

# Ben Page

Chairman

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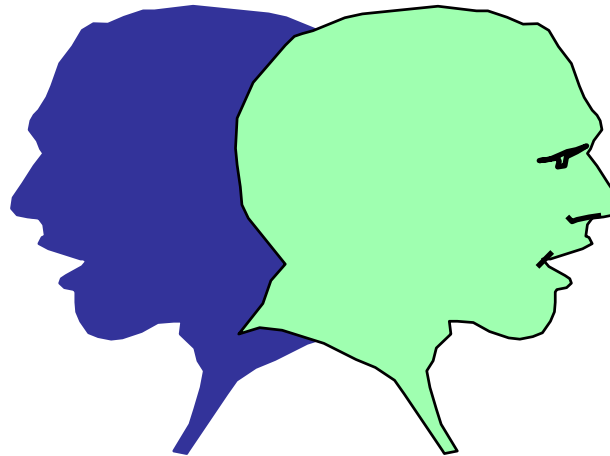


# 1. Updating the State/Citizen contract

# Views about responsibility not necessarily consistent

*“We are intelligent people, we can make up our own minds, after hearing the facts. Providing we hear the facts”*

*“Give us the credit for thinking for ourselves”*



*“We vote the Government in to make these decisions for us”*

*“If a drink driving ban stops one person being killed, then it’s worth it”*

The same person can express apparently contradictory views depending on the way a question is framed

# Ideally Government would pass more laws to protect people AND leave decisions to people's own judgement!

**Q** *How strongly do you agree or disagree that....*

**■ % Strongly disagree** **■ % Tend to disagree** **■ % Tend to agree** **■ % Strongly agree**

**“The Govt should do more to protect people by passing laws that ban dangerous activities”**



**61% agree**

**“The Govt does not trust ordinary people to make their own decisions about dangerous activities”**



**62% agree**

# A relationship problem

The relationship is perhaps more like a **step-parent and teenager** - feeling like they **should** be having a say but still being treated as a child. The situation is made worse by perceived illegitimacy of central government **per se**



## But some questions still remain

- How would people react to a more explicit expression of what they can expect from the state, and in return, what they accept responsibility for?
- Which policy areas are people most open to accepting clear allocation of responsibility?
- What areas should automatically be a state responsibility – Defence? And where is there joint responsibility – Health?

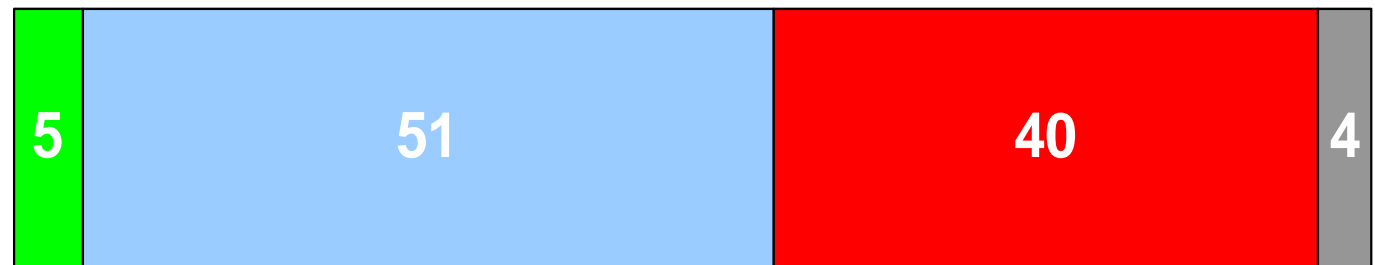
## **2. A step change in customer service – what we already know**

