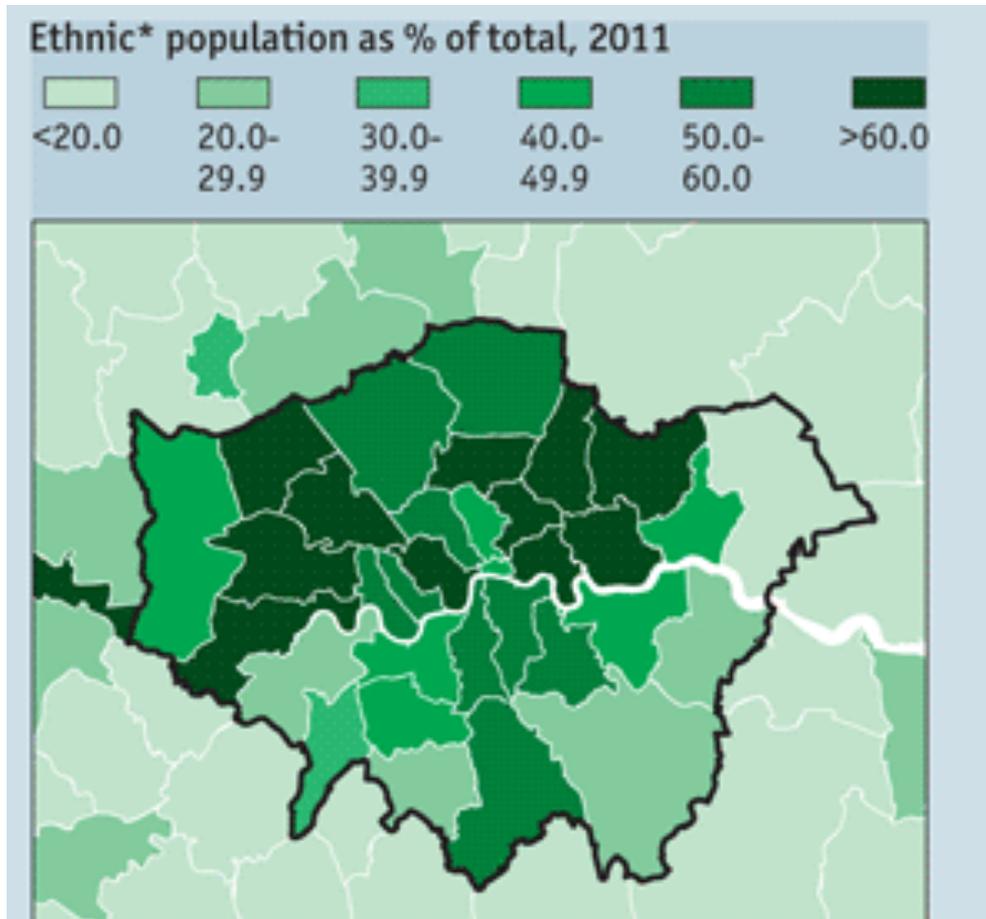


social diversity: a basis for trust and confidence

Barry Quirk
chief executive
London Borough of Lewisham



LONDON: one of the most socially diverse global cities?



8.7 million people

another 500,000 by 2020

46 per cent black & minority ethnic

each London Borough has about 275,000 people

“managing in the public interest”

