# High transformation in services

# Innovation against the odds

Central Government drives major national programmes for social and economic recovery.

Local Authorities become more agile to deliver local transformation alongside other responsibilities, acting as coordinators to get the most out of combined local resources.

#### Civic renewal

Local Authorities are able to use learnings from the crisis response to embed new ways of working, engage residents in decision making, and form partnerships with local businesses, VCSE and communities. Opportunities for locally driven change abound.

Central government leads the response

RESPONSIBILITY

leads the response

Local

government

### Central command and control

Central initiatives take precedent and Local Authorities retrench to focus on delivering core services. Their role is diminished as the remit of the NHS and central departments expands and local community organisations operate increasingly independently.

## Race back to normal

Local Authorities focus on quickly getting services back up and running, returning to previous systems and making them as effective as possible in the new context. After a year of upheaval, staff and the wider public have little appetite for change.

Return to pre-crisis ways of working