# Preparing public sector leaders and employees for a new reality

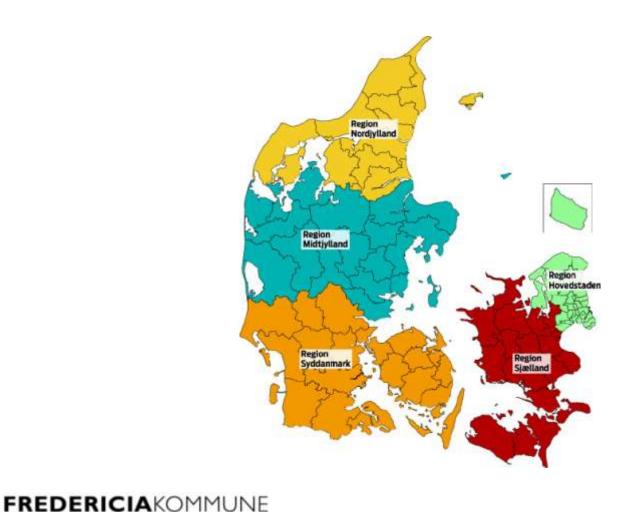
By Thrine Nørgaard, Head of HR

Manchester, November 6, 2015





## Fredericia 50.000 citizen





## Fredericia Forms the Future









## **Life Long Living'**

## **Our vision**

"A municipality with active and resourceful elderly, who through prevention, rehabilitation, technology and social networking can maintain everyday life for as long as possible."







## Change of paradigm in practice



- Late to early intervention
- Compensation to rehabilitation
- Care to prevention
- Senior burden to senior strength





# **Life Long Living'**

Rehabilitation

Collaboration processes

Competence development

Prevention

Prevention and early detection

Welfare Technology

Health promotion



















## **Goals and results**





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# **Everyday rehabilitation - Results**

## Results:

- 45,5 % become self-reliant in everyday life
- 38,9 % need less care and assistance than previously

### Succes:

- Happier and more content citizens
- Proud employees
- Economic revenue to the municipality due to a lower average expense profile



# From patient to independent

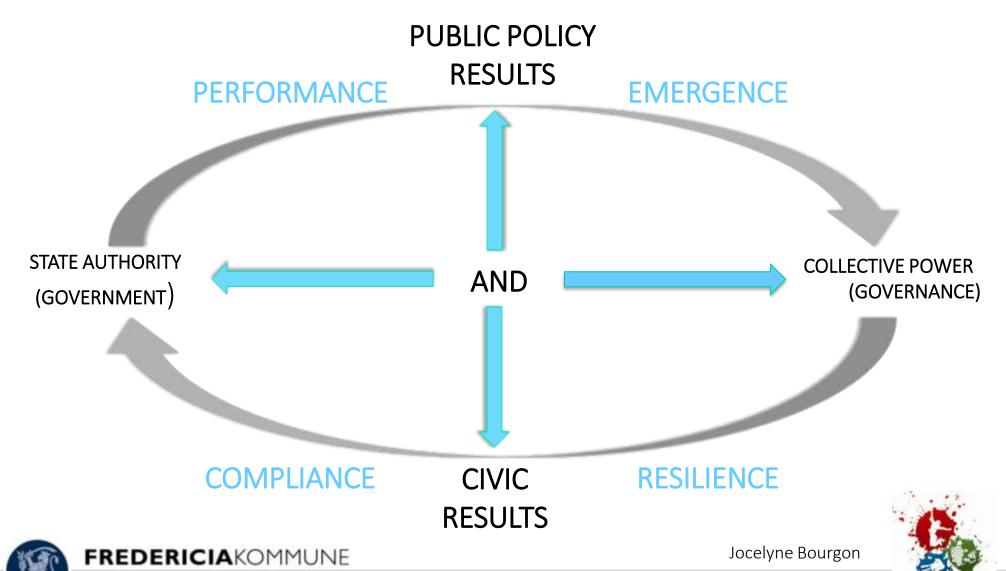
Mrs Olsen is an 80-year old woman who has received care for a long time

She is diagnosed with COPD

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- Assistance in traditional system: 290 minutes per week
   (Personal care, shopping and cleaning assistance)
   Can't walk without breathing apparatus
- Assistance in new system: 35 minutes per week
   (Cleaning assistance)
   Can now walk short distances without breathing apparat
   Is much more self-reliant and happy Does her shoppin takes her bath and does some of the cleaning herself
- Difference in assistance (traditional / new system):
   255 minutes per week = 221 hours per year
   Yearly savings corresponding to app. 8.500 EUR

# **A New Synthesis**



# An example – the Police

#### **Performance:**

New Public
Management –
contracts and
measure for
management

#### **Emergence:**

Using Twitter and Missing People

#### **Compliance:**

Use fines and force to address incompliance

#### **Resilience:**

Policemen sitting on the highway, playing with refugee children, while citizens help refugees





# **Another example - Schools**

Performance: PISA tests and national test

#### **Emergence:**

Reform last year required the schools to open up to the surrounding society

**Compliance:** 

Five Danish lessons, three English lessons

**Resilience:** 

Walking 'school bus'

Weekend trips for all children organized by parents. Teacher invited





## The HR challenge

- What are the leadership and management skills needed for leaders in the public sector in this new reality?
- What skills do the employees need?
- How do we equip and support our civil servants to engage with citizens and navigate in the various roles expected of them?



