

Capita's 4th National Conference

Improvement and Efficiency in the Public Sector

Delivering the Next Wave of Cashable Savings

Thursday 21st January 2010 – Central London

Chair: Councillor David Parsons CBE, Chairman
LGA Improvement Board

Speakers Include:

Bob Neill MP
Shadow Minister for Local
Government
Conservative Party

Helen Bailey
Director of Public Services,
Local Government
HM Treasury

Gareth Davies
Managing Director
Audit Commission

Dr. Andrew Lerner
Director
Improvement and Efficiency
South East

Mark Lloyd
Transformation Management
Team
Essex County Council

Nick Walkley
Chief Executive
London Borough of Barnet



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CONFERENCES



A Capita Conference

Improvement and Efficiency in the Public Sector

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Capita's established, timely conference on Improvement and Efficiency is designed specifically for those **local authorities and public sector partner organisations prioritising 2010** as the time to **realise crucial, joined-up Value for Money savings**.

Bringing together strategy leaders from the **Audit Commission, Leadership Centre for Local Government, the Local Government Association and shadow Government representatives**, the morning of this high level event will examine new and existing national initiatives to identify, secure and performance manage savings for local residents. Speakers will present evidence from **cutting edge agendas** including:

- Results of **CAA efficiency indicators to be published December 2009**
- Insights into the **ongoing Total Place pilots**
- Performance to date on the **Operational Efficiency Programme**
- **Preparing for 2011 spending cuts** by reforming your organisation's outputs and commissioning

The afternoon offers you the **choice of practical, interactive and topical roundtables** exploring workforce efficiency challenges specific to **Asset Management, IT Service Transformation, Procurement and Personalisation sectors**.

Sponsorship and Exhibitor Opportunities

We offer a range of flexible packages which offer your organisation a platform to network and communicate with key organisations in the public sector.

For further information please contact Alice Stuart on 020 7960 7721 or email alice.stuart@capita.co.uk

About us

Capita Conferences is one of the UK's leading conference providers to the public sector. For over 15 years we have attracted diverse and cross-cutting audiences from across the police, education, central and local government, health and the voluntary sector to our events. We provide neutral forums for learning as well as excellent networking opportunities and the chance to provide feedback on policy direct to the highest levels. We pride ourselves on our thoroughly researched, incisive programmes and have secured speakers including leading politicians, Government ministers, senior civil servants, directors of charities, expert practitioners and renowned academics. We have built our reputation by working in partnership with, and on the advice of, key government departments, experts and pressure groups.

Benefits of Attending

- Understand the **roadmap for improvement and efficiency post CSRO7 and the general election**
- Hear from the decision makers responsible for **Value for Money reform**
- Benefit from **HM Treasury's overview of progress with the Operational Efficiency Programme**
- Gain insights into the **Total Place pilots** and how they are delivering against their objectives to identify earlier efficiency savings
- Participate in **roundtable discussion forums** tailored to specific sectors
- Hear innovative local and regional case studies proven to **reduce corporate overheads, generate improved customer satisfaction and engage the wider workforce**
- Consider **viable disinvestment mechanisms and forward-thinking ways** to cut your organisation's total spend including Local Authority Transfer Companies

Who Should Attend

Representatives from across the public sector with responsibility for delivering efficiency savings and value for money:

- Council Leaders and Elected Members
- Chief Executives
- Treasurers
- Members of RIEP Boards
- Directors of Finance/Accounting
- Directors of Corporate Services
- Directors of IT
- Directors of Human Resources
- Heads of Shared Services
- Customer Services Teams
- Planning, Policy and Performance Teams
- Procurement and Commissioning Teams
- Economic Development Teams
- Purchasing Teams
- Business Development Teams
- Improvement and Efficiency Teams
- Estates and Facilities Teams
- Local Strategic Partnerships
- Heads of Operations
- Heads of Corporate Strategy and Policy
- Heads of Change Management and Workforce Development
- Heads of Transformation
- Heads of Modernisation
- Asset Managers
- Regional Development Agencies
- Regional Government Offices



Forthcoming Events for 2009/2010

- Public Sector Transformation** – 11th November 2009 – Central London
- Comprehensive Area Assessment** – 14th December 2009 – Central London
- Customer Insight in Local Government** – 4th February 2010 – Central London

Capita's event management service

Our event management service offers you the opportunity to tap into the resources and skills of a renowned market leader in the UK conference business. With ten years event management experience, we have a proven track record in co-ordinating a diverse range of events, from breakfast seminars to large-scale national policy conferences. Whether you require a complete package or selected aspects, Capita will tailor its services to meet your organisation's specific requirements. Contact Liz Brownbill on 020 7227 6569 or email liz.brownbill@capita.co.uk

CPD

To receive your certificate of attendance for CPD points please email capita.conferences@capita.co.uk quoting your name, booking reference number and the title of the event.