# Despite real improvements, expectations may be outstripping them

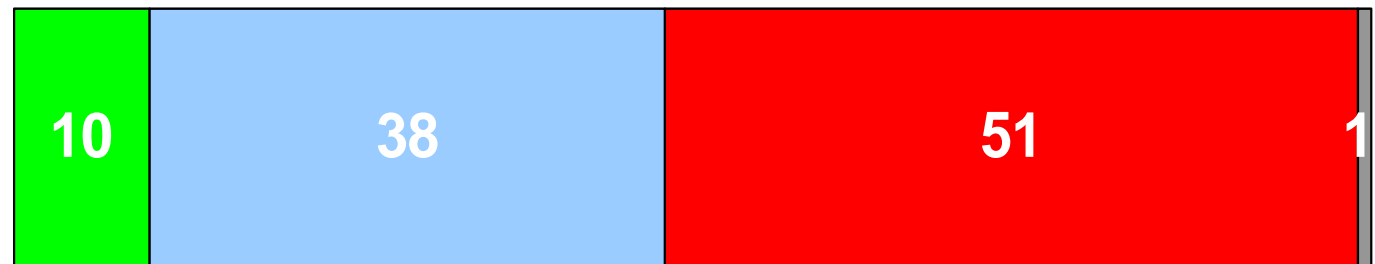
Q Thinking generally about what you expect of public services like local councils, schools, would you say they greatly exceed or slightly exceed your expectations, are about what you expect, fall slightly short or fall a long way short of your expectations?

 % Exceed     % About what you expect     % Fall short     % Don't know

1998



2004



# We know people are keen to be treated as *customers* by the State

Q. *How strongly do you agree or disagree that....?*

■ % Strongly agree

■ % Tend to agree

■ % Neither agree nor disagree

■ % Tend to disagree

■ % Strongly disagree

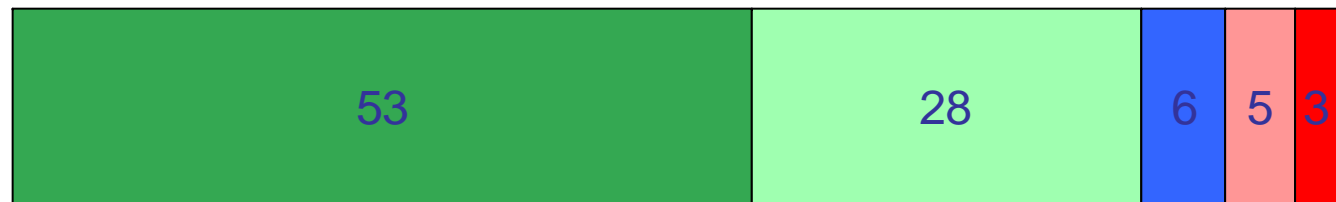
**Public services such as health and education should be funded by the taxpayer and be available free at the point of use to all citizens**



**Britain's public services need to start treating users and the public as customers in the same way as the private sector does**



