INDEX

Accident and Emergency units (A&E units), 148
Accountability, 95–96
Adverse Childhood Experiences (ACEs), 161–162
Aggressive internal reforms, 114
Agonistic pluralism, 140
  and deliberative democracy, 145–146
Alternative für Deutschland (AfD), 21
Ambulance services, 140
  agonistic pluralism and deliberative democracy, 145–146
  ambulance staff wellbeing, 149–150
  communicative rationality, 143
  context and challenges facing English ambulance services, 141–143
  criticisms of deliberative democracy, 144–145
  current regime, 148–149
  deliberative democracy, 143–144
  effects of COVID-19 pandemic, 147
  management and policy implications, 147–148
  paramedic roles, performance indicators and ambulance service, 148–149
  participation and deliberation, 150–151
  performance management, 151
  previous performance management regime, 148
  wellbeing of ambulance staff, 146–148
Ambulance staff wellbeing, 149–150
Anchor institutions, 71
Anti-globalization, 19
Artificial intelligence, 124
Asian Financial Crisis (AFC), 19
Association of Ambulance Chief Executives (AACE), 147
Austerity, 88
Austerity funding models, 114

Backlash against bureaucracy, 17
Beacon, 84–85, 91–92
Big data, 124
Black, Asian, and Minority Ethnic community (BAME community), 126
'Budget-maximizing', 17

Capitalism, 84
Centre for Local Economic Strategies (CLES), 71
Chartered Institute of Public Finance and Accountancy (CIFPA), 124–125
City-regional green new deal, 92–93
City-regional municipalism, 91–96
Clever Tendering, 75–77
  business capability model, 76
Climate change and COVID-19 pandemic (2Cs), 16
Co-creation of value, 171
Co-production, 170–171
Collaboration, 33–34
  affective states, 47–48
  being relational, 42–43
  building relationships, 38–39
  challenge of, 34–36
  collaborating relationally, 41–42
  common trends, 33
  effectiveness, 36–37
  findings, 40–45
  four-principle approach, 40–41
  meaningful dialogue, 44–45

privileging relational, 45–47
public leadership and reform in Scotland, 32–33
study, 39
support and trust, 43
trust and power, 48–49
Collaborative assessment, 151
Combined Authority (CA), 60–62, 73
Communicative rationality, 143
Community Benefit Societies (BenComs), 93–94
Community hubs, 93–94
Community wealth building (CWB), 71, 73
SME tendering capabilities needed to accelerate, 75
SMEs as local suppliers for, 74–75
Community wealth building, 8–9
Community-led low-traffic neighbourhoods, 95
Competitive tendering, 75
Contemporary public administration, 17
Contemporary public management in context, 104–105
Continuous professional development (CPD), 173
Corporate neoliberalism, 71
Counter-terrorism, 104
COVID-19 pandemic, 2, 16, 23, 104, 114, 124, 141
effects on ambulance services, 147
Criminal justice system, 158
Crisis, 16
democracy in, 20
of legitimacy, 4
management, 2
of political and social trust, 21
Cross-boundary collaboration, 40–41

Dark side of resilience, 118–119
Dashboard, 148–149
Data analytics, 124
in public sector auditing, 128–129
Data portals, 124
'Decomposition' of civil society, 87
Degree holder entry programme (DHEP), 172–173
Deliberation, 150–151
Deliberative democracy, 140, 143–144
agonistic pluralism and, 145–146
criticisms of, 144–145
Democracy, 95–96
decline in social trust and setback in, 20
Devolution, 88
Digitalization, 73, 124
'Dual power' concept, 6

Economist Intelligence Unit, 20
Education Investment Areas, 85–86
Elected mayors, 61
Emergency management, 2
Emergency Operations Centres (EOC), 147
Emergent working, 41
Employee resilience, 114
and PSM, 117–120
English ambulance services
challenges facing service, 141–142
context and challenges facing, 141–143
English emergency ambulance service, 141
new public management and new public governance, 142–143
English emergency ambulance service, 141
Enthusiasm, 19
Entrepreneurialism, 65
Envisioning administration, 17
European Commission, 124
Evergreen Cooperative Initiative, 59
Extracting, Transforming, Loading process (ETL process), 125–126

Fair employment, 72
Financial power work for place, 72
Five Star Movement (M5S), 21
Four-principle approach, 40–41
emergent working, 41

framework for enhancing collaboration, 40–41
inquiry-led approach, 41
relational approach, 41
system-focused approach, 41

