

A FRAMEWORK FOR
PUBLIC SERVICE
REFORM
2015-2025

SUMMARY LEAFLET

In this document...

public service is a collective name for all those employed by the States of Guernsey

government is the elected political body, including the Committees and the States Assembly

civil service is the part of the public service that supports the government to administer its business and develop and deliver its policies

frontline service is a service directly accessed by the service user

PUBLIC SERVICE REFORM AND WHY WE NEED IT

Public service reform is a ten year plan to transform the organisation, management and the delivery of services to customers.

The States has succeeded with its short-term goal of controlling cost and reducing expenditure to address the budget deficit. Whilst we still need to focus on cost control and efficiency, we now need to deliver what has been termed a 'reform dividend' – ensuring any savings we make, in either money or staff time, can be re-cycled back in to the services where they are needed most. Ultimately, public service reform is about improving outcomes for our customers, whether that is as a member of the public, business, the third sector or the government, both now and in the future.

We need to make sure that we are as inclusive as possible, engaging with all members of our community so we understand them better, including those who are more difficult to reach. We must also concentrate on working together better across the organisation and removing barriers between services so we can become more efficient. We need to improve the way in which we deliver frontline services, so our customers can access them quickly and in ways that suit them and we must make the best use of our resources to do this.

Reform is about committing to change and improvement so that we can better serve our community's needs today and in the future. Importantly we need to be able to meet the growing and changing expectations of our community and the challenges the public service, and the island, is likely to face in the future. The population is living longer, a positive result of advances in healthcare, but we've got to make sure we meet the demands that will result from that - the community's shifting demographics, changing workforce requirements and a need to continue to support Guernsey's economy, helping to meet the challenges we face in a competitive world.

We also need to improve the way in which government is supported by the civil service. We've got to ensure there is the appropriate capacity and capability to support the development of impartial and balanced government policies while implementing these efficiently and effectively.

