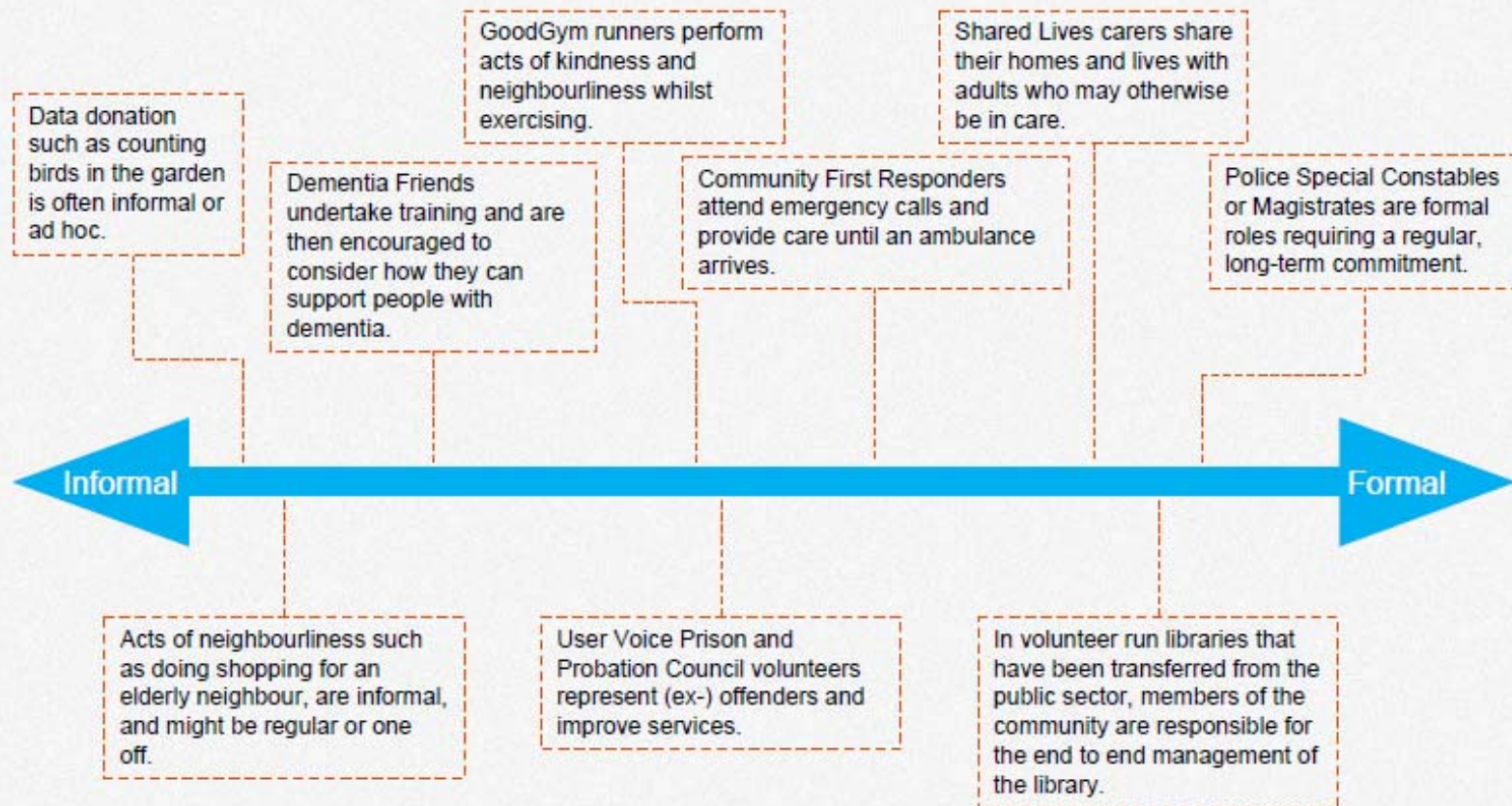
People Helping People: why public services should engage