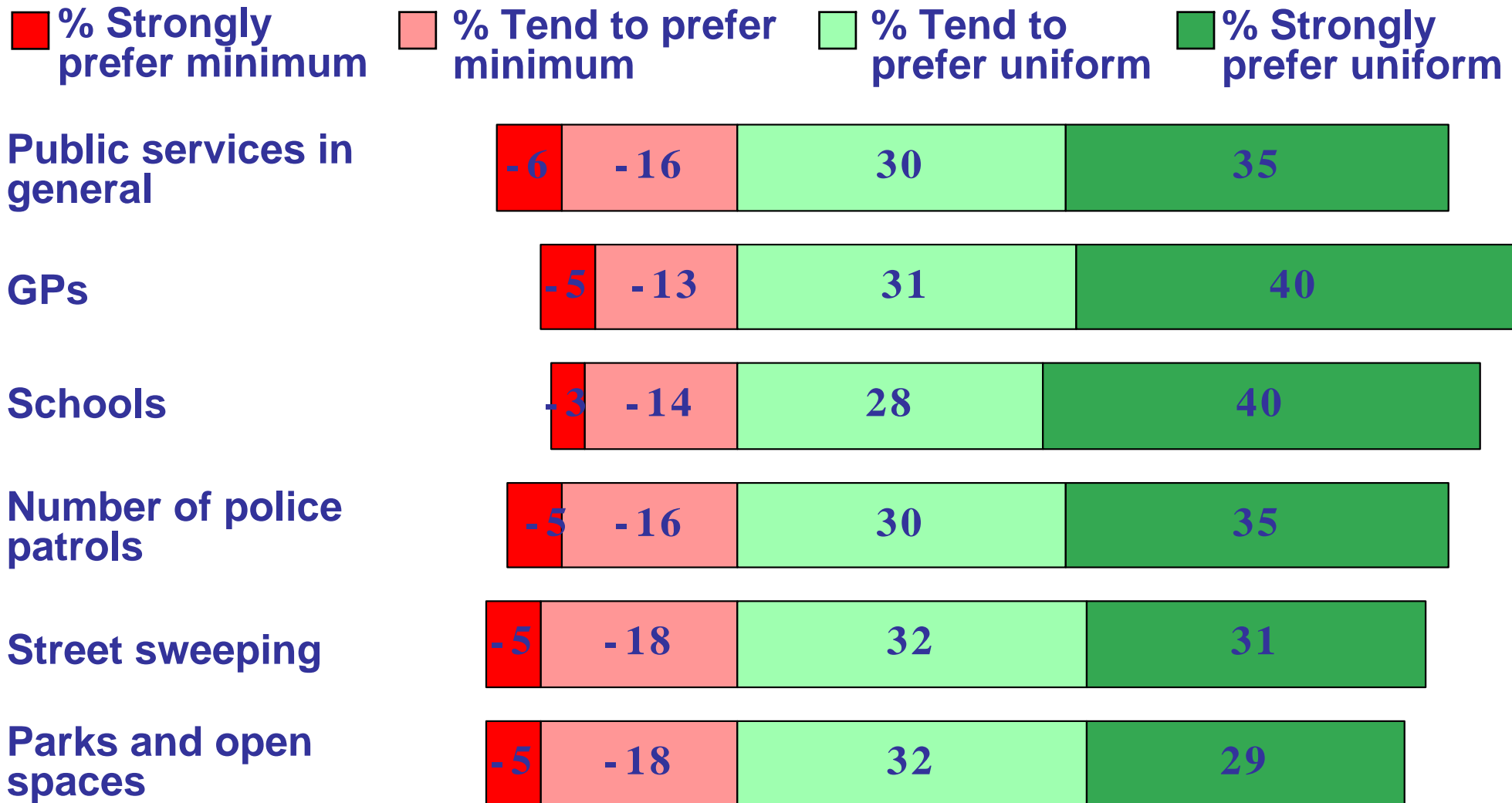
**Britain's public services need to start treating users and the public as customers**



- **Speed**
- **Authenticity**
- **Personalised to more diverse life styles**
- **“Service”**
- **Flexibility**
- **Choice**