Gig economy, 90
Global Democracy Index, 20
Global financial crisis (GFC), 3, 19
Global geopolitics, 21–24
Global pandemic, 21–24
Globalisation, 73
Governance capacity, 16
Governance legitimacy, 16
Government austerity savings, 104
Greater Manchester Combined Authority City Region (GMCA City Region), 76
Greater Manchester ecosystem for SME tendering capability support, 77–78
Green Economy, 59
Green New Deal (GND), 92
Gross domestic product (GDP), 73
Group process, 33

Higher education institutions (HEIs), 104
Housing, 94

Ideal speech situation, 144
IMPACT cycle, 125–126
Inclusive Growth, 71–72
Inclusive local economy
case and method, 75
community wealth building, 71–73
findings of Greater Manchester ecosystem for SME tendering capability support, 77–78
GMCA City Region, 76
Greater Manchester Map, 77
inclusive procurement, 73–77
method, 76–77
policy recommendations, 79–81
public procurement, anchor institutions and SMEs, 71
SMEs as local suppliers for CWB, 74–75
Inclusive procurement, 72–73, 77
Individual employees, 115
Information technology (IT), 124
Inquiry-led approach, 41
International Monetary Fund (IMF), 23

Keynesian public sector, 84

Labour markets, 72
Land, 94
Leadership, 32–33
Liberal democracy, 4
Liverpool City Council, 95
Liverpool City Region (LCR), 85, 91
Local agency, 89–91
Local Area Research + Intelligence Association (LARIA), 124–125
Local economic renewal, 84
Local government, 84
matters, 85–91
Local Government Act, 61–62
Localism, 8–9
Low-traffic neighbourhoods (LTNs), 95
Lucas Plan methodology, 93

Macro-economic policy, 4
Municipally-owned corporations (MOCs), 62

National Health Service (NHS), 141
National Performance Framework (NPF), 32
National Procurement Policy Statement (NPPS), 74–75
National Referral Mechanism (NRM), 166
Nationalist exceptionalism, 84
Neo-Fascist tendency, 21
Neoliberal economy, 92

Neoliberal ideology, 18
Neoliberalism, 4–5, 19
  rise and fall of, 19–20
'Neutral' instrumentalities, 16
New Labour administrations, 86–87
New local public leadership, 179–181
New municipalism, 7–9, 89, 91
New Public Administration (NPA), 17–18
New public enterprise (NPE), 8–9, 58–59
  empirical examples of, 60–63
  internationally, 62–63
  theoretical implications, 63–64
  from UK, 60–62
New Public Governance (NPG), 20, 140–143
New Public Management (NPM), 16–20, 63–64, 85–86, 140–143
Newcomb-Benford Law, 128
Non-government organisations (NGOs), 161

Open government data
  conceptual orientation, 125–126
  data analytics in public sector auditing, 128–129
  examples, 126–132
  payroll data from state universities in Florida, 127–128
  simple regression, 129–132
  students to open government data portals to identifying potential questions, 126–127
  utilisation of, 124–125
Open markets, 73
Organisation for Economic Co-operation and Development (OECD), 124
Organisational resilience, 115
Oriental authoritarianism, 22
Outsourcing, 71

Paradigm shift in public leadership, 182–183
Paramedic roles and ambulance service, 148–149
Participation, 150–151
Participatory Budgeting (PB), 150
Pedagogy, 104
  developing pedagogy for renewed PSE, 107–109
Peelian principle, 158–159
Performance indicators and ambulance service, 148–149
Performance management, 140, 151
Performance management regime, 141, 148
Personal crises, 159
Personality trait, 115–116
Plural ownership of local economy, 72
Police constable degree apprenticeships (PCDA), 172–173
Police education qualifications framework (PEQF), 172–173
Police effectiveness, efficiency and legitimacy (PEEL), 172
Police management, 158
Police organisations, 158
Policing, 158, 172
  vulnerability, 161, 163, 170
Policing, Health and Social Care consensus (PHSCC), 164
Policing Vision 2025, 172–173
Policy, 104
  and PSE, 105–106
Politics of fear, 21
Populism, 21
Post pandemic renewal, 91–96
Post-Brexit, 84
Post-COVID-19 era, 17
Post-democracy, 17
Post-globalization, 17
Post-modern Public Administration, 18
Post-NPM, 17
Post-pandemic renewal
  city-regional green new deal, 92–93

