

THE CREATIVE BUREAUCRACY & ITS RADICAL COMMON SENSE

BY CHARLES LANDRY & MARGIE CAUST

- Rethinking the public bureaucracy for the 21st Century
- 23 full colour photos

Public bureaucracies across the globe face a converging, escalating crisis. There is a massive, urgent task ahead for bureaucracies to help create a fairer more equal world buttressed by an incentives and regulatory regime to match.

There is a bigger context too, which is the demand by many to shift from representative democracy to participative citizenship and democracy. The rise of civic movements is a reflection of this and they are demanding more say in how decisions are made. All bureaucracies need to respond.

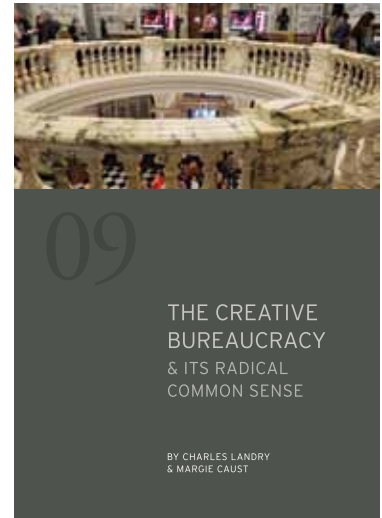
We are in the midst of redesigning the world and all its systems. This needs a bureaucracy that can draw on all its ethical, creative and intellectual resources and reclaim a distinctive leadership role, but framed in a 21st century context. Decades of reform and challenge have enfeebled some parts of bureaucracies. There is a reservoir of hidden talent within the bureaucracy, yet that can only be unleashed if the system changes.

Charles Landry works with cities around the world to help them make the most of their potential. He is widely acclaimed as a speaker, author and facilitator of complex urban change projects. **Margie Caust**, a former civil servant, is an urban strategist with an interest in bringing to light the potential that may be overlooked in cities.

This is the ninth title in a series exploring urgent themes in city making.

For further information: www.charleslandry.com

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