

# 6 Ways to Build Resilient Public Services

## 1 | Think 'long-term' but plan for the short term

Break down strategic projects into manageable milestones to help control delivery risks and keep the programme on track.

Articulate the consequences in the event the project investment was ever taken away.



## 2 | Plan around forecasts not structures

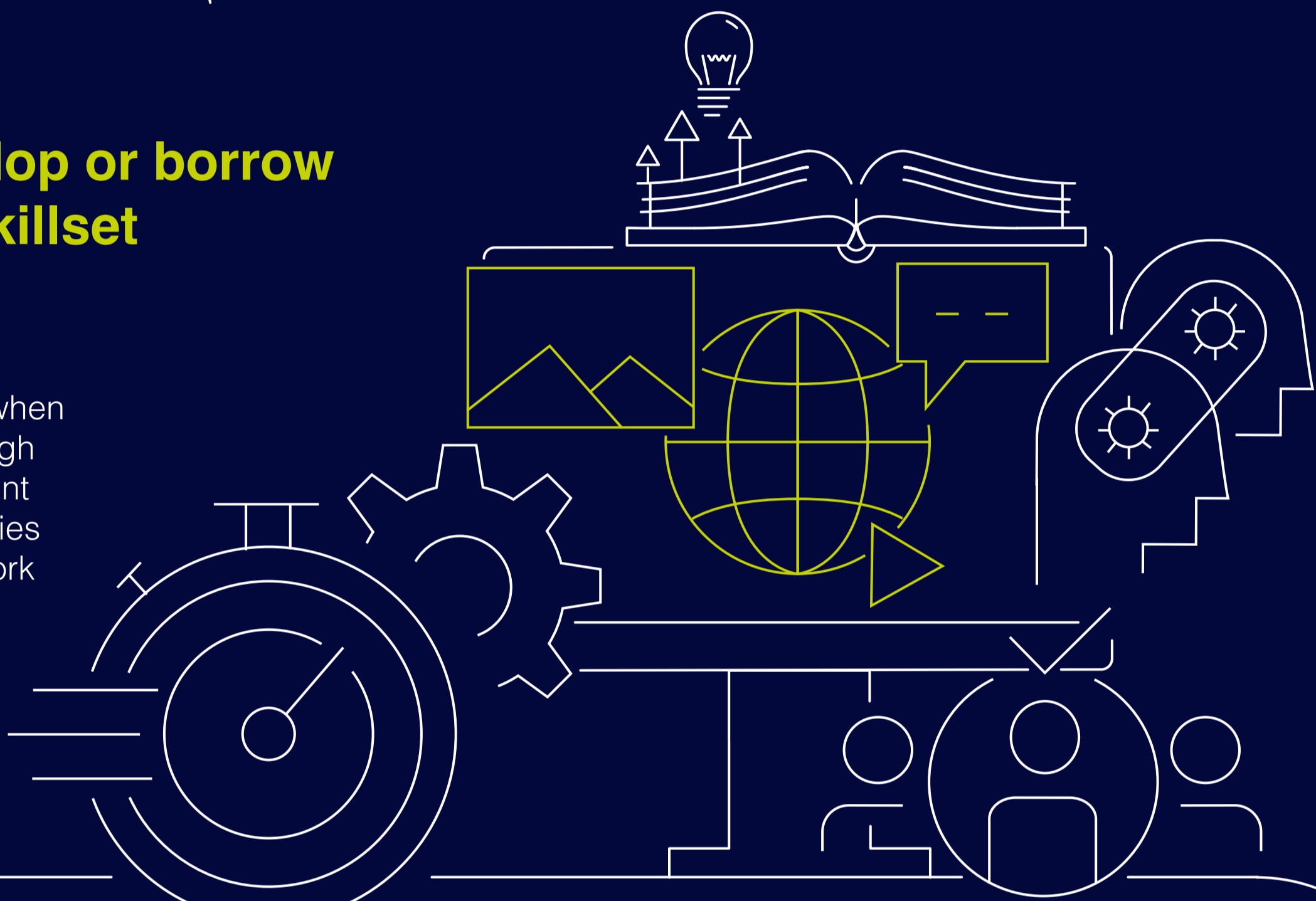
Set yourself up to meet predictable increases in service demand at certain times of the year.

If you can't, look at alternative resource models.