*All strongest where can make comparisons.....*

# Strong support for uniform/national standards – people don't like postcode lottery



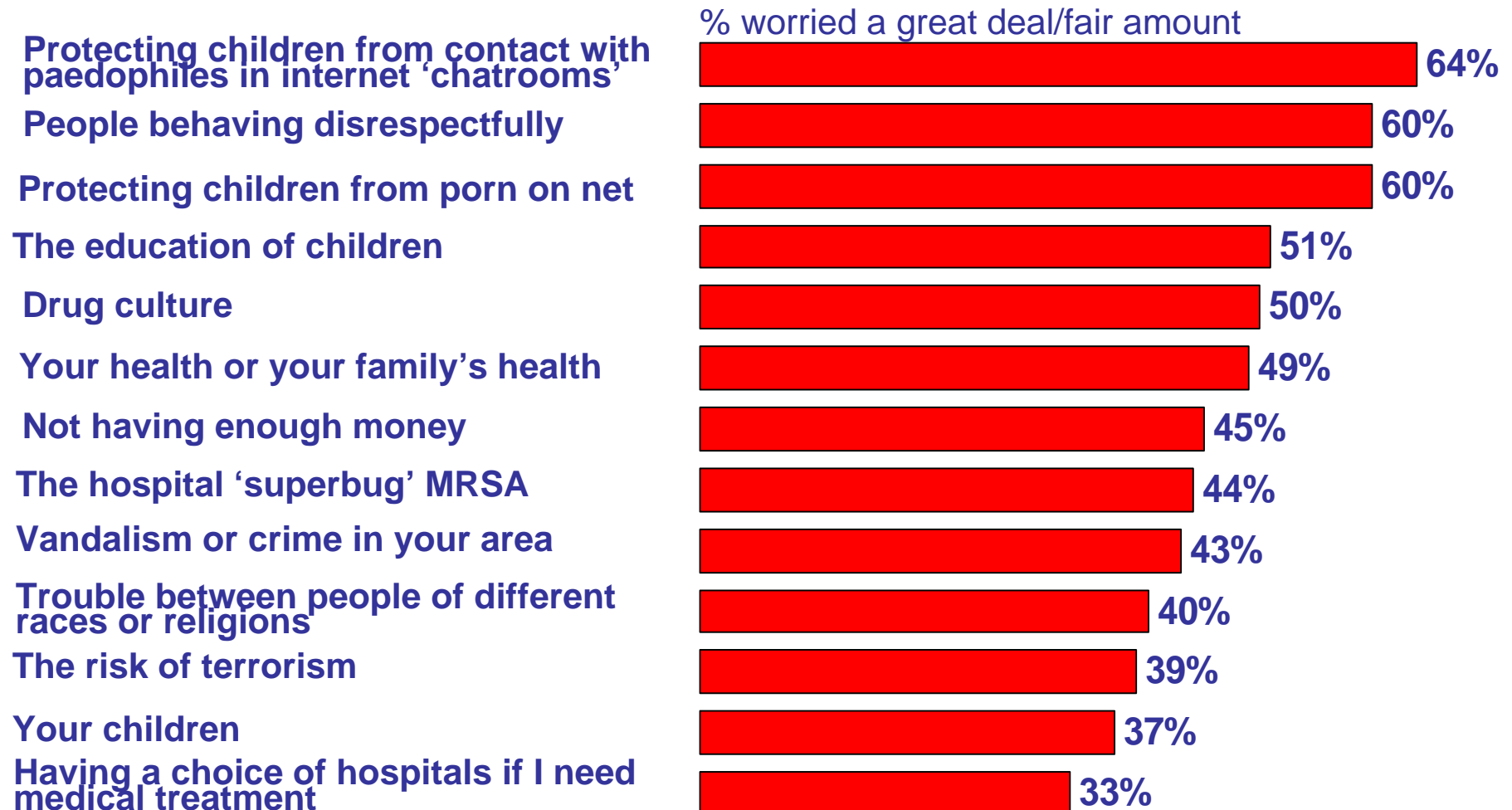
## But some questions still remain

- How would people react to greater local variation in public services to reflect local priorities?
- Would people change their behaviour if it enabled improved customer service?
- What degree of personalisation do people want from public services – at what cost?

