

Beyond Beveridge: Principles for 2020 Public Services

DEMAND AND PRESSURES
PUBLIC SERVICE PARTNER
RE-IMAGINE RESPONSIBILITY
ACCOUNTABILITY CHOICE & VOICE
RADIANT CHOICES
STANDARD INVERSE & CITIZENRY

What do people want, need and expect from public services?

Where they are at

- Strong belief in universal provision – and anxiety about postcode lotteries
- Like the *idea* of greater control and localism
- Most will need more than a “nudge” to go further on individual responsibility/co-production
- Divided over need for fiscal consolidation, but believe huge efficiency savings are possible
- Bold leadership required after the election

A shift in power:
from the centre to citizens



**But how do
citizens
themselves
see this?**

Do welcome local focus



Every area in the world you go is different, so different circumstances will be there and different things will be wanted by the people living there, so to make everywhere unique in its own way ... that makes perfect sense to me

Male, 25-39, Oxford

Challenges



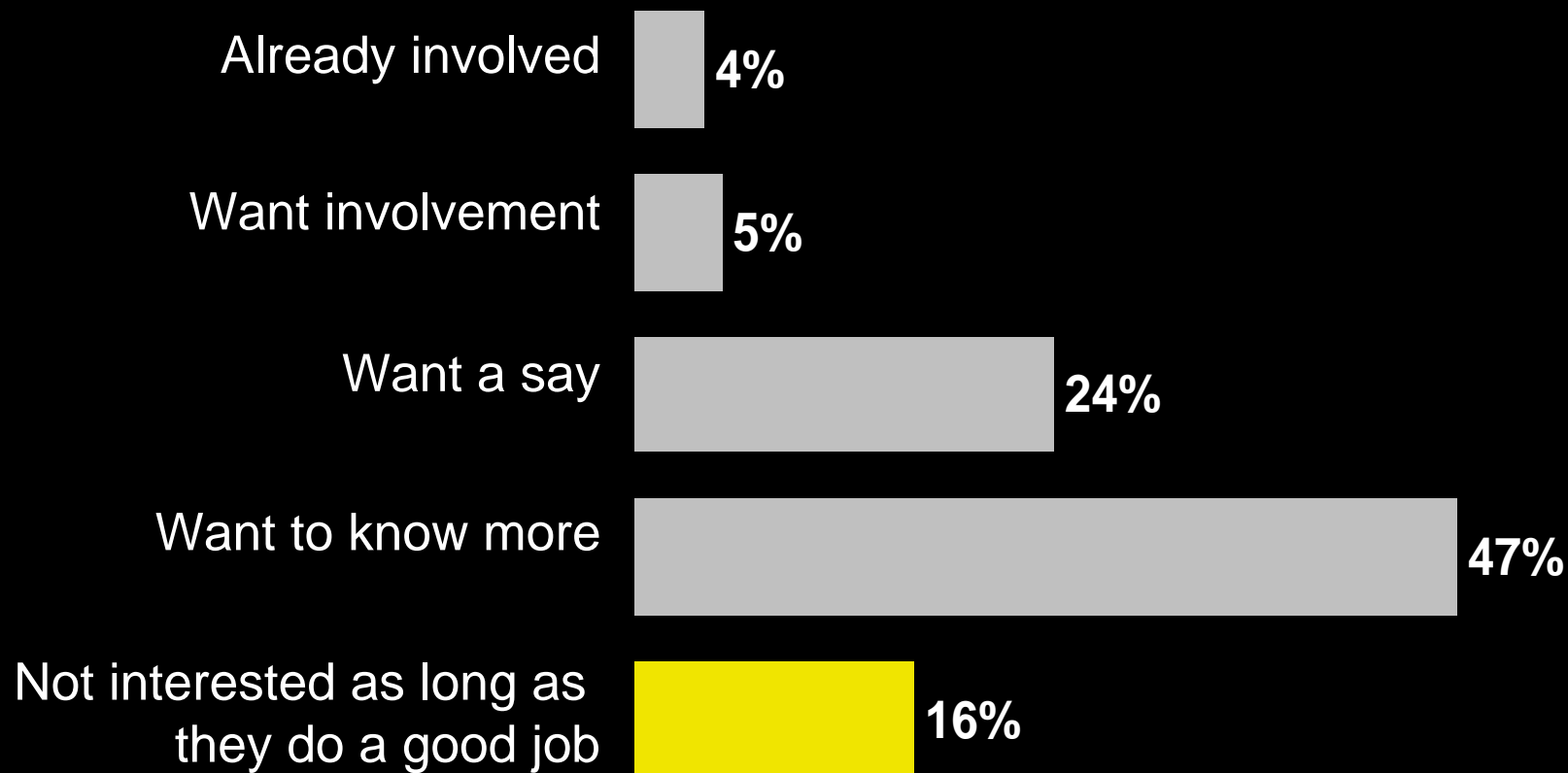
**Co-production –
but many don't
want
responsibility?**

