

### 1 In this edition

August is always a quiet month but we’ve been pretty heads down at our base at room 5.15. Tameside MBC!

[David Unsworth](#) has joined the small (but hopefully effective) programme office team. David joined us from Halton Borough Council where he worked as Senior Project Officer in the Key Business Team to lead on supporting authorities in the region on tackling project and programme challenges so he’s been getting up to speed and already making an impact. The work on RightTrack North West continues apace with input from lots of authorities and we hope to see you at the seminar and workshop session on the 12<sup>th</sup> Sept in Stockport. If you’re looking to improve your authority’s Use of Resources this is a key area to be engaging with as a number of organisations can testify to.

[Ajike Ali](#) has been working closely with John Curtis from Merseyside Fire and Rescue on many aspects of the Effective Information Sharing and Security Programme including trying to map out information flows around Youth Offending Teams to help us support authorities and their partners tackling both Crime & Disorder and Antisocial Behaviour priorities. Please get in touch with her if you’d like to discuss it!

If you haven’t heard about Avoidable Contact / NI14 then you must have been somewhere sunny.

[Shelley Heckman](#) has been busy setting up a great event on 16<sup>th</sup> September with the IDEA to help your authority address the challenges associated with this. Shelley is managing the Excellence in Business Process Improvement Programme and the Effective Customer Service Management programme

This just touches the surface of what is going on so expect to see more soon! Hope to see you around and about soon and if you’ve any questions about the programme and what it is that NWeGG can do for your authority then please give Shelley, Ajike, David, [Em](#) or [Cath](#) a call.

Phil Swan, NWeGG Programme Manager.

### Roundup of recent events

As you are probably aware we don’t hold events in August due to it being the holiday period so we have nothing to report here apart from we have been working extra hard on our September events which is going to be a packed month! This means we have more space for news items and updates for you to enjoy!

Please see below at our forthcoming meetings and get yourself booked on ASAP as there are limited places available!

### 2 Forthcoming events

#### 9<sup>th</sup> September: Getting 'buy-in' for BPI: Tips and skills for engaging people in the workplace

At the last BPI meeting, colleagues voiced a challenge that seems to be experienced universally across Authorities: **How do you get commitment and buy-in from colleagues at all levels for your change project / programme?** This session will look at sharing and learning tips and skills for engaging people's buy-in and commitment in the workplace.

The particular focus will be insights into the techniques we use in our own Authorities for gaining senior management buy-in. This session will therefore provide you with both a useful process and a product!

Speakers include: **John Morrisey** (Chair, Bolton Council); **Martin Gilbraith** (ICA:UK); **John Pantall** (Stockport MBC - TBC); **Phil Swan** (NWeGG).

If you have already registered for this event please can you check on our site that you are still registered? Our website had bug in the system which cleared all the data relating to the event. This has hopefully now been resolved by our web developers and should not occur again.

[Click here](#) for more information and to register

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### **12th September: Tackling some critical project and programme management challenges, Cheshire Conference Centre Stockport**

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We have an exciting line up of top notch speakers for our Friday 12th September PPM meeting which will specifically help your organisation to tackle some key challenges that you're facing:

- **Successfully delivering big, difficult capital projects**
- **Effectively improving your own authorities programme and project management maturity**
- **Getting key stakeholders on board and supporting your project or programme**

We'll also be having a workshop to further develop our PPM self help network across the NW!

**Register to attend by following this link: [Click here](#)**

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### **16 September: A Guide to Measuring Avoidable Contact (NI14) and Performance Management Framework, Cheshire Conference Centre Stockport.**

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This is a key event for Customer Service Managers as it covers both NI14 and the Performance Management Framework.

**Siobhan Coughlan, IDeA**, will be explaining and taking questions on the new guidance on Avoidable Contact (NI14) which all councils will need to report on from October 2008.

**Gerald Power, Cabinet Office**, will be leading a session on Performance Management Framework (PMF) to hear about your experiences of filling in the PMF returns and to talk through the guidance to support future returns. This workshop is ideal for those that have submitted returns to share how they answered each question. It will also be a good session for those organisations that have not yet taken part in the PMF returns to date, to better understand what the barriers and issues are, and from those that did take part previously but have decided not to submit more recently.