ends

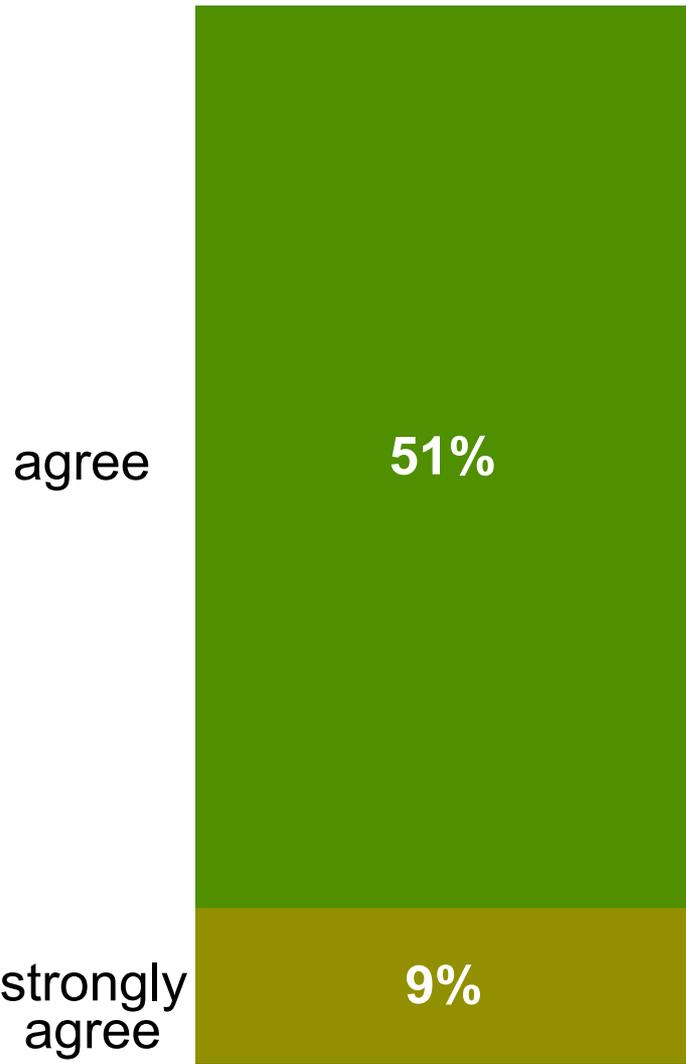
means



results, impact,
outcomes &
consequences

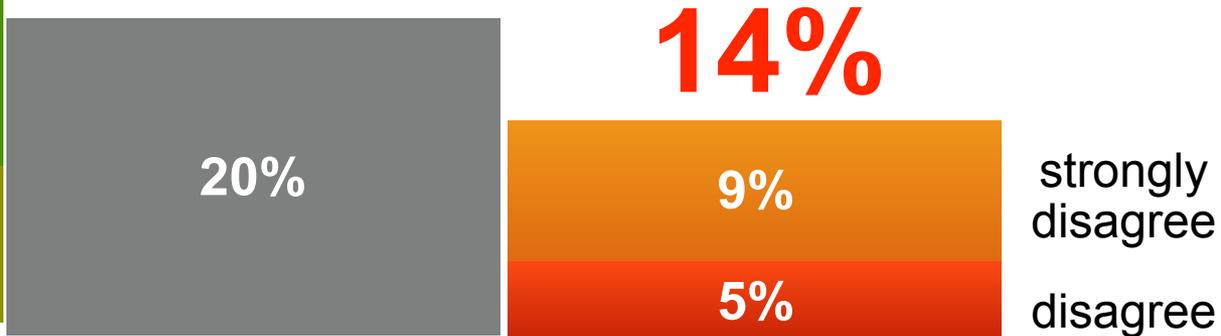
procedural justice,
equity & due
process

60%



“I trust Lewisham Council to make the best decisions for the borough as a whole, even if I personally disagree with a decision.”