Programme

09.20 Registration, Tea and Coffee

09.45 Chair's Opening Remarks

Councillor David Parsons CBE

Chairman, LGA Improvement Board

and Leader, Leicestershire County Council

10.00 "Question-Time" Style Panel Discussion:

The Future of Efficiency Policy and the Role Local Government and Partner Agencies Have in Delivering the Next Wave of Savings

Bob Neill MP, Shadow Minister for Local Government

Conservative Party

Rt Hon Rosie Winterton MP, Minister for Local Government

Labour Party

Councillor Richard Kemp, Leader

Liberal Democrats in Local Government

10.35 An Update on Implementing the Operational Efficiency Programme Recommendations

- Progress identified since July and accountable agencies' insights and collaborations
- Gains emerging from the findings' priority areas; incentives, consistent comparable data, structured tools, accountability and performance

Helen Bailey, Director of Public Services

Local Government, Housing and Community Safety

HM Treasury

11.00 Questions and Discussion

11.10 Tea and Coffee

11.30 Innovation and Efficiency – an Audit Commission Perspective

- Comprehensive Area Assessment results, including use of resources
- Developing *Value for Money* profiles
- Evidence from recent studies

Gareth Davies, Managing Director, Local Government

Audit Commission

12.00 Closer Working Between Whitehall and Localities: Delivering New and Significantly More Efficient Approaches to Serve the Public

- Streamlining savings resulting from mapping expenditure
- Emerging good practice examples of cross-agency savings

John Atkinson, Managing Director

Leadership Centre for Local Government

12.25 Delivering Public Services into 2011 and Beyond: New Relationships and Tough Choices

- Maximising implementation of existing methods
- Creating new relationships with customers; through the web; commissioning for individual outcomes; and changing behaviours
- Delivering more integrated and aligned work

Nick Walkley, Chief Executive

London Borough of Barnet

12.50 Joint Questions and Discussion

13.00 Lunch

DELEGATES ARE INVITED TO CHOOSE ONE OF THE FOUR ROUNDTABLE DISCUSSION TOPICS

14.00 TABLE 1: Buying Better Together: Collaborative Procurement Troubleshooting and Good Practice Sharing

- Leadership and building capacity: champions and hubs
- Partnering and collaborative efficiency gains for 2010 and longer term; where are savings coming from?
- Successes and lessons learned in 2009 from our REIP
- e-Procurement
- Stimulating the market and achieving community benefits

Dr. Andrew Lerner, Director

Improvement and Efficiency South East

14.00 TABLE 2: Making Efficiency Savings through Personalisation

- Marrying conflicting agendas
- Cutting costs and streamlining services via externalising provision
- Generating major efficiencies and better client ratings
- Identifying front-line efficiencies

Mark Lloyd, Group Operations Director and

Mike Walsh, Managing Director

Essex Cares Limited and Transformation Management Team, Essex County Council

Essex County Council successfully externalised their remaining in-house provider services with a turnover of £35 million and workforce of 850 staff. As part of this saving a new style re-enablement service is delivering excellent results in reducing the Council cost for domiciliary care

14.00 TABLE 3: Delivering Efficiency, Improvement and Change through Asset Management and Development

- The next phase of efficiency savings for your organisation's use of and demand for property
- Cultural change and engagement with senior and strategic workforce
- Ensuring property is aligned with business objectives
- Developing long-term plans to meet forecast demand
- Delivering transformational change using quality design
- Continuing to manage the change process over time

Andrew Smith, Chief Executive

Hampshire County Council

Hampshire County Council has realised over £300 million from the disposal of surplus land and property and has put in place a rationalisation plan to cut the number of county council office locations from 64 to 12

14.00 TABLE 4: Keeping up with the Demand for Efficiency Savings with Back Office and IT Service Transformation

- The increased focus on efficiency and pace; breadth or depth?
- Examples of recent and maturing successes and lessons learned
- Methodologies for system review CHAMPS2
- Developments to accelerate savings organisation wide and get greater buy-in

Karen Bridges, Corporate Business Change

Birmingham City Council

14.50 Feedback, Question and Discussions Across Roundtables
Co-ordinated by Chair

15.30 Chair's Closing Remarks and Close of Conference

Booking Form

Improvement and Efficiency in the Public Sector

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Easy ways to book

 **FAX** your completed form to 0870 165 8989

 **ONLINE** www.capitaconferences.co.uk

 **POST** your completed form to: Capita Conferences Administration, 4th floor, Dean Bradley House, 52 Horseferry Road, London, SW1P 2AF