Personally, I would like to be able to say "well, I'm not really happy or comfortable with that", but I'm quite happy that [running the service] is not my responsibility

Female, 25-39, Oxford

Not everyone wants to be involved

Levels of involvement/interest in involvement in crime/ASB issues



Base: 1,009 GB adults, 18+. Ipsos MORI, August 2009

Risk of interest group capture



Would everybody that mattered in that community be there?

Male, 16-24, London

A lot of these things are hijacked by a certain power - the middle class - and they've got their own agenda that they push through at the expense of everybody else

Male, 25-39, Oxford

Challenges

Need for trade-offs – can't have it all

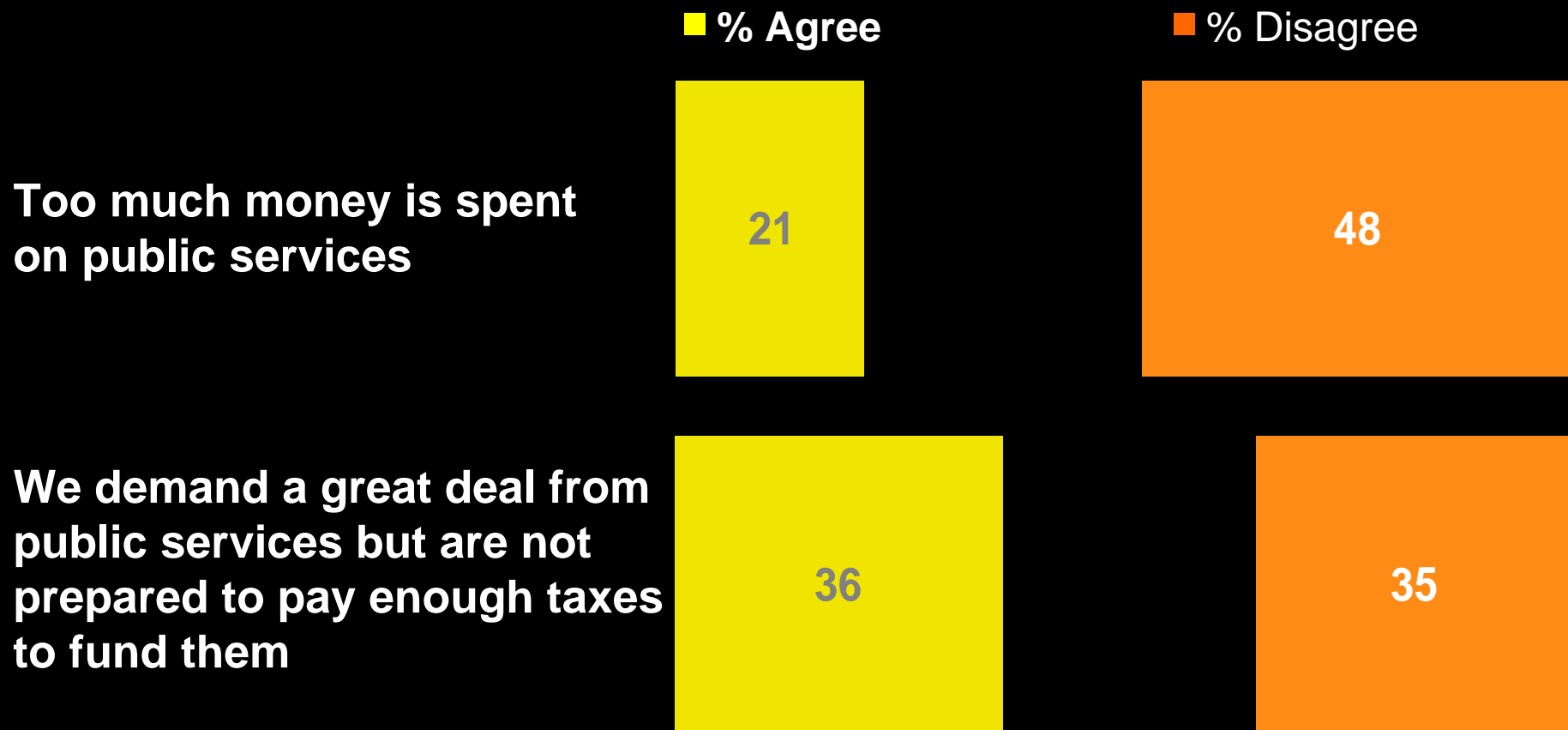


