



NWeGG

“Grapevine”

May 2007

1 Contents

1	Contents	1
2	News and Views	1
3	Resources and News: Worth a Look!	2
4	Pick of Recent Events	2
5	Coming Events	3
6	NWeGG Projects Corner	3
7	Feedback	4

2 News and Views

The North West is a hive of activity at the moment: **local government reviews, joint service development, outsourcing, corporate change programmes, big ICT enabled change, capacity building exercises and LAA and LSP working** to name the main ones.

One of the biggest juggernauts on the horizon is **CSR-07**. Many councils are already thinking about the expected **3% year on year revenue cut** and a number more have done the maths and are looking for as much as **20% savings** over the three years.

Why? Because as well as the cumulative 9% from Treasury, there is the impact of **pay reviews and pay inflation, construction inflation** and the **rising cost of service delivery**, particularly **adult care**.

Comments made at the DCLG's **Business Improvement Package** (click [here](#) for the BIP website) highlighted some of the good work, such as **Chorley's District version of a new organisation wide process architecture and blueprint**. Whilst the BIP website is pulling together a number of good products, there are also a number that NWeGG and the NWCE have compiled. See [here](#) and [here](#).

If councils are going to avoid service cuts in 2008-11, we need to be **'thinking big'** about the way in which we deliver services and the potential for working in different, perhaps unfamiliar ways.

To be able to do this we need to be better at understanding our **citizen's needs** and the different ways in which our organisations can deliver them, getting **service delivery right first time**.

Finally, after a long debate the NWeGG Executive has agreed that **our mission** should be reflect more strongly the fact that NWeGG isn't just about technology, the partnership is there to help councils **deliver their change programmes effectively**, including those that are tackling ICT enabled change.

The proposed new missions is: **Enabling Councils to make services better for the citizen, better for staff and better for the North West**. An Annual Report for 2006/7 and Forward Plan for 2007/8 that follows this theme will be available shortly.

NWeGG Summer Full Members Meeting, 13th July 2007, Windermere, Cumbria

As well as hearing about the latest from several excellent speakers on the direction government is taking, sharing good practice and networking across the North West, we are pleased to welcome **Steve McDermott** who will be sharing his insights into tackling change.

Steve was voted Motivational Speaker of the year for 2003 by more than 200 corporate companies and his unique style, half business guru; half stand up comedian, has made him one of the highest rated motivational speakers in the country.

To see the full agenda and register click [here](#).

3 Resources and News: Worth a Look!

Cabinet Office: Citizen Centric Services

The **Cabinet Office** has produced several really very good documents on (click [here](#) to find them):

- **Multi-Channel Transformation** (including a useful channel use matrix that any channel strategy developer should see)
- **Citizen insight** and why its important, including useful statistics, such as '**failure demand in public sector runs at between 50% and 80%**'. In other words, 50-80% of citizen contacts with councils are as a result of failure to deliver the service the first time. Councils that have embraced lean thinking methodologies such as Wyre, Blackpool, Oldham and Tameside know all about this. If you'd like to speak to someone at one of these organisations contact [Catherine](#).

Esd toolkit – Customer Profiling Project

A project is underway working with the DCLG and a number of councils to develop customer profiling tools incorporating data from mosaic, local profiling comparisons, channel preferences, a service cost calculator and more. NWeGG are closely involved and also Chorley and Lancashire County. If other councils want to be part of the project then the cost is approximately £15k. Contact [Andy Oddy](#) for more information or click [here](#).

National Take Up Campaign

The "Connect to your Council" Media Plan and PR Strategy for the next phase of the campaign are available [here](#) (note that you will need to register to see these). The visuals from last time are being used in the media campaign, with some new content for councils and the addition of the **Planning Service**. There will be nationwide coverage and again including web, radio, outdoor media and products for councils own usage. We (and others) were particularly impressed with **Oldham's merging of the radio adverts with the media images** for use in one stop shops!

New Charter Mark Draft

The new draft version of the Charter Mark is available [here](#) for consultation. It appears to be very closely aligned with the Varney's Review and the message we are hearing about the structure of parts of the new performance framework.

National Improvement Strategy thinking

A meeting on the 4th June on the form of future Regional Improvement and Efficiency Partnerships agreed that "Key focus should be how we hit the 3% efficiency target. This should be through innovation and transforming services using 'disruptive' technology i.e. major transformational change". This sound like Prof Peter Kawalek's presentation from the March NWeGG Full Members Meeting - 'think Railways not Canals' (see it [here](#)).

There is a very strong emphasis on LAAs and LSPs as the focus for support. A presentation on the emerging form of the strategy can be found [here](#).

4 Pick of Recent Events

16th May: DCLG Business Improvement Package Workshop (9.30am – 15pm), Manchester

As part of DCLG's engagement exercise with local authorities on the future development of the Business Improvement Package (BIP), they invited local authority practitioners to attend one of recent 'Developing Capacity for Business Improvement' events. This event provided an opportunity to hear feedback from local authorities on the BIP, to share their own business improvement experiences, and to provide recommendations on the future development of the BIP. To view the presentations please click [here](#)

17th May: North West Regional Improvement and Efficiency Partnership Discussion

The Board of NWIN, NWeGG and the NWCE representing a large number of North West Local Authorities met together to hear about the emerging National Improvement Strategy and the work of the Delivery Council and agree a regional response to the LGA 'Towards a National Improvement Strategy' that was submitted shortly afterwards. The submitted paper can be found [here](#).

