

Entitlements: Building a new relationship between citizens and services

July 2009

In *Building Britain's Future* the Government set out a strategy for building the next generation of public services



1. Put **power in the hands of users**;
2. Ensure that professionals have the **freedom and responsibility** to respond to citizens' needs; and
3. Underpin these changes with a more **streamlined and strategic role for Government**

Crucially this strategy to deliver better public services is underpinned by the need to **drive better value for money**

Building 
Britain's Future



Entitlements are central to this strategy

1. Put power in people's hands
2. Drive equity
3. Reduce the need for central targets and enable sustainable decentralisation

‘The next stage of reform will be characterised by moving from a system based primarily on targets and central direction to one where individuals have clear entitlements over the service they receive.’
Building Britain's Future

The Government is therefore setting out a set of core entitlements to high quality services

Education

- Right to catch-up tuition and personal tutor
- Right to extended services
- High quality information

Healthcare

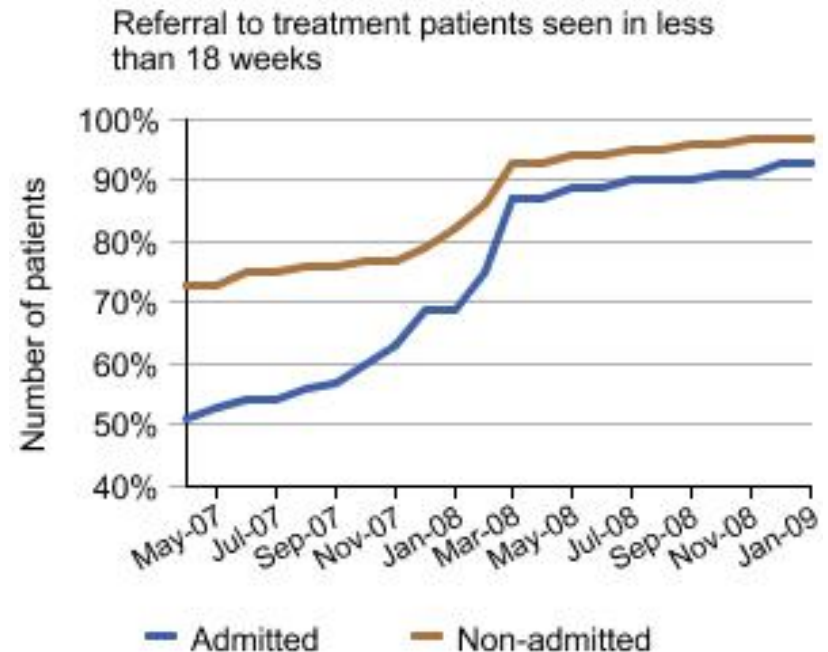
- Right to health checks for 40-74 year olds
- Right to treatment times: 18 week and 2 week

Policing

- Rights to good response times
- Right for victims to support

Entitlements to high quality services are only possible in the context of enormous improvement over the last decade

- **Aspirational targets → delivered as standard**
 - Nearly all patients access healthcare treatment within 18 weeks
 - Crime down 36% since 1997
 - Nearly 70,000 more young people receive 5 good GCSEs each year
- **Aspirational services → in every community**
 - 3,600 Neighbourhood Policing teams
 - 3,000 Children's Centres

