

# Quakers and Business Conference 2022: The Future of Workplaces - Quaker Responses

## **Ethical Dilemmas in Local Authority Leadership**

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# Who I am

- Quakers and Business Group member, trustee and membership secretary
- Currently a Head of Service (Transformation) at West Northamptonshire Council
- Founder and director of Pay Compare
- Doctorate in business – What is fair pay? Employer motivations for adopting the living wage
- A son, brother, partner and carer

# Welcome

- Who are we today?
- What has brought us to the conference and this workshop?
- What would be a good outcome for you?



# Background

- 20+ years public servant in the local authority, the NHS and not-for-profit sectors
- Originally an IT project manager moving to change management and on to large scale transformation
- Worked in frontline services, back-office and leadership
- Locally, regionally and nationally
- Part of the leadership team that delivered the 2 new local authorities of West Northamptonshire Council and North Northamptonshire Council

# Environment

- Increasingly tough economic landscape causing higher service demand
- Rising cost of living – inflation, fuel costs and price of commodities – driving up cost of provision
- Post COVID and withdrawal of associated funding
- Call for higher wages
- Council tax rise cap
- Reduced income from fees and charges
- Slow economic recovery affecting income from business rates
- New government – likely spending cuts

# Quaker Principles

- Truth and integrity
- Justice and equality
- Simplicity
- Peace
- Sustainability



Explore

# Truth and Integrity

A member of staff says they will call customers back but have failed to do this on several occasions

Explore

# Justice and Equality

A survey of service users has been put together and posted on the organisation's website alone



Explore

# Simplicity

Customers calling in have to navigate several automated telephone menus and often end up at the wrong number

# Simplifying Systems

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Reduce layers of options	Clarity of purpose trumping process needs	Put senior staff at the front line	Option 4	Option 5



Explore

# Peace

Customers presenting in person  
are often distressed and  
aggressive towards staff



Explore

# Sustainability

Investment needs to be made in critical infrastructure whilst frontline services are under increased demand

# Reflect

- What have you made of our explorations?
- How do these compare to your expectations of the event?
- How might you use these after today?

Thank you

# Quakers and Business

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# What has struck you the most from today's workshop?