The group also agreed an outline approach for developing a North West improvement strategy and a shadow governance arrangement for taking it forward.

22nd May: Local Efficiency and Transformation Group (LETsGO) Meeting, Pendle, Nelson Town Hall

At this regular process and productivity improvement learn and share event:

- **Phil Baron from Blackpool** shared their experiences of process improvement in Benefits services
- **Keith Baines from Sefton** led a discussion on the controversial topic of process improvement versus productivity gains
- **Don Burn of the NAC group** discussed the North West rollout of **Business Improvement Techniques** via the shared services programme that is available to all NW councils **AT NO COST!**

To view the presentations from this meeting please click [here](#)

It was agreed at the meeting that the LeTSGO Meetings and the 'What's in it for us' Shared Services Events will be combined to form a 'Business Improvement Processes and Shared Services "What's in it for us" Group'. You will find the dates of these meetings on our [website](#)

21st May: NWCE Bargain Hunt II, Manchester Conference Centre

Bargain Hunt II took place on May 21 2007 and was a hammering success! Delegates were shown how to make potential savings in excess of £100 million. Presentations from workshops on the day can be viewed by clicking [here](#)

5 Coming Events

5th June: Project & Programme Managers Learn and Share meeting, Red Rose Hub, Preston

We will have a presentation from **Bernard Hyde** - Corporate Projects and Programmes Support Manager who will share his experiences in **establishing a Corporate Projects Support Office at Macclesfield Borough Council**.

Then we will have a Discussion of the Regional PPM Strategic Support Centre Project. This will include a presentation by Sam Smith of Manchester City Council on the results of the Benchmarking Survey on PPM Maturity among NWeGG Member Authorities. For more information on this event and to register please click [here](#)

13th June: Customer Service Managers Learn and Share Meeting, Cheshire Conference Centre, Edgeley Park, Stockport

- Jacqui Mc Nish, esd-toolkit project '**Customer Profiling for Service Costing and Improvement**' (see above).
- Jonathon Platt, Tameside MBC will be presenting on Tameside MBCs approach to receiving a **Corporate Charter Mark**
- Chris Bains from Datapulse will be speaking on the potential for **Performance and Efficiency gains from resource planning software in Contact Centres**
- An update on the **Business Continuity in Contact Centre Project** by Simon Dickinson, Aperia.

For more information and to register for this event please click [here](#)

19th June: "What's in it for us?" Shared Services First Stakeholder Meeting, Red Rose Hub

The first of the NWCE & NWeGG Shared Services Programme events aimed to introduce specific tools provided to assist you with Shared Services and to be able to listen to colleagues who have been through the process so that you can learn from their experiences.

Our Agenda includes a number of speakers chaired by **Stephen Barnes, Chief Executive of Pendle** including **A Whirlwind Tour of ICT Shared Services** by Alan Cook, Cumbria, which will take you on a whistle stop tour of places that you should visit and places to avoid should you wish to embark on a similar journey as Cumbria. For the full Agenda and to register for this event please click [here](#)

21st June: IT and Information Security Assurance Forum, West Lancashire Investment Centre, Maple View, West Lancs.

Frank Loughlin IT Security Manager at Lancashire County Council will speak on **Lancashire County Council's Approach to compliance with ISO 27001**.

We also have Stephen Fellowes from the North East London Partnership will be sharing his experiences as Programme Manager for delivering **two Data Centres to be shared by seven local authorities** in the capital. For the full agenda and to register for this event please click [here](#)

Date for the Diary

NWeGG's 3rd Annual Conference will be on the 12th December 2007 at the MICC in central Manchester with an excellent speaker and workshop line up.

6 NWeGG Projects Corner

Focus on the Phase 1 of the Project and Programme Management Support Centre (led by Manchester City Council with support from NWIN)

The results from the research into our regional PPM maturity are available and can be downloaded in presentation format here (slides from the last NW PPM workshop).

22 councils responded to the survey (thank you!)

The headlines are:

- We're not as good as we think we are: Our average gut feel level of maturity is about 55%. Our actual is about 45%.
- We have a particular areas needs in the area of:
 - o Dependency management (current rated 'ad hoc')
 - o Benefits management (current rated 'basic')

- Performance reporting (currently rated 'at hoc')
- Staff management (currently rated 'basic')
- Systems and technology (current rated 'basic').
- 0-25% of project managers hold PPM qualifications
- 81% of councils are interested in a regional PPM training tender
- 55% of councils report that project boards are staffed inappropriately with 59% reporting that boards have no training.

The business case and forward plan are being tidied up as this goes to 'press', needless to say that with 10,000 – 15,000 project managers across the region, this is an area improvement can have a real impact!

7 Request for input

NWeGG is sharing a stand with the NWCE and NWIN at the **LGA conference** in the first week of July. If you have case studies or other good products that you would like us to take and promote (within space constraints) then please contact [Catherine](#) to discuss the options!

8 Feedback

If you have thoughts, views or suggestions for the NWeGG Programme please contact phil.swan@nwegg.org.uk or catherine.oneill@nwegg.org.uk

Thank you!