



The "Grapevine"

August 2009

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LATEST FROM THE CLG: Are authorities using all their 'powers' to drive effective partnership working?

FUNDED INNOVATION OPPORTUNITIES: Details on the CLG Customer Led Transformation Fund and the new Effective Partnership Data Management Pilots.

FREE 'LEAN' BPI TRAINING UPDATE: Has your organisation signed up for this yet? Over 210 people qualified so far in the NW...

NEW TOOLS: NWeGG's Business Continuity Management Toolkit, the PPM Skills Diagnostic feature this month.

UPCOMING WORKSHOPS AND EVENTS

8th Sept: AM: Managing change effectively: Programme Management at the heart of your organisation

17th Sept: AM: North West Information Sharing and Security Group

17th Sept: PM: Agreeing a way forward for a refreshed NW Warning Advice and Reporting Point (WARP)

29th Sept: AM: Business Process Improvement Networking Meeting

15th Oct: AM: Getting it right: Workforce planning & development in customer services

5th Nov: NWeGG Annual Conference.

LATEST FROM THE CLG

Although the CLG is heavily wrapped in their 13 Total Place pilots, they launched a consultation paper in July called Strengthening Local Democracy. It suggests that authorities should be using existing powers, such as scrutiny and the 'well being power' that came into effect in 2000 to play a stronger role in joining up service delivery across LSPs around the needs of citizens. Related to this is a newspaper article from the 1st July which preceded the Social Care Green Paper. The following quote from this should be food for thought for every LSP in the North West:

"The fiscal crisis has fully exposed the current model of public service reform – invest, modernise, set targets, review performance, eliminate failure – as having run out of steam. Public services may be more efficient, but all too often they are not joined up, leaving the people on the receiving end bewildered by what one elderly woman, who was being visited by four occupational therapists, described to me as a blizzard of services".¹

Are you offering your communities a blizzard of services? How do you know that you're not? An ongoing study in South Lakeland has shown that there are well over 50 services offered to older people alone with significant overlaps. There are some real opportunities for service improvement and efficiencies for all authorities in this as some of the research from Total Place already shows.

We discussed this with CLG this week and they are very keen to see some good examples of effective application of customer insight to drive joined up service delivery. If you think you have a model that could be scaled up, please contact us.

INNOVATION AND FUNDING OPPORTUNITIES

The CLG / IDEa Customer Led Transformation fund is looking to fund pilots of great customer orientated service delivery across LSPs (see http://www.nwegg.org.uk/view_resource_cat.php?id=43&projectid=28). It has £21 million

¹ Guardian article "State of Loneliness" (1st July 09) - <http://www.guardian.co.uk/society/2009/jul/01/public-services-reforms>

between 08-11 for this and they are keen to see more high quality pilots that can be scaled up. A round of bids has just closed and the next deadline is end of September.

We recently spoke to the CLG about their Effective Partnership Data Management study and they are looking for 20 pilots (see NWeGG home page www.nwegg.org.uk). Please take a few minutes to have a look at this as it seems a great model and we think a number of authorities could make good use of it.

The NW IEP is managing our region's CLG's Efficiency and Transformation Fund share and the next round of bidding into this will be announced in September. This has about £85 million in total nationally. It is capital funding with a strong efficiency bias.

If you have bids that you would like to us to review then please contact phil.swan@nwegg.org.uk . NWeGG has a good track record of helping attracting funding into the region and will do what it can to help.

FREE 'LEAN' BPI TRAINING UPDATE

There is free Business Improvement NVQ level 2 Training (BIT) available to NW public sector organisations funded by the Learning and Skills Council.

The training will give your staff key skills in lean tools and techniques that are applied immediately as part of the course. Authorities like Preston, Chorley, Wirral, Rochdale and South Ribble are already making good use of it and we are aiming to have a total of 400 people through the training by April 2010. This is open to colleagues in Health, Police and Fire & Rescue services, not just councils. Please contact Cath at the NWeGG programme office to find out more (catherine.oneill@nwegg.org.uk).

NEW TOOLS

Is your organisation working on business continuity plans for customer services?

... then you might want to look at the Business Continuity Management Toolkit now available on the NWeGG website. It contains lots of good practice materials to help you tackle this tricky subject (see http://www.nwegg.org.uk/project_page.php?id=371)

A number of authorities have also agreed to share their business continuity documents on request. These require significant amounts of time and effort to develop and there is a real benefit in looking at the work of others. These include Halton, Carlisle, Bolton and Rochdale. Please contact catherine.oneill@nwegg.org.uk if you would like to find out more.

Is your organisation wondering why projects and programmes keep failing to deliver?

..... Then you might want to use the Right Track NW Skills Diagnostic to see where the skills gaps are.

This online tool which has been developed by NW Local Authorities will provide a thorough self assessment of your current skills with a 'red / amber / green' report at the end against a comprehensive set of 87 competencies. This is ideal for use in planning your professional development or the development of organisational PPM capability. Find out more here: www.nwegg.org.uk/right-track . This is only part of the RTNW offer – go online to find out more.

