



NWeGG

“Grapevine”

January 2008

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2 Introduction: It's all about Service Transformation

At the Customer Insight seminar session last week there was a discussion on “a happier customer is a cheaper customer to serve”. The general consensus, as well as the Cabinet Office's research, is that this is indeed the case. But why the sudden interest in this?

In 2006 the CLG's Local Government White Paper laid out a clear vision for developing stronger and prosperous communities and laid out for all to see the thinking on place shaping, changes to local leadership and strategic regions, the new performance framework, efficiency and transformation amongst others.

CSR-07 was a little late in arriving, but when it did the messages were clear: Yes local government needs to develop stronger and more prosperous communities, but this needs to happen quickly, more radically and **take individual needs of citizens into account**. The [Service Transformation Agreement](#) articulated this in simple terms: Better for Customers, Better for Staff, Better for Taxpayers.


It is clear that most councils will need to dig deep to meet these challenges. Whilst many councils' settlements have been well received, particularly those councils with social services responsibilities, the rising tide of costs is already stimulating new thinking of how councils can continue to provide good services: “A happier customer is ...”

The NWeGG Executive is taking all this into account in planning the forward programme for NWeGG for 2008-10. The four core strands in our programme are all about the 'how':

- How to deliver effectively using programme and project management tools
- How to improve front line services, particularly customer services
- How to change your organisation, including business process re-engineering related techniques
- How to share and use information effectively and security between organisations.

NWeGG will be working alongside the new NW Regional Improvement Efficiency Partnership to help deliver a better North West.

3 What might you have missed on the NWeGG Website?

Project Updates	
 <p>The Business Case and Plan of this project is available here.</p> <p>Phase 2 of the Right Track North West project commenced August 2007 and contains 10</p>	<p><u>Business Continuity Management in Customer Services</u></p> <p>This project examined what has already taken place in local authorities in respect of BCM and their readiness to deal with an incident.</p> <p>The overall findings confirmed that while most Councils have BCM plans, they are not regularly tested and most would fail to meet British Standards or comply with the Civil Contingencies</p>

<p>workstreams. They are:</p> <ul style="list-style-type: none"> • Leadership briefings • Training framework agreements • Consulting and contracting framework agreements • North West Project community • Good practice materials • Project manager profiling tool • Seminars and networking events • Knowledge store and newsletters • Marketing and PR • Governance of the PPM Centre <p>For more information, please click here</p>	<p>Act 2004.</p> <p>To view the project's full report and findings, please click here</p> <p>We would be delighted to arrange to visit you to discuss how NWeGG may further support the development of North West Councils' BCM, or would welcome any comments or suggestions you may have. Please contact: admin@nwegg.org.uk</p>
<p><u>Modelling Citizen Need</u></p> <p>Increasingly, Councils are being urged to:</p> <ul style="list-style-type: none"> • Focus services around the citizen • Join up information better with partners and across government • Modernise services and generate efficiencies <p>This project provides NWeGG members with a straw model to enable councils and other public sector organisations to meet these challenges.</p> <p>To view the model and it's recommendations for further development, please click here</p>	<p><u>Cost Architecture Project</u></p> <p>This project aims to give councils several important frameworks which they can use to tackle business process re-engineering and improvement more effectively, including providing a common language for this across local government.</p> <p>It should help councils compare good practice in like-for-like terms.</p> <p>As such, the report from the project includes:</p> <ul style="list-style-type: none"> • A Cost Allocation Framework • Local Government Transaction Definitions <p>For more information, please click here</p>
Recent Events	
<p>12 Dec The 3rd Annual NWeGG Conference: New Frontiers for Transformation, Manchester. This highly successful event was the highlight of NWeGG's 2007 event calendar. It boasted a 9m rocket and a life sized Transformometer! We would like to thank all of our members who were able to attend and made the day a huge success. An inspiring article has been produced by Wesley Charnock editor of Government IT please click here to view the digital magazine. The presentations from the day are now on our website for your viewing, including a presentation from Sir David Varney on Service Transformation! Click here now to view.</p>	<p>17 Jan Data Security: preventing data leakage – IT & Information Security Assurance Forum. At this well attended event, we had a wide range of speakers who discussed the issues around secure data sharing, the latest cybercrime threats and compliance with UK security requirements in the public sector. To view the presentations from this event, please click here.</p>
<p>22 Jan Customer Insight: addressing failure demand and avoidable contact. This event included Central Government speakers who were invited to explain the context and the drivers coming out of CSR07 such as failure demand and avoidable contact. Delegates were also presented with information and ideas for various models and tools to help Councils gain better customer knowledge and insight. To view the presentations from the day, click here.</p>	<p>30 Jan Benefits Realisation: good idea, but how? Salford University were invited to showcase their benefits management tool to our NWeGG members which was well received and Lillian Baton of Oldham Council shared her case study on the creation of electronic factsheets as part of the e-gov National Projects Initiative. To view the presentations on our website please click here.</p>

4 Coming Events that are FREE to NWeGG members

22 Feb – Masterclass in buying and Managing Consultancy. Red Rose Hub Preston

The North West e Government Group and The Centre of Excellence are pleased to announce that we will be hosting a masterclass for councils in buying and managing consultancy services. Delivered by The Consultant Connection Limited, the three hour event will give participants the confidence,

insight and best practice to get the most from their consultants.

