

Rethinking Service Delivery: Improving Services through Partnerships

Wednesday 17 September 2003, Central London

The Government is committed to reforming public services and local authorities are the key to the delivery of these improvements at a local level. As a result, there is an ongoing need for local authorities to deliver continuous service improvements both in terms of quality and cost-effectiveness across a wide range of programmes and services.

For many authorities, partnerships are proving to be an effective way to manage the drive for service improvement. Strategic service delivery partnerships, in particular, can be integral to managing performance improvement and providing greater public choice in service provision.

This conference will provide delegates with an opportunity to explore all aspects of strategic service delivery partnerships and to assess the real term benefits that these partnerships can help achieve. The conference will look at how partnerships can be planned and managed effectively and will consider best practice examples, including those from Strategic Partnering Taskforce pathfinder authorities.

SPEAKERS INCLUDE:

Paul Kirby

Director, Reform Strategy Group, Cabinet Office

David Prince

Director of Strategy & Resources, Audit Commission

Dan Corry

Executive Director, NLGN

John Layton

Senior Executive, Strategic Partnering Taskforce, ODPM

Lin Homer

Chief Executive, Birmingham City Council

David Shaw

Chief Officer (e-government), City of York Council

Baroness Thornton

Chair, Social Enterprise Coalition

Lee Digings

Assistant Director (Procurement),
Improvement and Development Agency (IDeA)

John Comber

Director of Human Resources,
London Borough of Greenwich

Helen Edwards

Director, Active Community Unit, Home Office

James Cowlshaw

Business Development Manager,
JARVIS Workspace FM Ltd

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Rethinking Service Delivery: Improving Services through Partnerships

Wednesday 17 September 2003, Central London

PROGRAMME (subject to change)

09:15 Registration and Refreshments

PLENARY ONE: PARTNERSHIPS FOR PRODUCTIVITY

10:00 Welcome and Introduction by Conference Chair

Lin Homer,
Chief Executive, Birmingham City Council

10:10 Improving Public Services Locally

David Prince,
Director of Strategy & Resources, Audit Commission

10:30 Driving Forward Performance Improvement in Local Government

Paul Kirby,
Director, Reform Strategy Group, Cabinet Office

10:50 Questions and Discussion

11:15 Refreshments

PLENARY TWO: RETHINKING SERVICE DELIVERY

11:45 Procurement for Improved Efficiency

This session will look at ways to revolutionise the manner in which services are commissioned, driving up quality and efficiency.

Burney Johnson,
Head of Design Services, Durham County Council

John Layton,
Senior Executive, Strategic Partnering Taskforce, ODPM

12:10 Questions and Discussion

PLENARY THREE: CASE STUDY

12:25 Cross-Authority Collaboration: Improving Access to Services

Nine North Yorkshire Councils recognised that partnership working on a range of e-government related topics could lead to innovative ways of improving access to services. The session will outline how the partnership has developed effective working arrangements to deliver significant benefits to the public.

David Shaw,
Chief Officer (e-government), City of York Council

Groundbreaking developments in service delivery are often delivered in partnership with the private sector. Agilisys have taken a key strategic partnership role with the nine North Yorkshire councils.

Kevin Lavery,
Chief Executive, Agilisys

12:45 Questions and Discussion

13:00 Buffet Lunch

SEMINAR SESSION ONE

14:00 Delegates are invited to select one seminar. The seminars are designed to be participatory and interactive to allow delegates to share experiences and good practice. Places will be allocated on a first come, first served basis.

1. The Role of Strategic Service Delivery Partnerships

This seminar will look at how the creation of a single 'front line' can help achieve community objectives and support local partnerships.

Chaired by: **Enid Allen**, Project Executive,
Strategic Partnering Taskforce

James Cowlshaw, Business Development Manager,
JARVIS Workspace FM Ltd

2. Structures for Partnerships: New Incremental Models

This seminar will look at the practical and legal implications of establishing new partnering contracts that work collaboratively for the authority and the partner.

Chaired by: **John Bennett**, Consultant, Eversheds

John Comber, Director of Human Resources,
London Borough of Greenwich

David Rees, Senior Manager, Deloitte and Touche

3. Joined-up Working Between Key Stakeholders

This seminar will use the case study example of child social services to illustrate ways in which local authorities can move towards joined-up working between key stakeholders

Chaired by: **Derek Collins**, Project Executive,
Strategic Partnering Taskforce

Ann Baxter, Corporate Director, Health and Social Care,
Stockton Metropolitan Borough Council

4. Innovative Approaches to Procurement - A Case Study

This seminar will examine the opportunities for delivering sustainability objectives through innovative procurement, based on emerging Best Practice and in-depth case studies.