6% Don't Know



agree

neither agree
nor disagree

disagree ICMA

the sources of

trust

how you work

credibility

reliability

consistency

capabilities

who you are

character

integrity

personality

values

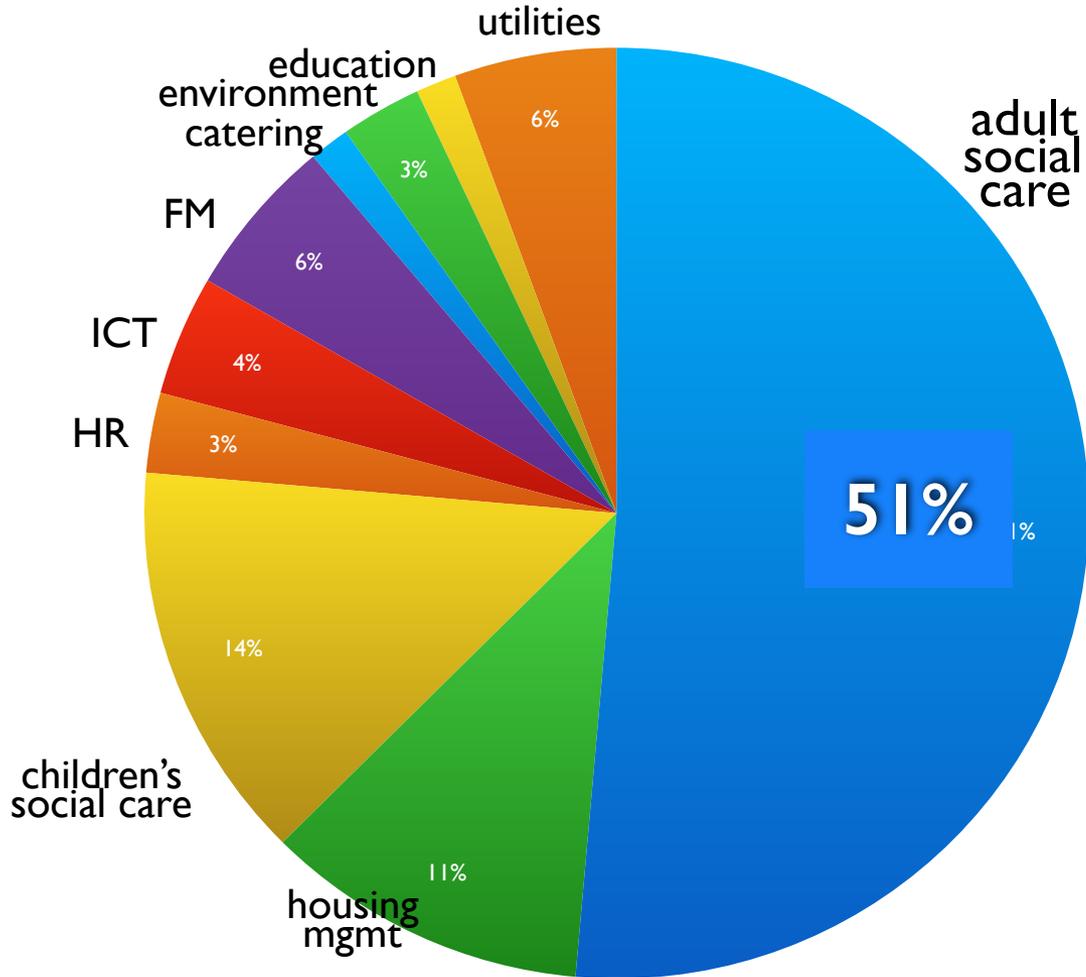
organisations are more like ...



cakes than cars



annual contract values of £500k plus



diversity in supply

£220m annually with
4,000 service suppliers

our top ten suppliers employ
some 1,400 staff: including ...

420 in school catering
350 in adult social care
170 in pools and leisure centres
120 in parks and gardens
80 in ICT

local public servants

% women

% BME

55%

1,750 university

16%

31%

800 police

14%

82%

5,850 health

45%

83%

4,400 schools

32%

60%

2,600 Council

39%

socially diverse
people

whether engaged
through

employment
contracts or
service
contracts

are much more likely to be

creatively innovative

and thereby deliver

valued public services

but they can't do it without effective leadership

what is public leadership?

“**Conduct** that
encourages others to
act responsibly in the
public interest, so that they
achieve more together
than they would have achieved
separately and/or on their own.”

thank you ...



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