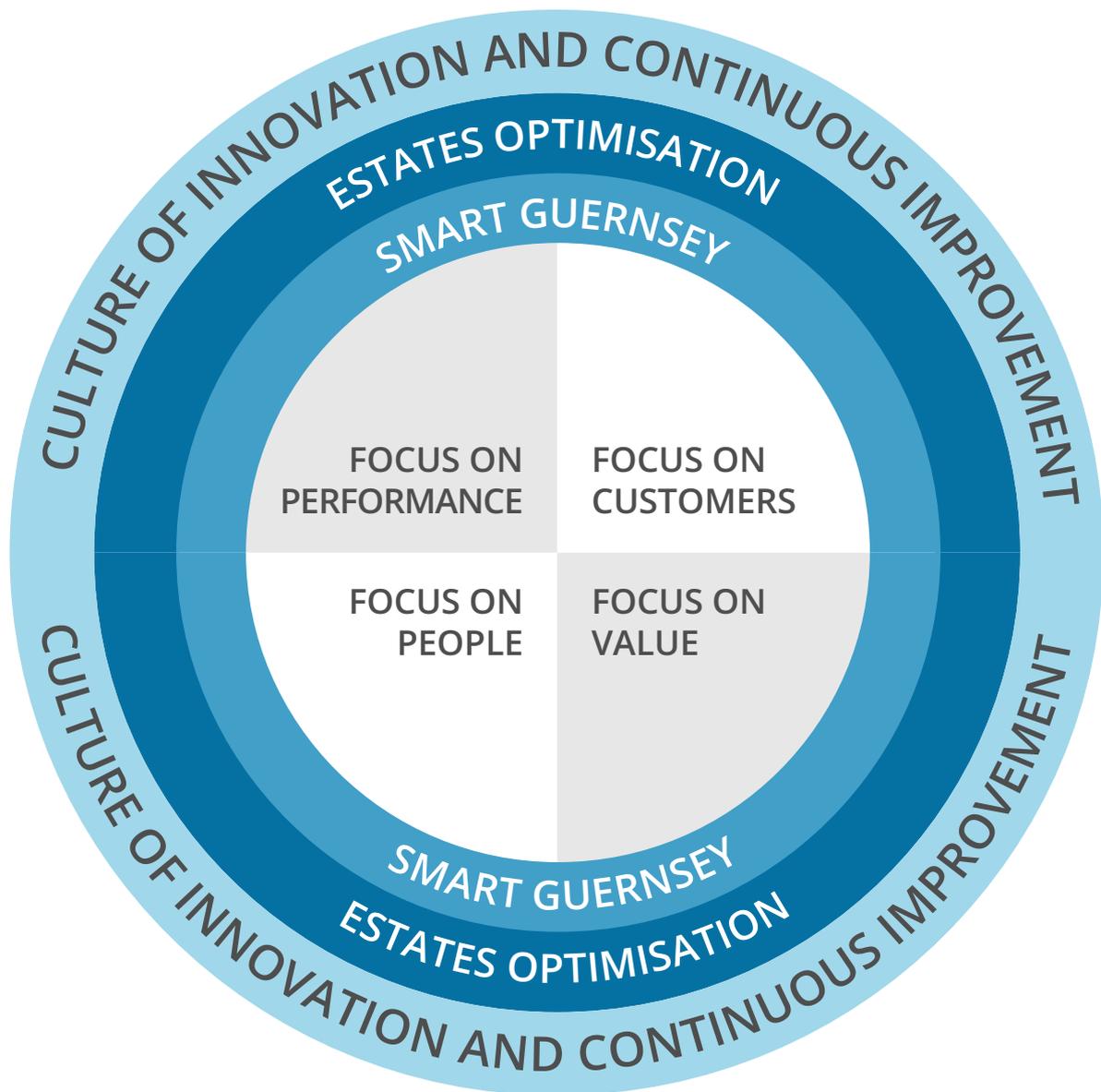
MAKING REFORM HAPPEN

We have four aims that are inter-linked:

1. Improving customer engagement and satisfaction
2. Delivering and demonstrating value for money
3. Improving staff engagement and satisfaction
4. Enhancing organisation performance measurement and management

To achieve these aims we will work harder at delivering consistently good services as one organisation, collaborating between services and co-ordinating projects and programmes. We will work in partnership with outside expertise, from the charitable and voluntary sector and from the business sector.

We will be a public service designed around meeting our community's needs, rather than expecting our customers to adapt to the public service's internal procedures and structures.



FOCUS ON VALUE FOR MONEY

To show the taxpayer that government can be trusted to spend their money wisely.

FOCUS ON PERFORMANCE MANAGEMENT

To understand the organisation's performance today, so it can be improved.

FOCUS ON OUR PEOPLE

To understand strengths and weaknesses, reward high performance and support development and improvement.

DIGITAL - SMART GUERNSEY

To use 21st century technology to benefit customers and staff.

INNOVATIVE AND CREATIVE THINKING

To embrace new thinking and innovative ideas and the tools and techniques that exploit this.

ESTATES OPTIMISATION

To have an efficient, fit for purpose and sustainable estate that delivers value for money, allows modern ways of working and improves customer value.

FOCUS ON OUR CUSTOMER

To understand who the customer is, what they need, and provide it.

VISIBLE CHANGES

Public service reform will not happen overnight. Short-term solutions will only bring short-term change – not long-term transformation. Long-term transformation takes time and many changes will be evolutionary. Visible improvements in the short-term will most likely come from changes made by individual service units and teams, however, some of the changes you will start to see happening across the whole organisation will be, for example:

- A focus across the organisation on excellent customer service
- Better engagement with all members of our community including those who are more difficult to reach
- Developing a better understanding of all our community including those who have more specific needs
- Adopting a 'Tell Us Once' approach so people can inform us once of key events such as a birth or death, a change of address or employer, once rather than many times
- Developing and improving www.gov.gg to create a single easily navigated site for accessing public services and transactions with the States
- Becoming 'digital by default', so thinking about how services can be accessed online at the very beginning of projects

Long-term outcomes you will see will include, for example:

- Better data management across the organisation which we can access to prioritise and inform policies, strategies and plans
- An emphasis on performance management
- An end to a silo approach to departmental working and introducing seamless services by removing departmental barriers
- Rationalising operating from 100+ sites so that we are easy to find and easy to engage with

HAVE YOUR SAY AND BE A PART OF THE PROCESS

Until October you have the opportunity to have your say by completing the community survey. By doing this you will help those who deliver public services in Guernsey to get a better understanding of your views and experiences, and to learn what is important to you. Please go to **<http://www.gov.gg/feedback>** or collect a paper copy from Sir Charles Frossard House, Social Security receptions (multiple languages available), Beau Sejour, Raymond Falla House, Princess Elizabeth Hospital (multiple languages available) or all post office branches.

In these few pages we have given you an oversight but if you would like to learn more about Guernsey's public service reform, full details are available on **www.gov.gg/change**. Printed copies of the full public service reform document are available from reception at Sir Charles Frossard House or you can e-mail us at change@gov.gg and we'll e-mail or send you a copy.



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