Chaired by: **Lee Digings**, Assistant Director (Procurement),
Improvement and Development Agency (IDeA)

Trevor Pugh, Director of Environment,
London Borough of Richmond upon Thames and Chair,
Local Government Taskforce Sustainability Working Group

Deirdre Wells, Project Executive, Strategic Partnering Taskforce

15:00 Refreshments

SEMINAR SESSION TWO

15:30 Delegates are invited to select one seminar. Places are allocated on a first come, first served basis.

1. The Role of Strategic Service Delivery Partnerships (Repeat from Seminar Session One)

Chaired by: **Enid Allen**, Project Executive,
Strategic Partnering Taskforce

Richard Honeysett, Strategic Director, Solihull MBC

2. Structures for Partnerships: New Incremental Models (Repeat from Seminar Session One)

Chaired by: **John Bennett**, Consultant, Eversheds

John Comber, Director of Human Resources,
Greenwich Borough Council

David Rees, Senior Manager, Deloitte and Touche

3. Pooled Budgets and Joint Commissioning

This seminar will look at how Oxfordshire has implemented its pooled budget, as a platform for 'integrated service delivery' for adult health and social care.

Chaired by: **Alan Aisbett**, Partner, Pinsents

Lorna Brown, Head of Social Care for Adults,
Oxfordshire County Council

Graham McInnes, Director of Finance,
South East Oxfordshire Primary Care Trust

4. Social Enterprise and Partnerships

This seminar will look at the potential for social enterprises to contribute in the longer-term to the delivery of services.

Chaired by: **Dan Corry**, Executive Director, NLGN

Baroness Thornton, Chair, Social Enterprise Coalition

Helen Edwards, Director, Active Community Unit, Home Office

16:30 Close of Conference

Purpose of the Conference

Specifically this conference will:

- Consider the role of strategic service delivery partnerships in driving improvements in service and overall corporate performance in local authorities
- Look at how partnerships can help deliver and manage greater public choice over service provision
- Discuss how the use of partnerships can result in increased efficiency and in delivering services that meet local needs
- Look at procurement as a tool for efficiency gains, and consider best practice in the use of commissioning
- Examine the variety of joint ventures available to local authorities and their non-statutory partners from the voluntary and private sector
- Debate the use of cross-authority collaborations and consider the role of cross boundary working in delivering innovation
- Hear how Local Strategic Partnerships are supported by strategic service delivery partnerships
- Detail the workings of partnership contracts and other legal partnerships
- Share best practice on areas of joined up working
- Assess innovative approaches to procurement
- Look at pooled budgets and joint procurement using case study examples
- Examine the long-term use of strategic service delivery partnerships

Who Should Attend?

- Local Authority Chief Executives and Chief Officers
- Leaders/Mayors
- Directors of Services and Senior Managers
- Cabinet/Executive Members
- Representatives from Local Strategic Partnerships
- Corporate Directors
- Heads of Corporate Policy and Strategy
- Heads of Legal Services
- Corporate Services Managers
- Community Relations Managers
- Directors and Senior Communications Staff
- Local Authority Project Managers involved in Partnerships
- Local Authority Service Providers
- Community and Voluntary Sector Managers
- Community Policing
- Emergency Services
- Primary Care Trust Representatives and Health Sector Managers
- Private Sector Contractors
- Consultants and Advisers

Unable to Attend?

Conference papers, as presented to the delegates on the day, are available after the conference for £99. This useful reference will include: available speakers' papers, speakers' biographies and any additional inserts.

To purchase a set of papers tick the box on the booking form and send it with payment to Neil Stewart Associates.

NB the delegate pack will be sent after the event, once payment has been received.

About the Strategic Partnering Taskforce

The Taskforce was set up in September 2001 to help local government improve services by working with other organisations, whether local authorities, other parts of the public sector such as the NHS or with private and voluntary bodies.

The Taskforce encourages councils to think ambitiously about delivering services in partnership. Strategic Service Partnerships, which are cross-cutting, long term and non-adversarial, are one of the principal ways in which local government can deliver significant improvement in the services they deliver.

For more information about the Taskforce visit www.local-regions.odpm.gov.uk/ssdpart/index.htm or contact Mark Holder at mark.holder@odpm.gsi.gov.uk; telephone no: **020 7944 4450**