democracy and accountability, 95–96
hollowed out state, 86–88
from hollowing out to filling in, 88–89
land and housing, 94
local government matters, 85–91
'Mondragon on the Mersey', 93–94
new municipalism and local agency, 89–91
post pandemic renewal and City-Regional municipalism, 91–96
socialising city region economy, 92
universal services for City Region citizens, 94–95
Post-traumatic stress disorder (PTSD), 146
Post-Wilsonian, 17
Power, trust and, 48–49
"Presenteeism", 146
'Preston Model, The', 71
Privatisation, 71
of public services, 87
Privatization, 17–18
Professional policing, 172–173
Professionalisation, 158–159
Public administration, 33–34, 108
decline in social trust and setback in democracy, 20
global geopolitics and global pandemic, 21–24
and management, 16
past trajectory of, 17–18
reconceptualizing state and governance, 24–26
rise and fall of neoliberalism, 19–20
rise of politics of fear and populism, 21
turning points, 19–21
Public bureaucracy, 86
Public enterprise, 59
Public Entrepreneurialism, 8–9
Public expenditure, 88
Public health approach, 163–166
Public institutions, 16
Public leadership
paradigm shift in, 182–183
and reform in Scotland, 32–33
Public management, 105–106, 108
Public organisations, 33–34
Public procurement, 71, 73
Public sector, 73–77
cross cutting questions for reimagined, 9–10
data analytics in public sector auditing, 128–129
management, 84
organisations role in fostering resilience, 119–120
Public service, 17, 105, 161
Public service ethos (PSE), 103–104, 180–181
and contemporary public management in context, 104–105
developing pedagogy for renewed, 107–109
policy and, 105–106
purpose and, 106–107
role of universities and training, 107–109
Public service motivation (PSM), 106, 114, 116–117
employee resilience and, 117–120
underlying factors explaining relationship between resilience and, 118–119
Public-private partnerships (PPPs), 85–86
'Publicness', 16
Purpose and PSE, 106–107

Rational choice theory, 145
Relational approach, 41
Relational trust, 38
Remunicipalisation, 58–59, 62
Representative bureaucracy, 17–18
Representative democracy, 17
Resilience, 115–116, 140–141, 152, 168, 170
impact on public sector, 114

public management and building, 105–106
public service motivation, 116–117
role of public sector organisations in fostering, 119–120
unanswered questions regarding relationship between employee resilience and PSM, 117–120
underlying factors explaining relationship between resilience and PSM, 118–119
Risk, 10, 158–159
risk assessment, safeguarding and identification of vulnerability, 166–168

Safeguarding, 166–168
Scientific administration, 17
Scotland, public leadership and reform in, 32–33
Scottish National Party (SNP), 32
Semi-structured interviews, 77
Service reforms and concept of risk, 10
Setback in democracy, 20
Shared Prosperity Fund, 85–86
Simple regression, 129–132
Small and medium-sized businesses (SMEs), 71, 74–75
as local suppliers for CWB, 74–75
tendering capabilities needed to accelerate community wealth building, 75
Social injustices, 159
Social trust in democracy, 20
Socialising city region economy, 92
Socially productive land and assets, 72
Staff wellbeing, 146–147
State capacity, 23
State-owned enterprise (SOE), 58, 62
Structural crises, 159
Supervised approach, 125–126
Sustainability, 152
System-focused approach, 41

Taylorism, 17
Tendering, 73, 75, 77
Thatcherite revolution, 87
Threat, Harm, Risk, Investigation Opportunities, Victim Vulnerability and Engagement Level process ("THRIVE" process), 167–168
Traditional model of public service delivery, 150
Traditional public service, 18
Training, 107–109
Trust, 38
and power, 48–49
support and, 43

Unintended consequences of organizational strategies, 117
Universal basic services (UBS), 94–95
Universal services for city region citizens, 94–95
Universities, 107–109
University of Central Lancashire (UCLAN), 59
Unsupervised approach, 125–126
US Energy Information Administration (EIA), 129–130

Value co-creation, 170–171
Value-based motivations
Violence Prevention Alliance, 164
Voluntary, Community and Social Enterprise (VCSE), 74–75, 77–78
Vulnerability, 158–160
meeting demands, 172–173
policing and, 161–163
risk assessment, safeguarding and identification of, 166–168

Vulnerability Assessment Framework (VAF), 167

Weberian bureaucratic paradigm, 17
Wellbeing, 140–141, 152
of ambulance staff, 146–148
Western democracy, 84
White Paper, 85–86
Wicked issues, 33