User charging would make you think twice about whether you need that service or not. I'm talking about dependency. A lot of people depend on someone to assist them in every aspect of life, whereas maybe some independence would be a good thing

Male, net contributor to public services,
Hampstead

Spending too much?

To what extent do you agree or disagree with each of the following statements about public services in Britain?



Base: 1,041 online British adults aged 16-64, 4-7 Sept 2009

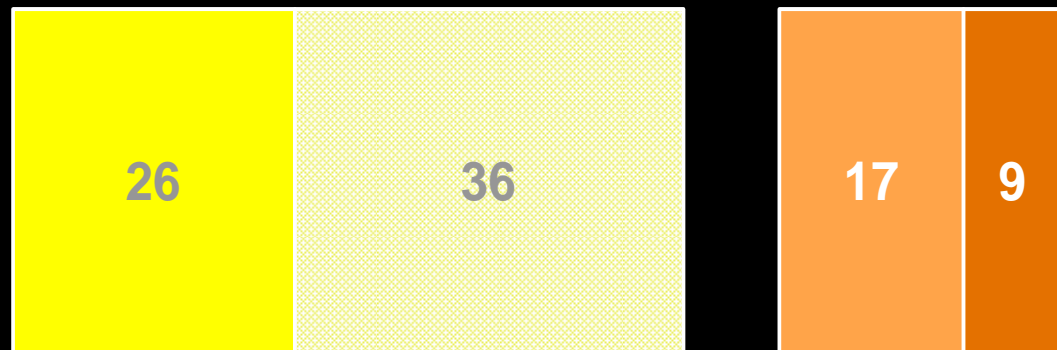
Source: Ipsos MORI/RSA

Most think efficiency savings alone can pay off the national debt

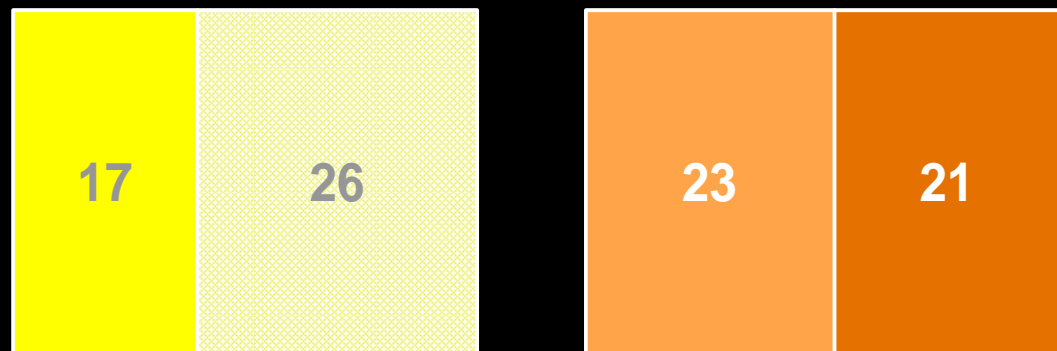
Please tell me how strongly you agree or disagree with each of these arguments about public services and public spending