The masterclass is aimed at all staff responsible for buying and managing consultancy services. For more information and to book for this event [please click here](#)

12 March – BPI meeting. Cheshire Conference Centre, Stockport

The group encourages not just BPR experts to attend, but anyone involved in any aspect of Business Improvement. It should be of interest to those of us using any method whether it is SPRINT, BPM, Lean, Vanguard, Balanced Score Card, Six Sigma, any combination or nothing at all.

The principal is to share ideas and experiences of process change and transformation throughout the region. The session aims to be informal with much debate. For more information [click here](#).

18 March – PPM workshop on PRINCE2 and P3O. The World of Glass, St. Helens

This event is brought to you in conjunction with Best Practice User Group (BPuG). This workshop will bring you the latest update on PRINCE2 and P3O.

Andy Murray, PRINCE2 Lead Author, will deliver a PRINCE2 2009 Project Update workshop. The workshop will cover:

- an update on the PRINCE2:2009 Project
- Reasons for the change
- the key differences from the 2005 version
- approach to scalability & flexibility
- a question & answer session on the proposed changes

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

20 March – Customer Services Managers' Group meeting

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.

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

18 April – Spring Full Members Meeting

The agenda for the NWeGG Spring Full Members Meeting will bring together many excellent and thought-provoking speakers, covering a host of topics relevant to Local Authorities at this time. The day's agenda is under development at this stage but further updates will be posted on our [events section](#) of the website.

28-29 April – 2 Day SPRINT Change Management - Training Course (Associate Level)

The course has been developed by BPR folk for BPR folk - no waffle just plain, practical, helpful advice on how to get to grips with the change agenda we all face, in simple straight-forward terms. Don't miss the opportunity to take advantage of an unbelievable discounted rate from £600 to £200 for NWeGG subscribing members. £600 for non-subscribing members, places are limited so book early to avoid disappointment. [Click here](#)

5 Recent news items added to the NWeGG website

[Ministry of Justice survey of helplines funded by local government.](#)

The Ministry of Justice has lead responsibility in central government for developing a strategy to improve the co-ordination of helplines to the public following the report Getting earlier, better advice to vulnerable people and the relevant sections of the Varney Report.

As a first step to developing the strategy they are seeking to identify the range of helplines and to obtain some basic facts about them.

For more information or to take part in this survey, [please click here](#).

[Employers unite to help new IT professionals meet the challenges of globalisation](#)

A revolutionary development programme to fast-track the careers of new IT professionals is announced today by e-skills UK, the employer-led Sector Skills Council for IT and Telecoms. This unique Masters' level programme is being created by universities and employers. Universities will also work with participating employers to deliver it.

[Technology will be key in delivering the Children's Plan](#)

It is not the latest technology itself which is important. What matters is having the right technology, in the right place at the right time - and getting the most from it. That is how the Government's massive investment in technology is going to play a key part in delivering the Children's Plan which we published a couple of

weeks ago. Forging a closer alliance between parents and schools; closing the attainment gap between different parts of society; and making children safe when they are online.

[NWeGG submits its views on the new Regional Improvement and Efficiency Partnership programme](#)

The NW has to submit proposals for its Regional Improvement and Efficiency programme for 2008-11 to the CLG by the end of Jan. NWeGG was asked to contribute its recommendations and the attached report using this link contains our feedback.

[Councils match Tesco.com for web hits](#)

Local authority websites attract nearly as many hits as major retailer Tesco.com, following a recent award-winning publicity campaign 'Connect to Your Council'.

[National Improvement & Efficiency Strategy](#)

The strategy recognises the consistent improvement of services from councils over recent years and that ongoing improvement of local public services is led by councils working in partnership with other public service providers.

[Report On Modelling Citizen Need - September 2007](#)

Final report for Modelling Citizen Need including an overview to the project and next steps.

[PMF Submission Template News and Deadline](#)

The Contact Council has released the updated performance management framework (PMF) and submission template for the next round of PMF submissions in January

[The Blueprint for publicly funded Contact Centres](#)

In December 2006 Sir David Varney issued his review of public sector service delivery. His report, 'Service transformation: A better service for citizens and businesses, a better deal for the taxpayer' concluded that an opportunity exists to provide better public services for citizens and businesses and to do this at lower cost. His report makes a series of recommendations, including a number which would improve the performance of contact centres.

[Planning to support BPR in the NW during 2008-11](#)

A programme of work to support BPR professionals and enable more effective change across councils and their partners is being planned by NWeGG for 2008-11.

6 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!