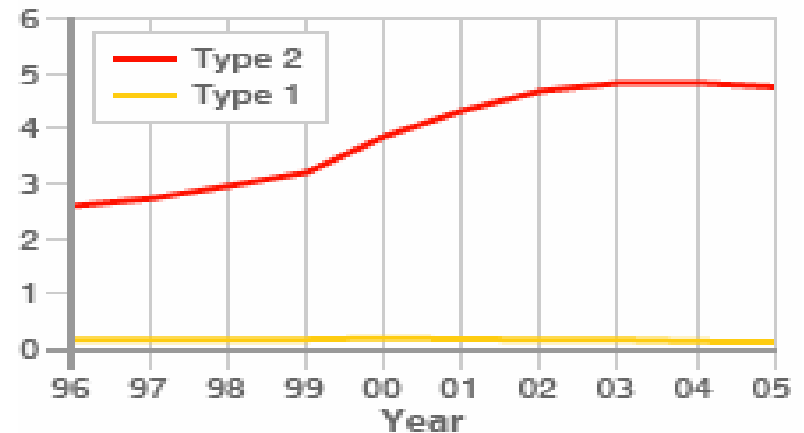


Entitlements also reflect the need to respond to a new set of opportunities and challenges by building new relationships with citizens

- **New needs and opportunities**, from chronic health conditions to educating for a new economy
- **Determination to continue to improve social mobility**
- Need to engage citizens and front-line, as well as government, in the **drive for greater value for money**

DIABETES IN THE UK

% per 1,000 people



SOURCE: Journal of Epidemiol
Community Health

Entitlements enable a shift in power to citizens

- **People better aware of what they can expect** – drives take-up and engagement
- **Quicker, simpler redress** process – accelerates feedback and improvement
- **Secure base** for personalised services and shared responsibility

‘Public Service Guarantees...would empower people by allowing them to understand the level of service provision they could expect to receive, and to claim that as of right’
PASC

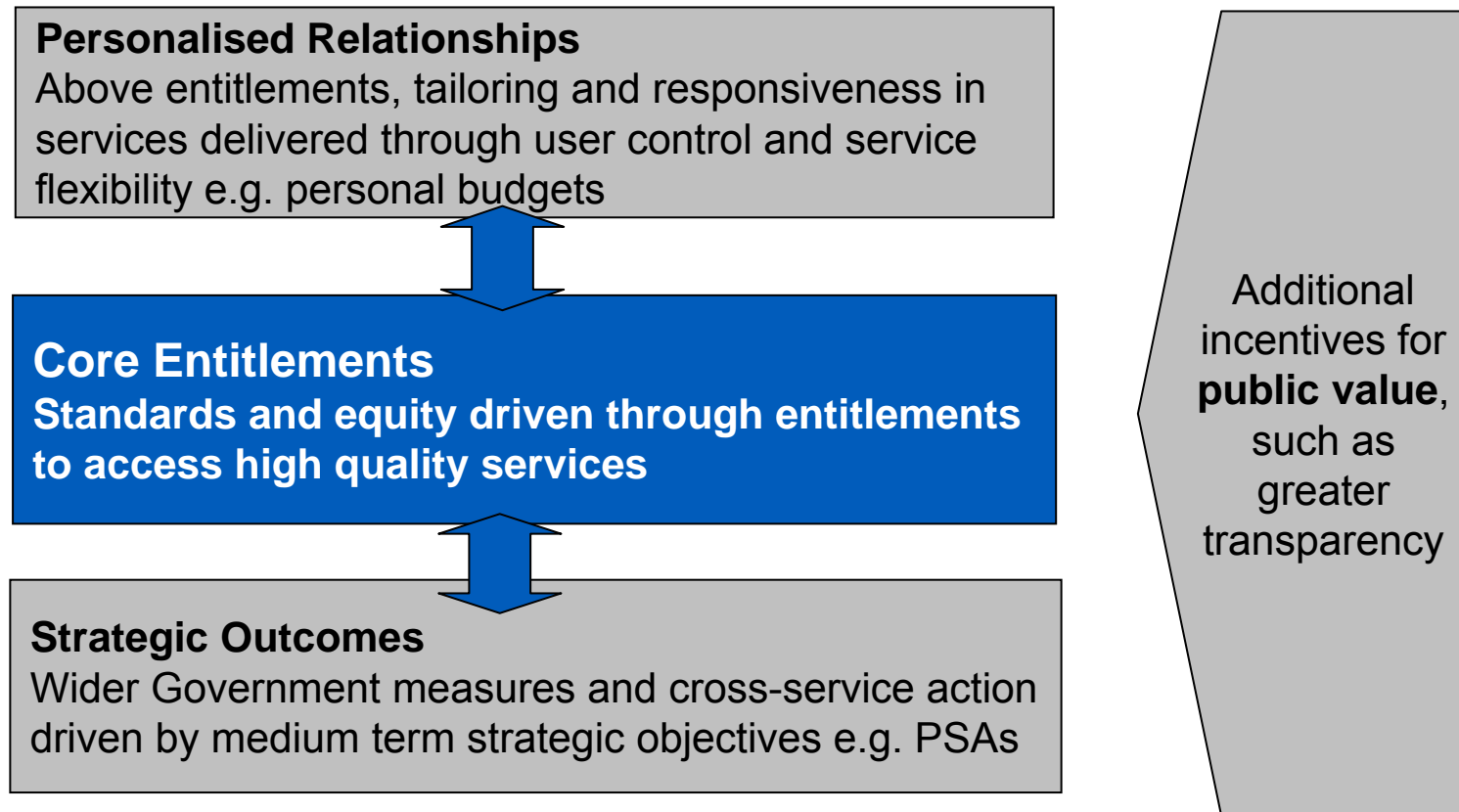
Entitlements support the shift to strategic government

