



Getting voices heard during COVID: why bother?

© Centre for Public Scrutiny - 2018

Jacqui McKinlay
@jacquimck @cfpscrutiny

Centre for Public Scrutiny – who are we:

- Independent charity specialising in governance & scrutiny
- We believe involving others and being transparent leads to better decisions and outcomes.
- We work with public, private & voluntary sectors and community interest companies.

Maintaining good governance

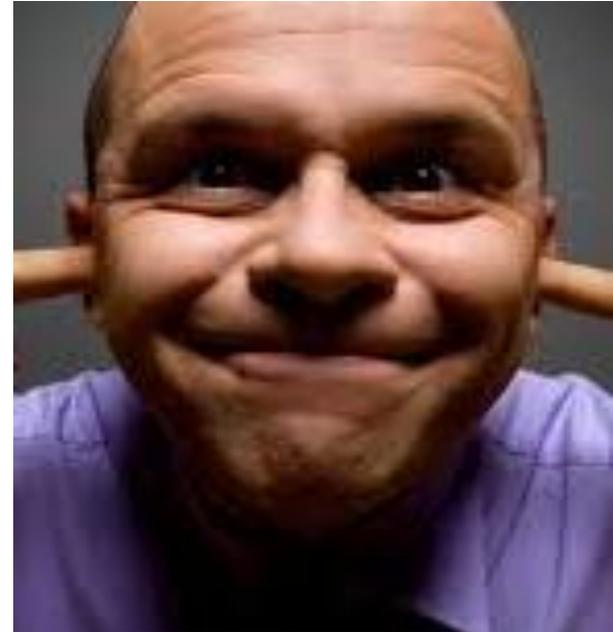


Hearing voices – the reality in a crisis



How COVID is making it harder to get heard:

- Decision-making not 'business as usual'
- Practical changes – no face to face, staff furloughed, workloads, own concerns
- Funding impact
- Response dominating the agenda
- Digital exclusion

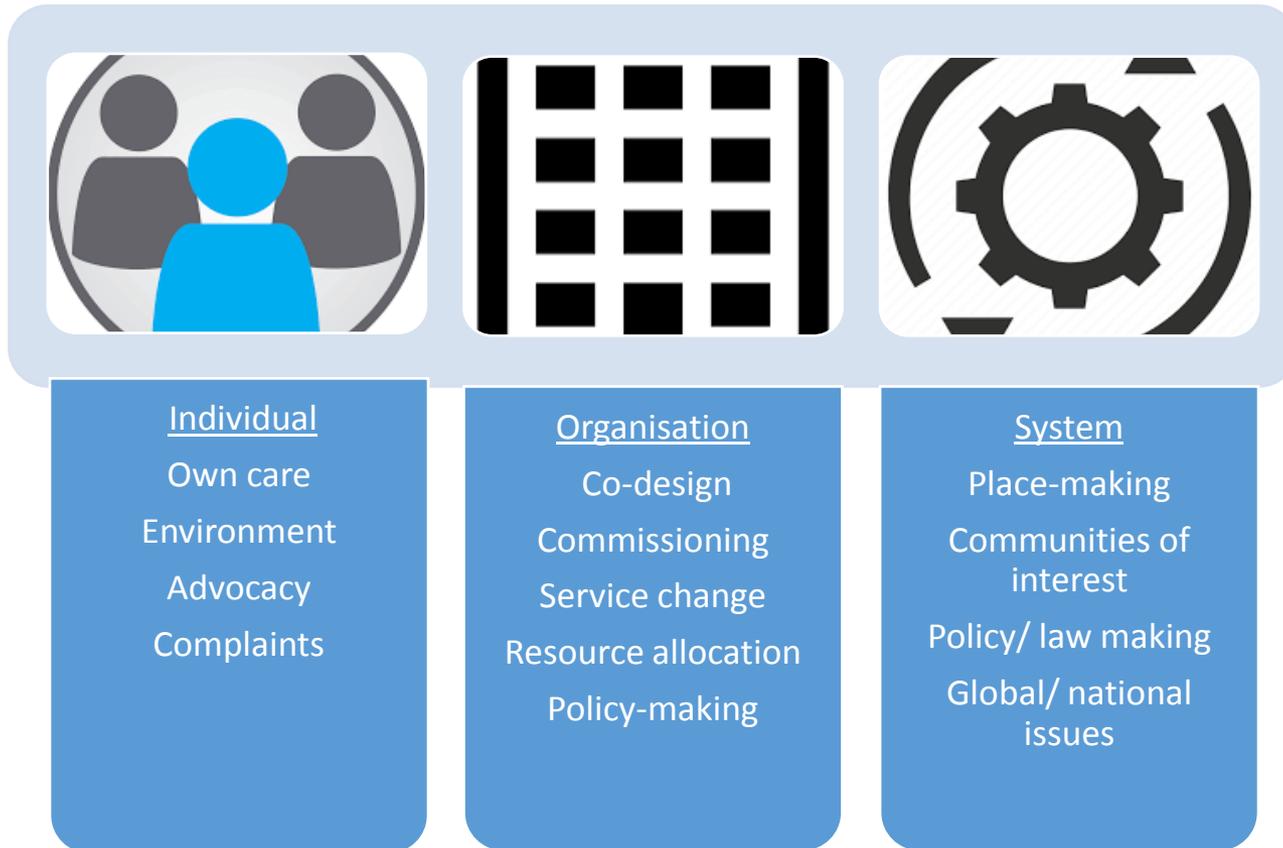


Opportunity in a crisis:

- Health, social care, inclusion, equality and rights higher on the agenda
- Commitment to reset not just recover
- Rebuilding public services, different relationships with citizens and community power
- Revolution in digital working and accessibility
- Shift in power to communities and the power of local



Understanding governance to make change happen



Getting voices heard - the usual route



- Build relationships
- Be clear on the ask
- Understand the where the power lies and how decisions are made
- Know the structures and rules
- Tell your story in a human way but with a strong evidence base
- Create internal supporters
- Be noisy and determined
- Escalate

Getting voices heard – new opportunities?

- NHS Reset – NHS Confederation
- Local organisation – board/ scrutiny reviews of Covid response
- Member organisations – lessons learnt
- Consultation on service changes resulting from Covid
- BAME / equality reviews
- Contributing and leading the policy debate locally and nationally – e.g. #citizenshift



Thank you

Jacqui McKinlay, Chief Executive

Centre for Public Scrutiny | 77 Mansell Street | London | E1 8AN

jacqui.mckinlay@cfps.org.uk

07716 409562 @jacquimck

@cfpscrutiny www.cfps.org.uk