

## NEWS

### LEADERSHIP

# Welsh learn from great Danes

Leaders from Wales to visit Denmark to see how public services can be delivered

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A leadership development inquiry to push forward public-service reform in Wales has been launched.

In the first programme of its kind in Wales, 24 leaders from public-service organisations will visit Denmark to learn about leadership from a country that has the highest customer satisfaction ratings for public-service delivery in Europe.

The inquiry is being delivered by Bath Consultancy Group for the Welsh Assembly Government and follows the publication of the Beecham review of local service

delivery last July. The review recommended bolder and more confident leadership, working more effectively across organisational boundaries and using examples of other “small countries” as learning tools.

The programme comprises two pre-meetings, a week-long visit to Denmark in March and two post-visit meetings.

Denmark, which has a similar population size and demographic profile to Wales, has gone through its own public-service transformation over the past two years.

Sue Pritchard, who designed and organised the inquiry, told *PM*: “It brings public-service leaders together to see what a really good

joined-up public service looks like in another country.”

Neil Wooding, director of the Welsh Assembly’s Public Service Management Wales team, added: “One of the important objectives for leaders in Wales is to look to other small countries to build knowledge and understanding of world-class public services so we can improve on the way they are delivered.”

Pritchard said she hoped the inquiry would form an international learning community of public-service leaders, and that Danish public-service leaders would later come to Wales to look at the progress it had made.

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