- Enables **letting go** of delivery detail to local service leaders and professionals
- **Clarifies priorities** for fairness and the future economy
- Maintains equity – Core services and standards a **guarantee not a gamble**
- **Reduces public time and money** spent on central reporting and monitoring

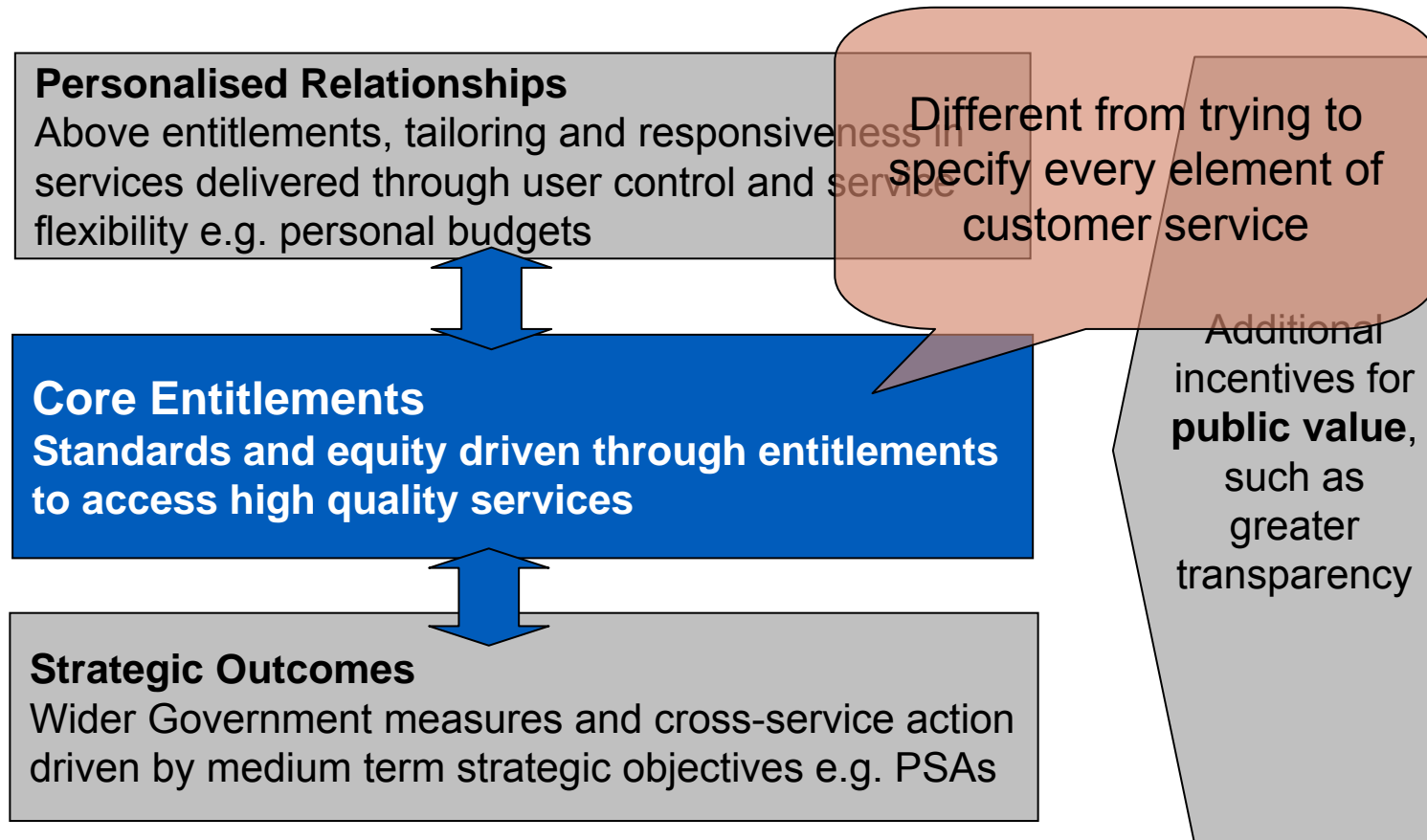
Rights and standards in health and childcare in Finland

