

Fact Sheet 23 – Open Public Services White Paper

In July 2011 the Coalition Government published its Open Public Services White Paper, introduced by the Prime Minister as “ending the old big Government, top-down way of running public services ... and bringing in a Big Society approach”.

Opening Up Public Services

The White Paper followed lengthy consultation after publication in December 2010 of the Modernising Commissioning Green Paper, and the White Paper builds on many of the key proposals contained in the Localism Act 2011.

Government states there are a number of key drivers behind the need to open up public services:

- Firstly, the current centralised approach to delivering services is fragmented
- Secondly, services do not meet users' expectation or in some cases need
- Thirdly, over the past decade the differences in social outcomes experienced by the least and most well-off have remained unchanged

Core Principles

The overarching aim of the White Paper is to give residents more freedom, choice and control over the services they receive through the opening up of public services. The White Paper acknowledges the pivotal role that local government has played in achieving this vision, and will continue to play. To this end the White Paper identifies an important new role for government as having responsibility for ensuring open competition.

The White Paper is based on the theory that market competition between providers improves the quality of services and makes them more effective; improving social outcomes whilst reducing cost.

The White Paper is based on five core principles:

1. **Increase choice** by giving people direct control over services
2. **Decentralise** to the lowest appropriate level
3. **Increase diversity** by reducing regulatory and financial barriers to ensure a level playing field
4. **Improve fairness** by allocating additional resources for disadvantaged groups
5. **Increase accountability** of public services to users and taxpayers

Putting the principles into practice, the White Paper proposes devolving control of public services to the lowest appropriate level, and public services are classified across three categories; individual, neighbourhood, and commissioned.

Individual Services

These cover services used on an individual basis, such as education or social care, and could mean control by service users. The White Paper proposes:

- Funding to follow user choice abiding by the five core principles
- Key service data to be made public, including provider performance
- Providers will be registered or licensed to ensure minimum standards
- Potential to encourage independent consumer champions to act as 'agitators for choice'

Neighbourhood Services

These cover local services provided on a collective basis, such as community safety, and could mean control by elected councils. The White Paper proposes:

- Giving people new rights to deliver services and control assets through the Localism Bill
- Driving change through Community Budgets and Local Integrated Service models

For further details about how Pulse Regeneration can help, please contact us.

Pulse Regeneration Limited, The Corn Exchange, Fenwick Street, Liverpool L2 7RB

t 0151 475 7000 f 0151 475 3000 e info@pulseregeneration.co.uk w www.pulseregeneration.co.uk

Fact Sheet 23 – Open Public Services White Paper

Commissioned Services

These cover local and national services that cannot be devolved to individuals or communities, such as welfare to work, tax collection or prisons. For these the government will open up and decentralise, where appropriate, commissioning to increase the quality and diversity of provision. The White Paper proposes:

- Consideration of where the separation of purchasers from providers is best placed to encourage innovation and diversity of provision
- Driving quality through Payment by Results
- Commission identification of proxy outcomes for longer term services to ensure provider performance
- Establishing accreditation bodies based on the National Institute for Health and Clinical Excellence
- Consideration of an 'open commissioning' policy for specific services

For further details about how Pulse Regeneration can help, please contact us.

Pulse Regeneration Limited, The Corn Exchange, Fenwick Street, Liverpool L2 7RB

t 0151 475 7000 f 0151 475 3000 e info@pulseregeneration.co.uk w www.pulseregeneration.co.uk