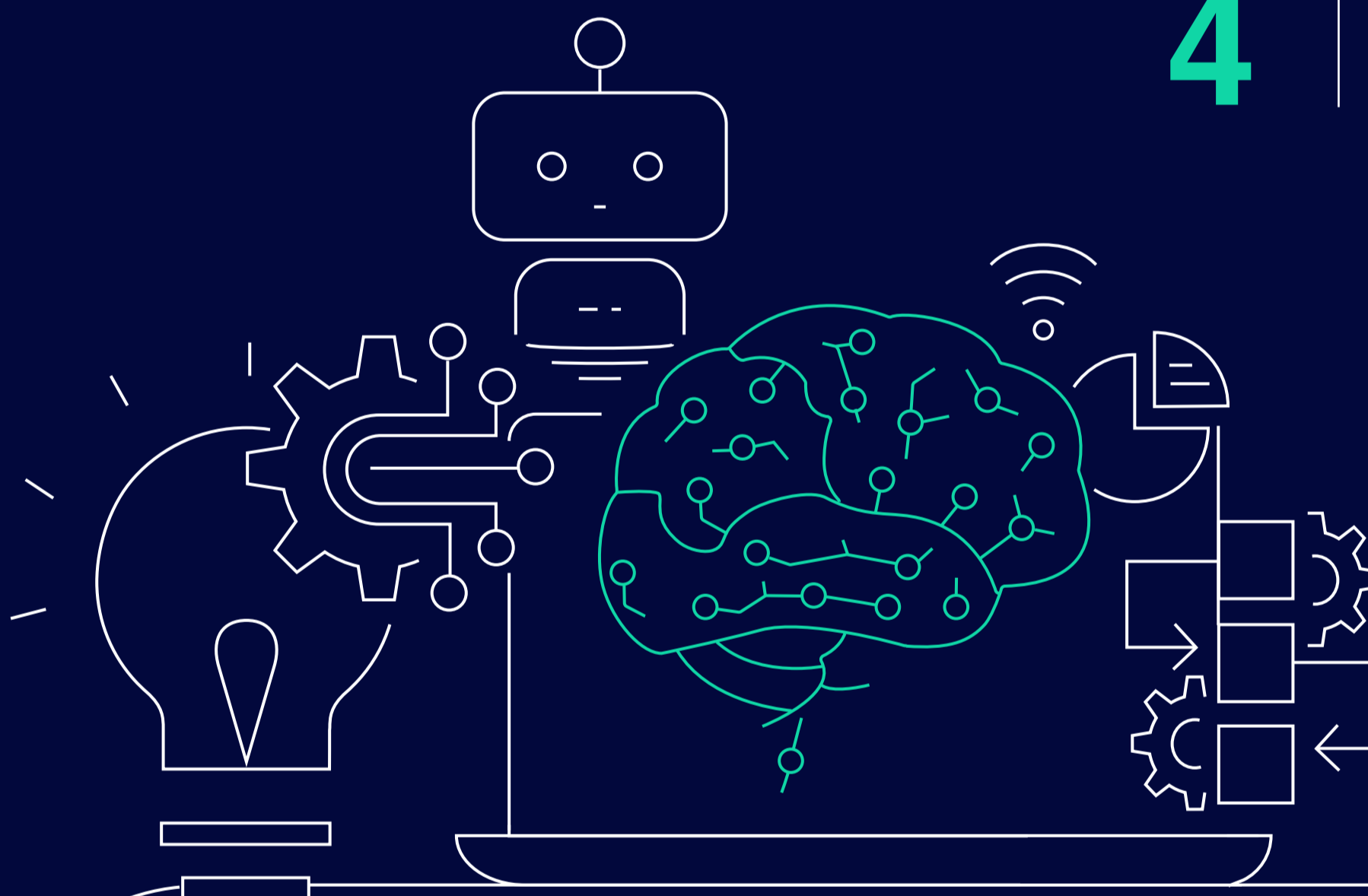
## 3 | Develop or borrow the skillset

Establish a pool of resources that you can dip into as and when you need them through a shared arrangement with regional authorities or through a framework of suppliers.



## 4 | Let the bots take the strain

Highly transactional and repeatable tasks that could be easily dealt with by robotic process automation.



## 5 | Focus on value creation and recover the costs

Charge a premium for certain services based on factors such as location and convenience.

These individual commercialisation streams can make serious reductions in the frontline service operating costs.

These savings that can be re-invested into the service to sustain them.



## 6 | Give your future self a helping hand

Create a large talent pool by employing apprentices and graduates.

Consider new ways to deliver services.

Borrow skills and capacity to enable resilient services.

