

### 1 In this edition

It was great to see so many people at the **NWeGG Spring Full Members** meeting from such a cross section of local government in the region and outside. Whether you call it ‘transformation’ ‘improvement’ or just ‘doing things better’, there is as ever a stunning amount of work going on across the NW. Did you know, for example, that:

- There are over **45 service delivery partnerships** live or in progress in Lancashire.
- Cheshire has launched an [information sharing toolkit](#) in line with the NW Information Sharing Group.
- The NW has the highest regional response to the Cabinet Office’s [Contact Centre Performance Management Framework](#), alongside Greater London.
- The [NW Improvement and Efficiency Partnership](#) (NWIEP) has been awarded £22 million over three years to deliver of a programme of change. 60% of this will go to sub-regions directly.

Overall there have been just over **340 attendees at NWeGG workshops** or seminars since 1<sup>st</sup> March 2008 – you can find the presentations from some of these in the section below.

You may also be pleased to hear that the **NWeGG programme for 2008-10** will soon be published in its final form incorporating the recent decision by the NW IEP to award NWeGG £150,000 a year for two years to support delivery of its programme. Watch for more news and events on the NWeGG website [www.nwegg.org.uk](http://www.nwegg.org.uk)

### Want to see what you missed at a recent event?

#### **18<sup>th</sup> April: NWeGG Spring Full Members Meeting**

The theme for this event was 'radical transformation', with a wide range of speakers discussing the opportunities and challenges facing Local Authorities in terms of the Transformation Agenda,

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

#### **14th May: North West Public Sector Information Sharing Conference**

This event included speakers from a wide range of public sector organisations as well as the private sector. The event was very much about what was being done in terms of information sharing, the risks involved and the standards and techniques that would support public sector organisations and service providers in sharing more information in a safe and secure way.

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

#### **21<sup>st</sup> May: PPM Meeting - The Good, The Bad & The Ugly**

This event gave attendants the opportunity to learn about and share PPM tools and techniques. The event had a wide range of public sector practitioners who spoke about their experience of using different PPM tools and techniques within their Authority.

The presentations from this event are now available on the NWeGG website. To view these [click here.](#)

#### **23rd May: CSM Group Meeting - Measuring NI14 and Performance Management Framework**

This event provided members with the opportunity to hear from Local Authorities that are working on how to measure national indicator 14 on ‘avoidable contact’.

The presentations from this event are now available on the NWeGG website. To view these [click here.](#)

### 2 Forthcoming events

#### **19 June – BPI Group meeting on Systems Approach. The Woodlands Conference Centre, Chorley.**

The June BPI meeting welcomes Richard Davis, Vanguard Consulting to talk to us about the failure of the public sector reform regime and how a systems thinking approach provides a much better alternative. Richard will be talking about John Seddon’s controversial new book, Systems Thinking in the Public Sector, which explores a systems approach for the public sector which is proven, successful and relatively cheap.

Phil Swan from NWeGG will also be facilitating a round table workshop to start to develop a better regional picture of who is working on what and how in the North West. This will be used to help connect councils working in the same areas or thinking of starting work in new spaces. Please bring your thinking caps!

For more information or to book for this event, please [click here](#)

### **14 July – Project and Programme Management event: Right Track North West, Blackburn Technology Management Centre**

How many councils can say that they have a complete picture of all the projects running in their organisations, their relative importance and their interdependence?

In some public organisations, up to 30% of projects fail to align with strategic objectives and on average 30% of projects are cancelled before completion. Overall, industry figures show that 88% of projects exceed deadline, budget or both.

Councils have to modernise, be more efficient and improve and there is an urgent need to recognise the role of better programme and project management (PPM) in this. The purpose of Right Track North West is to help councils address this issue. For more information or to book for this event, please [click here](#)

### **16 July – Customer Service Management event on Accreditation for publicly funded Contact Centres**

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.

At the last meeting, there were some questions about accreditation and it was asked if this topic could be placed on the next agenda.

For more information or to book for this event please [click here](#)

### **18 July – Summer Full Members' Meeting. Low Wood Hotel, Windermere**

The agenda for the NWeGG Summer Full Members Meeting will bring together many excellent and thought-provoking speakers, covering a host of topics relevant to Local Authorities at this time.