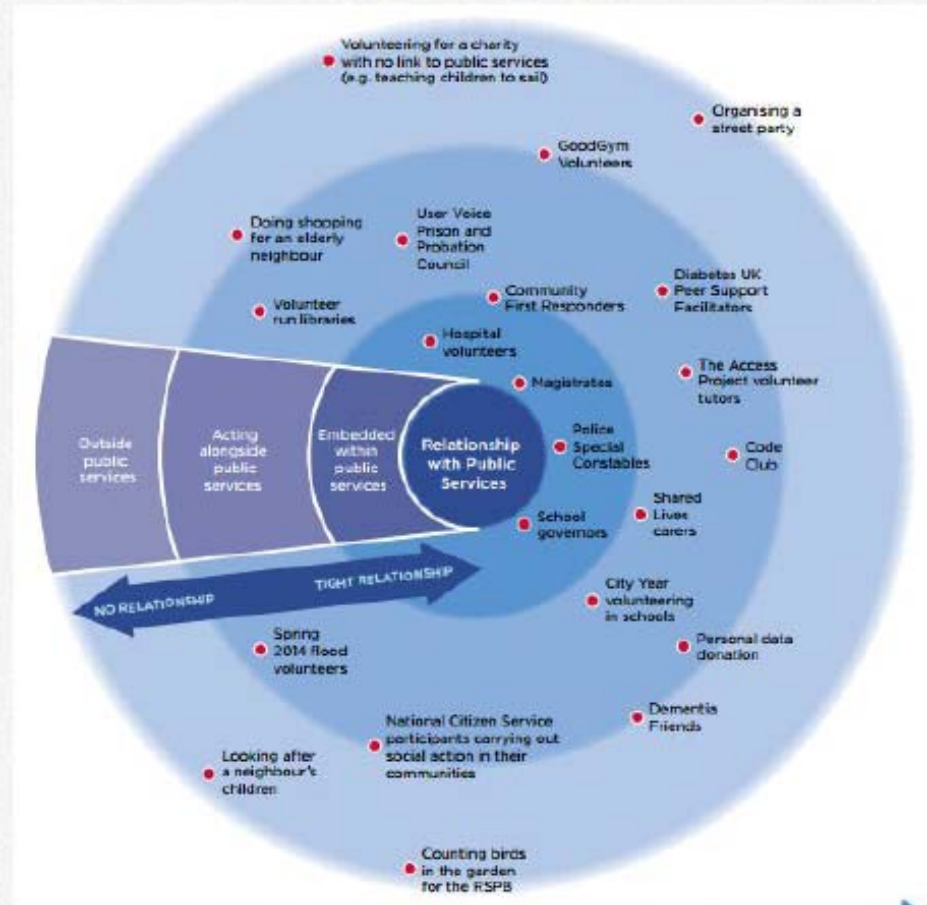
We believe that people helping people should be a core organising principle for public services. There are five compelling reasons to do this:

1. Increase the resources available to achieve social goals
2. Give public services access to new expertise and knowledge
3. Reach people and places that public services cannot reach
4. Lead to a fundamental change in the way we respond to social needs and challenges
5. Create better services and reciprocal value for the people who give their time

Mobilising Citizens: a spectrum



People Helping People: The relationship of social action to public service priorities



Experiences from Greater Essex



Tactics

- Get involved
- Value your expertise – and be generous with it
- Relationships are your currency
- “In your shoes” – it cuts both ways
- Filthy lucre
- Be passionate

Values

- Generosity
- Curiosity
- Truth-telling
- Passion

Myron's Maxims for effective system working

- People own what they create - at the heart of co-creation.
- Real change takes place in real work - nothing has really changed if we aren't doing the real work differently.
- The people who do the work do the change - so you need to involve the do-ers in the change process.
- Start anywhere but follow it everywhere - you know where you want to begin, get on with it but follow wherever it leads.
- Keep connecting the system to more of itself - to release the collective intelligence you have to be connected, none of us is as smart as all of us.
- The process you go through to create the future is the future you will create.