

Alex Chisholm's Civil Service Reform Presentation July 2020

Civil Service

This is a crucial moment where there is both great opportunity for reform and a burning need for it

The need	Rapid change is the new normal but we are not set up for it Pace of technological, environmental and social change, citizen expectations	We have big ambitions that the current system will struggle to meet e.g. maximising the benefits from leaving the EU, decarbonising the economy, levelling up across the UK	
The opportunity	Political ambition A Government with a majority, an appetite for change, and an agenda that relies on improved capability to deliver	Senior support New Chief Operating Officer, leaders across the system engaged and ready to act	The covid experience Demonstrates the importance of good government, the possibility of change, what we need to do better

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As well as understanding the importance of this moment, we have also learned lessons from the past

		Mining the archives of past reform has taught us how important it is to: <ul style="list-style-type: none">→ Be ambitious→ Make it about co-delivery and create a movement→ Prioritise and focus on outcomes for citizens→ Maintain visible leadership→ Use robust programme management→ Learn, adapt and change→ Employ transparent and evidence-based decision making→ Bring in external expertise and challenge
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We have identified ten key areas for change

- Great people
- New ideas
- Better results

1. Enhanced **capability**
2. Strengthened **accountabilities**
3. Reflecting the **whole UK**
4. Effective **Ministerial-Official relationships**
5. **Innovating better**
6. Upgraded **business systems**
7. Improved **policy making** based on research and testing
8. **Working across boundaries** on strategy and execution
9. **Delivering projects** to time and budget
10. Clarity on **responsibility** between the centre and departments

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How are we going about reform? First, an emphasis on co-creation

A joint endeavour between:

- Ministers and Civil Service Leadership
- Departments and the Centre
- Policy, Functions, Front line delivery

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Second, creating a movement not doing it top down

- 300 Growing movement of 300+ reform champions across all departments
- 2,000 Futures survey of almost 2,000 civil servants
- 32,000 Almost 32,000 participated in reform-themed Civil Service Live this week
- ? We will see how many engage via our new online platform

Our Civil Service. Shaping our future together. How you can get involved

Challenge	Count
Cross-Team Collaboration	215
Training and Learning Opportunities	173
Communication	168
Tools and Infrastructure	155
Compensation and Benefits	116
Innovation	80
Teamwork	73
Management	68
Hiring and Recruiting	61
Transparency	58

We asked Civil Servants: Is there anything that prevents the Civil Service from delivering the best services to citizens? Of 1,698 people who responded, this diagram shows the range of the challenges they named.

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