

Reflections from 'Go See' Session

- ◎ Consideration of benefits strategy
- ◎ Respect the front line
- ◎ Head to heart
- ◎ Total buy-in not in isolation
- ◎ Senior management buy-in/ commitment – action not words
- ◎ Fit for purpose governance
- ◎ Continuous Improvement – all the tools
- ◎ Cross cutting benefits – customers in common
- ◎ Importance of getting basics rights – information
- ◎ Good Communication
- ◎ Amount of work on capacity not demand
- ◎ Amount of skills available are vast
- ◎ Similarity across the different projects

Reflections – Tristan Chapman's Session

- ⦿ How to make Lean really equitable?
- ⦿ Common 'customers' and common 'language'
- ⦿ What would be the multi-agency strategy?
Energising?
- ⦿ Staff- project, time, cost, space to feed back
 - Challenges?
 - Governance? New framework
- ⦿ Scope/Size?
 - Politics
 - Barriers
- ⦿ Capturing benefits/challenges?
- ⦿ Citizens want to speak to someone
- ⦿ Getting it right earlier, right people, right time, etc
- ⦿ Empowering people to challenge
- ⦿ What does 'LEAN' mean?
What are 'LEAN' organisations?

Reflections from the day – ‘take away’

- Personal examples of real public services
- Context of leadership without authority?? All can take on board.
- Need to look at whole organisation/ system – not to get target
- Organisational spend to maintain some independence
- Understand the landscape in the region
- Lean is one part of the solution
- Amount of the capacity in the region – need to capitalise
- Consensus not always needed to start
- Continue this type of sharing
- Hear a lot about strategy – remembering to see what the front line is really like
- Remembering customers values of the systems
- Solutions can come from customers
- Value of having a grown up conversation and the environment to make it happen
- Involving the public – get them to defined value (what prepared to give up!)