Finland has some of the highest performing health services and early years education in the world. It also has some of the most decentralised provision through local authorities and a mix of providers. Central government is small and strategic, establishing frameworks of entitlements which drive equity and quality. A right to childcare was introduced in 1990. Patients' rights legislation was introduced in the early 1990s and maximum health waiting times in 2005.

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New entitlements will be underpinned by simple forms of redress. We are developing a range of approaches that drive service improvement and avoid legal complexity

78% say redress in public sector is less responsive than in the private sector¹

Offer alternatives

e.g. Swedish Health wait-time guarantee offers alternative provider and travel costs if not met

Trigger review

e.g. Parental complaints triggering reviews of schools

Easy complaints systems

e.g. National Ombudsmen in Netherlands, Australia and New Zealand pioneering accessibility, lay panels in Austrian health system

Good, simple redress leads to better service, fewer failures to meet standards, and less recourse to courts

We have found that rights can also strengthen responsibilities

High levels of self-care and public engagement in health could save NHS
£30 billion a year¹

**Specifying
responsibilities**

- High standards necessary before making greater requests on citizens
- Entitlements can be introduced alongside specific new responsibilities

e.g. Australian ‘Compact with Young Australians’ – guarantee of training or job, expectations that will train or work

e.g. Growth of local charters of rights and responsibilities in US and elsewhere

**Stronger
relationships**

- Entitlements encourage professionals to look out to citizens, not up to government
- Entitlements can be to more personalised support and control

e.g. Rights to personal budgets in Netherlands and elsewhere

New entitlements will also be designed to deliver value for money and fit within the overall fiscal envelope

Fiscal context

The pace of growth in public spending is projected to slow. This is why reform and investment must go hand in hand.¹

The need to drive value for money

Given this constraint and the continuing drive for efficiency, systems of public service entitlements will be designed that deliver value for money and that are affordable within the future spending envelope.

Ways to drive value for money

e.g. reducing central bureaucracy.
e.g. enabling users to drive improvements in service provision.

(1) Budget 2009 projections show current spending growing by on average 0.7 per cent in real terms and public sector net investment moving to 1¼ per cent of GDP by 2013-14.

In the next few months core entitlements will be strengthened across a range of services

Policing Pledge

NHS Constitution

Building Britain's Future

Schools White Paper

Social Care Green Paper

Healthcare entitlements paper

Policing measures

Local Government consultation paper

Education Bill