 **ENQUIRIES** 0870 400 1020

****Book a 3rd delegate @ 1/2 price**
This offer may not be used in conjunction with other discounts

BOOKING REF CODE: WOPDF

DELEGATE DETAILS (Please use BLOCK CAPITALS and complete in full) Correspondence address

Organisation
Address
Post code

Invoice address (if different from above)

Surname	Title
Forename	
Job Title	
Organisation	
Address	
Post code	
Telephone	

1st Delegate

Surname	Title
Forename	
Job Title	
Organisation	
Email	
Telephone	
Fax	

Dietary/Access requirements

2nd Delegate

Surname	Title
Forename	
Job Title	
Organisation	
Email	
Telephone	
Fax	
Dietary/Access requirements	

Payment details

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Public Sector (non Central Govt) @ £350.00 (£402.50 inc. VAT) No. of delegates

Central Govt and Agencies @ £445.00 (£511.75 inc. VAT) No. of delegates

Private Sector @ £545.00 (£626.75 inc. VAT) No. of delegates

****Concessionary Discount @ £225.00 (£258.75 inc. VAT)** No. of delegates

Only charities registered with the Charity Commission are eligible for this discount.

Charity Commission Registration No.

Please indicate which Roundtable Discussion you would like to attend

Table 1 Table 2 Table 3 Table 4

TOTAL NUMBER OF DELEGATES

TOTAL COST £

Cheque enclosed

Please invoice me

Your Purchase order/Reference number

Please note that we will issue an invoice upon receipt of booking. We cannot apply numbers at a later date.

Credit/Debit card payments - On receipt of your invoice

Call our credit card hotline 0870 160 7630

or make an online payment at: www.capitafinance.co.uk

I have read the terms and conditions and understand the cancellation policy.

Signature

Documentation*

If you are unable to attend the event but would like to receive the supporting documentation, this can be supplied as either a hard copy (by post) or a PDF file (supplied by email). Please post or fax this form with contact, address and payment details

Please send me	<input type="checkbox"/>	PDF @ £95 - plus VAT (£109.25 total)	NB: Documentation will be sent out after the event
	<input type="checkbox"/>	Paper @ £95 - VAT not applicable	

Methods of payment

All payments must be received before the Conference date.

By Cheque: Payable to CAPITA BUSINESS SERVICES LTD.

Please ensure delegate name(s), organisation and invoice number are written on the back.

By BACS: Bank: Barclays Bank Plc. Sort Code: 20-67-59. Account No: 60864978. Account Name: Capita Business Services Ltd. BACS remittance forms required as payment confirmation.

By Credit/Debit card: On receipt of your invoice – Call our credit card hotline 0870 160 7630 or make an online payment at: www.capitafinance.co.uk

Please send payments to: Capita Business Services Ltd. Accounts Receivable, PO Box 212 Faverdale Industrial Estate, Darlington DL1 9HN and quote

CONFERENCE L01102

A VAT invoice will be issued on receipt of payment. VAT No: 618 1841 40

Change of details

Have your details changed, are they incorrect or you do not wish to receive any future mailings? Please email: conference.events@capita.co.uk quoting the booking reference code on the mailing label. Our conferences are mailed in advance so there may be a short delay in your details being changed.

Hotel accommodation

The conference fees do not include accommodation. For special accommodation rates, please contact Capita Business Travel on Tel: 0871 521 9816 or email capexternal@capita.co.uk You must quote the title of the Conference for preferential rates.

Documentation

*Invoices issued after the event when order processed. Payment by credit/debit card or BACS can be made upon receipt of invoice. If paying by cheque, invoice will act as a receipt.

Discounts

**Special offers may not be used in conjunction with other discounts.

Terms & conditions

Venue and registration details will be sent within 14 days of the event date. We cannot be held responsible for non arrival of this information, if you have not received within 7 days of the event date, please call us on 0870 400 1020.

Cancellations confirmed in writing 14 days before the conference date will be refunded, minus an administration fee of £50.

We regret that no refund can be made after that date, although substitutions can be made at any time.

Capita are not able to offer refunds for cancellations arising from events outside of our control.

Programme Amendments: Capita reserves the right to alter the programme or venue without notice due to unforeseen circumstances.

Data protection

Capita Business Services Ltd may use your details to send you information about our further conferences and services. If you would prefer not to receive this information, please tick this box.

Personal data provided on this form will not be passed to any external bodies.

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