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

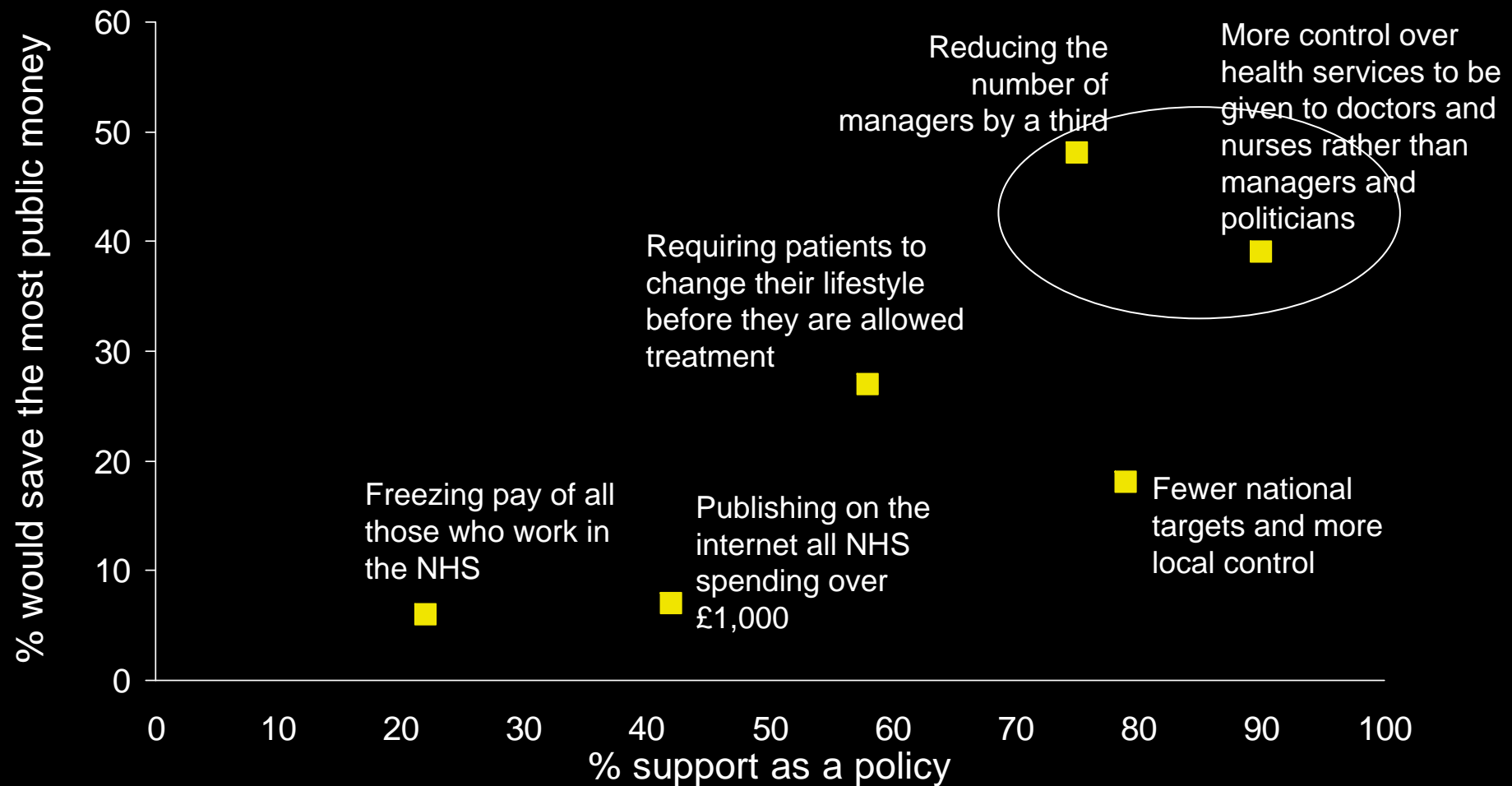
Making public services more efficient can save enough money to pay off the very high national debt we now have, without damaging services the public receive



There is a real need to cut spending on public services in order to pay off the very high national debt we now have



Fewer managers and more control for doctors and nurses preferred as a policy and to save money



Base: 1,006 British adults, 13-15 November 2009

Source: Ipsos MORI Public Spending Index

Implications



- Start with understanding public's priorities – e.g. over responsibility
- Build awareness of trade-offs needed
- More clarity on the public's 'bottom lines'?
- Divided over many key issues – one size doesn't fit all
- Harder for politicians to reach consensus

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