Also, there is an opportunity to meet representatives from the three Authorities that have achieved Beacon Status for transformation:

- Tameside Metropolitan Borough Council
- Chorley Borough Council
- Staffordshire Moorlands District Council.

As ever, this is a chance to network with colleagues from across the North West. This event is particularly relevant to elected members, chief officers and directors of resources, customer services, transformation and project, programme, process improvement, and change managers/practitioners.

The full agenda for the meeting has yet to be confirmed, but further updates will be posted on our [events section](#) of the website.

For more information or to book for this event please [click here](#)

### **10 December - 4th Annual NWeGG Conference.**

Registration is not open yet, but please put the date in your diaries as we've set the standard very high for this year!! The venue will be Manchester's MCCC once again.

## **3 Can you help?**

### **Disaster Recovery**

If your council has recently led a disaster recovery contract or if you feel that you have a particularly good one in place and would be willing to share the documentation with another council, please [contact Emily](#).

### **Project and Programme Management Software**

I'm currently looking at introducing PPM software at Carlisle, initially for regeneration programmes and projects, but also for use on any other Council projects.

Does anyone have experience of PPM packages or advice that they'd be willing to share with me?

Things I'd like to know about are user-friendliness, amount of work needed to set up the system, indication of costs (including 'hidden' costs like essential consultancy that the suppliers didn't tell you about at the time you bought it), ease or problems with rolling it out, nice things to look for and nasties to watch out for etc. etc. Also any tips on getting users, including Board members, to use it!

Any advice or snippets of info that anyone can give me would be really appreciated.

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NWeGG Newsletter, May/June 2007

Mobile phone - 07739 448131

To see more member requests [click here](#).

## 4 News from the public sector

### [Joining up ICT across boundaries and in new unitary areas](#)

Kable produced an interesting article this week on the pace of joined up ICT in Shropshire called "Shropshire plans single infrastructure this year".

### [Online customer journey mapping guidance](#)

As you know, the Service Transformation Agreement (STA) sets out the importance of having a real evidence-based understanding of the behaviours and needs of the people we are trying to reach, as a pre-requisite of good service design and delivery. As part of the strategy to support this, the STA outlines the role of the Customer Insight Forum (the group of Heads of Insight across government) and its plans to publish ahead of the CSR, frameworks and guidelines aimed at improving the application of insight.

### [Performance Management Framework](#)

The Performance Management Framework for publicly funded contact centres released by the Contact Council.

### [Technical guidance on the National Indicators](#)

This is the first set of technical guidance on the National Indicators that have been released by CLG.

### [Delivering Efficiency: Understanding the Cost of Local Government Services](#)

This report released by CLG supports the drive for improvement and efficiencies through business transformation. It provides advice and guidance on the costing of work activities, as commonly required as part of process improvement and channel migration initiatives.

### [IDeA - Delivering Public Service Transformation 2008](#)

IDeA have published new research on front office shared services. It expands on an analysis published last year and identifies the new skills that local authorities and their partners are developing on a range of projects, including customer insight and managing complex change programmes. Find out how new performance frameworks and structures aim to promote local action. <http://www.idea.gov.uk/>

### [Survey shows growing importance of Information Security managers](#)

The role of information security managers is rapidly changing to focus on business needs instead of technology, according to a recent survey of more than 1,400 Certified Information Security Managers (CISMs) in 83 countries by ISACA, an association of more than 75,000 IT governance professionals worldwide.

### [Southwark transforms customer service of its housing using gazetteer system](#)

A new system of unique identification codes for all 139,000 individual properties is powering an award winning customer service transformation project at the London Borough of Southwark.

### [LGA Annual Conference](#)

The LGA annual conference will be held in Bournemouth on the 1<sup>st</sup>-3<sup>rd</sup> of July. For more information on this event go to <http://annualconference.lga.gov.uk/>

### [Hand-held computers for police](#)

Details of a £50m scheme to provide police forces with 10,000 hand-held computers have been unveiled.

### [Rural homes 'lead broadband UK'](#)

Rural households are now more likely to have a broadband connection than residents of towns, says Ofcom.

## 5 Feedback

If you have thoughts, views or suggestions for the NWeGG Programme please contact [phil.swan@nweqq.org.uk](mailto:phil.swan@nweqq.org.uk) or [catherine.oneill@nweqq.org.uk](mailto:catherine.oneill@nweqq.org.uk)

Thank you!