### **3. Culture change and how to achieve it – what we already know**

# We worry about crime and ASB, lack of respect, education and our health

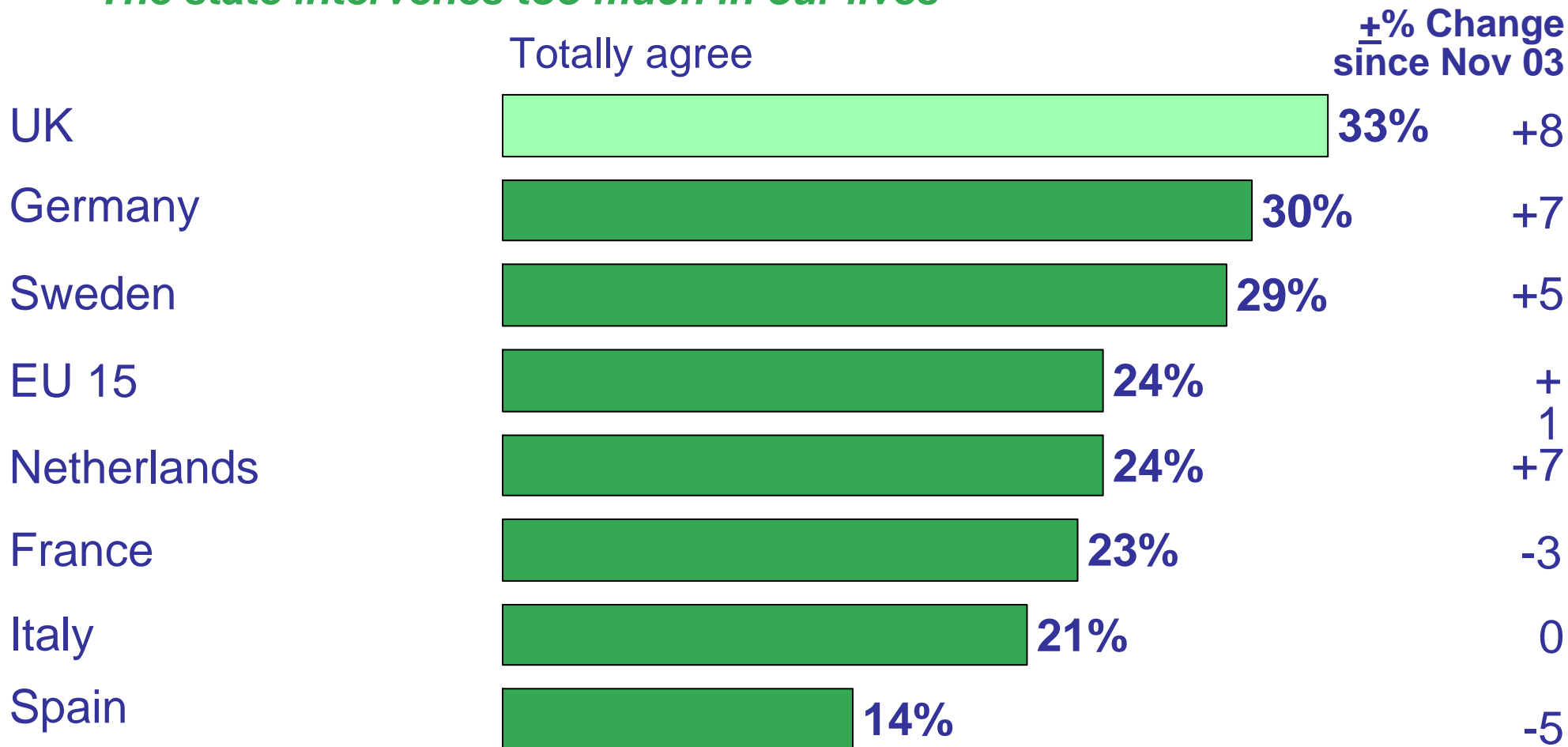
## Q How much have you worried about...in the last few weeks?



**But no settled view on how much the state should intervene ...**

# British feel the State intervenes too much.....

**Q** For each of the following propositions, tell me if you agree or disagree?  
*'The state intervenes too much in our lives'*



# But on specifics often calls for “something to be done”

**Q** For each issue, I would like you to tell me whether you think the Government should intervene directly (e.g. by passing a law), should only provide information, or should not intervene at all?

■ % Intervene directly 
 ■ % Only provide info 
 ■ % Not intervene 
 ■ % Don't know

Provision of care within old people's or nursing homes



School safety



Disabled access to businesses



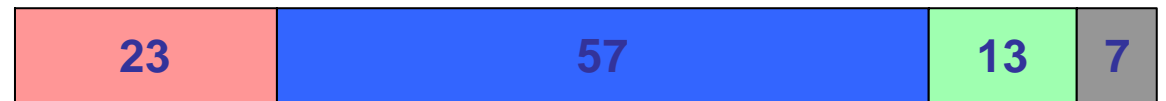
Age discrimination at work



Recruitment of nannies/childminders



Mobile phone safety



# Some questions remain

- What specific areas of our social culture/behaviours are Citizens most keen to address?
- What level of state intervention are people willing to accept in order to achieve shared objectives, if any?
  - And what styles of intervention will work best?
- Where is the line between legitimate state intervention and becoming a ‘nanny state’?
  - In health
  - In education

# Framing questions for the Citizens' Forums

# Citizen's Forums & Summit

- **We plan a deliberative approach**
  - Give people time to form fuller understanding of public service challenges
  - Give them time and space to deliberate the options and their consequences
  - Ensure that the public's views are fully understood – including their reactions to difficult choices
  
- **How we will investigate these issues**
  - We will run five regional Citizens' Forums in February
  - We will hold a national Citizens' Summit in early March
  - Complemented with data from representative survey of public
  
- **Have we captured some of the key challenges and choices?**

# The key questions

- **How can public services make a step change on customer care?**
- **What can the state and individuals do to change culture, expectations and aspirations?**
  - How far can the state go in tackling damaging and promoting positive behaviour, and what should be left to individuals and communities?
- **How should we update the relationship between citizens and the state, focusing on rights and responsibilities?**