For the full agenda and to register for this event please [click here](#) **(the places are being taken up fast so book your place ASAP)**

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### **North West Knowledge Management Conference - Understanding place, managing knowledge 19<sup>th</sup> September 2008**

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Understanding place is a new and important challenge for public agencies working in partnership to improve outcomes for local people.

This is being driven by new policy initiatives including joint needs assessment for social care and health, the duty to profile economic performance in an area, delivery of local area agreement targets and comprehensive area assessments. Knowledge management can help you respond to this 'understanding place' agenda in an efficient and effective way.

For more information please [click here](#)

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### **COMING EVENT: 10 December 2008: The 4<sup>th</sup> Annual NWeGG Conference**

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Exciting news! The NWeGG Annual Conference website is now up and running so take a look at what we have for you this year by clicking here [www.nweggconference.co.uk](http://www.nweggconference.co.uk). You should have all received the email last week so hopefully most of you are booked on already and grabbed those free spaces!

### 3 Can you help?

#### Value for Money - Examples Needed

Bolton Council is looking for Local Authority examples of transformed services/activities that demonstrate Value for Money and/or better service delivery for your citizens. Perhaps you have process re-engineered a service and are now reaping the benefits? Maybe you have managed to do more for the same expenditure? If you have a value-for-money success to share, please contact Nicola Bamford.

Nicola Bamford, Bolton Council, [nicola.bamford@bolton.gov.uk](mailto:nicola.bamford@bolton.gov.uk)

#### Project Management Dissertation Help

Can you help Andy Smith, Project Manager at Craven District Council? He is currently researching Project Management organisation and practices in the Public Sector as part of the research for his Masters Degree dissertation. He is keen to have input from a number of organisations in the Public Sector. He would also appreciate your assistance in contacting your colleagues who you may feel would contribute greatly towards my research project. For more information [please click here](#)

#### What to understand better the relationship between BPI and project & programme management?

NWeGG has set up a small working group to look at the relationship between Programme and Project Management (PPM) and Business Process Improvement (BPI) as there is a lot of overlap and yet there does not seem to be much "official" joining up of the two specialisms.

The purpose of this questionnaire is to help us find out what is going on around the region and to possibly follow it up with some work on joining the specialisms more effectively within the region. By filling it in and returning it to us you will help us form this picture, and in return we will send you the results. You might be able to use these to help in your own business cases for better PPM and/or BPI in your organisation. For more information and to complete the questionnaire [please click here](#)

### 4 Resources and News

#### Have you heard about Ocean?

This is the programme that, amongst other things, is going to replace the Government Secure Intranet (GSI). For more info [click here](#)



#### New Gov Connect website

GC has upgraded its website and by all accounts it looks better and contains some useful information. See [http://www.nwegg.org.uk/view\\_news.php?id=113](http://www.nwegg.org.uk/view_news.php?id=113)

#### BPI-PPM questionnaire

Want to understand better the relationship between BPI and project & programme management? [Read on....](#)

#### Roles and Responsibilities in the Local Performance Framework

This document from CLG provides an overview of what councils, Local Strategic Partnerships, Government Offices, Inspectorates and central government departments will be doing to implement the new local performance framework following sign-off of Local Area Agreements in June 2008. [Click here](#)



#### ESD Toolkit – Reporting on NI179

It is intended to hold a focused meeting of a small number of authorities (up to 6) to discuss modifying the existing esd-toolkit, AES template in favour of a template to meet the needs of NI179 reporting and to support those authorities, who may find it beneficial, to retain a record of the underlying data and calculations for internal / external scrutiny.



[Click here for more information](#)

**National Indicator 14 Guidance Document**

This guidance document has been jointly developed in partnership with local authorities, Cabinet Office, Communities and Local Government and the Improvement and Development Agency. [Read on...](#)

**Data Handling Procedures in Government**

The final report on data handling procedures across government has been published. The report sets out how Government is improving its arrangements around information and data security, by putting in place core protective measures, getting the working culture right, improving accountability and scrutiny of performance. [For more information click here](#)

[For more news please visit our news pages on the website](#)

## 5 Feedback

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

Thank you!