Keep watching out for more tools and knowledge updates on the NWeGG site.

INNOVATION AND KNOWLEDGE SHARING WORKSHOPS AND EVENTS

Managing change effectively: Programme Management at the heart of your organisation

8th September-Houldsworth Mill, Houldsworth Street, Reddish, Stockport, SK5 6DA

Programme Management is a hot topic at the moment with lots of NW authorities asking how they can manage change more effectively and align their efforts and capacity. These Right Track NW events play right into that agenda.

At this session Tim Ellis from the London PPM Community of Practice will share what they are doing including the recently launched Local Authority version of Programme Management. Julie Williams from East Cheshire will be explaining how you can benefit from the Transformation Toolkit that their Improvement and Efficiency Partnership has put great effort into developing. Finally, Liz Leung will explain why they undertook a Project, Programme and Portfolio Management Maturity Assessment at Lancashire County Council using the OGC's P3M3 model and how

they are benefiting from this. To book your place at this event please click on the following link:
http://www.nwegg.org.uk/view_event.php?id=406

Agreeing a way forward for a refreshed NW Warning Advice and Reporting Point (WARP)

17th September PM- The World of Glass, Chalon Way East, St Helens, Merseyside, WA10 1BX

This workshop will be an opportunity to hear from different WARPs across the country which have successfully implemented and sustained a WARP; to find out about their experiences, lessons learned and opportunities for NW Local Authorities. In addition presentations will be given by Mark Brett from SOCiTM, Dave Sifleet the Chair of the WARP in London, Matt Smith the Project Manager of the WARP in London and Tony Proctor the WARP Manager at West Midlands. To register please follow: http://www.nwegg.org.uk/view_event.php?id=401

Thinking differently about service delivery across local partners: Improving re-settlement and reducing youth offending

29th September- Cheshire Conference Centre, Edgeley Park, Hardcastle Road, Edgeley, Stockport, SK3 9DD

Working with a number of authorities, GO NW and HMP Hindley, NWeGG recently completed a report on how the potential for improving information flows between organisations could improve resettlement of young offenders and thereby reduce re-offending. The study also highlighted the opportunities for service redesign across LSP members and highlights opportunities for improvement that link in with the Wiring Up Youth Justice programme and Government Connect. This session will explore existing good practice and the steps that authorities can take to tackle this issue. To register please follow: http://www.nwegg.org.uk/view_event.php?id=381

Getting it right: Workforce planning & development in customer services

15th October- Houldsworth Mill, Houldsworth Street, Reddish, Stockport, SK5 6DA

The North West Customer Service Managers Group is a learning and sharing focus group for disseminating National and Local initiatives, agreeing project requirements and providing feedback on National agendas.

Every session is open to any public sector employee and is an excellent opportunity to learn, share experiences and gain insights useful products and take ideas back to your own organisation. To register please follow: http://www.nwegg.org.uk/view_event.php?id=458

5th NWeGG Annual Conference – Transforming Local Services

5th November- Ramada Jarvis Hotel, Portland Street, Manchester, M1 4PH

The real focus of this year's conference is going to be how we work together more effectively as LSPs to deliver for our communities. Some top line speakers are already confirmed including **Sir Howard Bernstein** (Chief Executive of Manchester City Council), **Ben Lucas** (Director, The Commission on 2020 Public Services) and **Iain Bourne** (Head of Data Protection Projects, Information Commissioners Office). A full line up will be announced in early September but please put the date in your diaries.

IS YOUR ORGANISATION MAKING THE MOST OF NWeGG?

We have summarised a lot of the tools, training and support into a two pager that can be found here. Please download and send to your colleagues

<http://www.nwegg.org.uk/files/Making%20the%20most%20of%20NWeGG.doc>

If you missed the recent events on:

- Customer Insight: Is it worth the Effort?
- Self Directed Care: How are authorities approaching this?

Then you can download the past presentations from http://www.nwegg.org.uk/archive_events.php

CONGRATULATIONS TO....

AGMA Customer Services Managers Group who have been successfully awarded a grant from the CLG to develop their customer insight based approach to increasing service take up in "asset rich, cash poor" young people.

Brian Benson, is leaving South Lakeland and therefore also the NWeGG Executive. Brian has been a tireless innovator and thought leader for many years and we wish him all the best.

Liz St Louis, Head of Customer Service at Bolton, will be going to Sunderland in October to take on challenging new role and who will be missed from the Excellence in Customer Services Programme Board.

Janet Callender, who is taking over as Chief Executive of Trafford and joining Theresa Grant who moved there recently from Manchester CC to head their transformation agenda. It's all happening in Trafford!

GET IN TOUCH

Contact us on the office phone (0161 342 3445) or on the Forum or directly to phil.swan@nwegg.org.uk.

Best wishes

Phil Swan

NWeGG Programme Director

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