

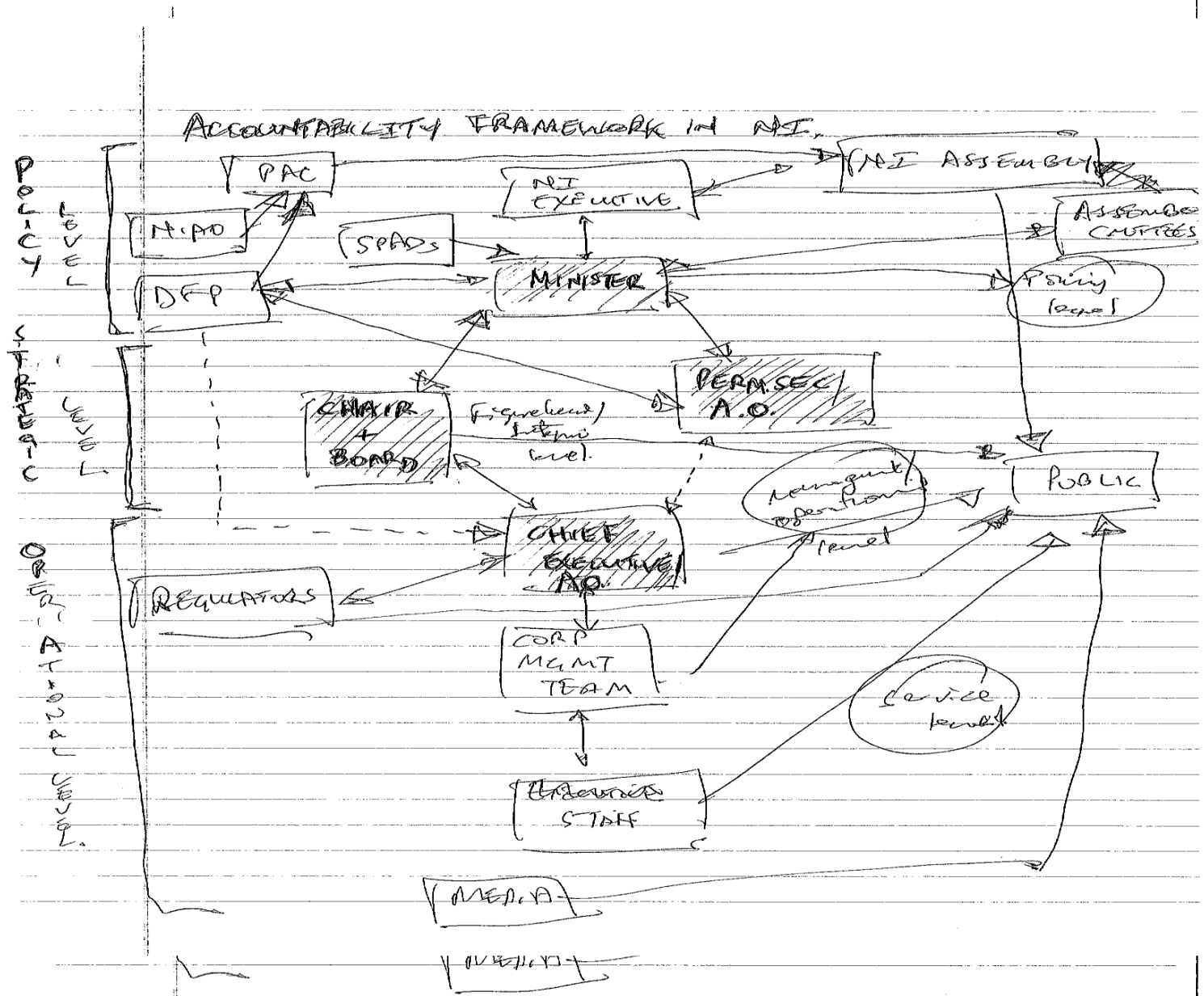
Gaining efficiency savings in Northern Ireland's public services to address financial pressures

Steve Mungavin

20 September 2022

Agenda

- The macro-economic challenge
- Complexity of public sector framework
- Local challenges in Northern Ireland
- Strategic approach to efficiencies
- Operational level efficiencies
- Conclusions
- Q&A



Challenges of the NI public sector environment

- Lots of 'players on the pitch'
- Relatively high degree of regulation, audit & inspection
- Lots of uncertainties and challenges:
 - Political sensitivities
 - COVID-19 Pandemic
 - Economic and financial pressures
 - UK Exiting the EU
 - Analysing and securing data
 - High public expectations, demands and resource challenges

Strategic approach to efficiencies

- Manage public expectations
- Change in approach and mindset
- Invest to save – preventative spending
- Eliminate duplication of services
- Consider 'opportunity costs' of spending decisions
- Review role of Department of Finance
- Emphasise role of the Accounting Officer

Operational efficiencies

- Focus on techniques that have been successful in delivering efficiency in the past
- Continually review 'back-office' efficiency.
- Introduce a simple, standardised approach to reviewing VFM & make it business as usual
- Involve managers and front-line staff in achieving VFM

Operational efficiency - techniques

- Organisational change
- Procurement
- Project management
- Contract management
- Customer self-service
- People management and flexible working
- Vacancy management
- Absence management
- Use of private and voluntary sector
- Asset use

What will enable change to happen?

- Strong leadership at every level
- A new programme for government that includes a longer-term vision for NI
- Effective resourcing of the programme
- A new mindset that balances conformance and performance

.....Let's discuss this further