

THE BRIEFING

For members of the Public Sector Management Network
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Launch of The Public Sector Management Network

The shape of public services is changing rapidly creating a mix of service provision. As government funding streams alter, quasi commercial entities are emerging as the vehicles for delivering public services to citizens and the community.

We have seen new types of roles that have begun to emerge within the public sector over the past few years and will increase over time, these include Customer Relationship Managers, e-technology related positions, business process re-engineering, Business Partners, Programme Directors to name just a few.

There is an increasing need for a new level of commercial acumen within public services particularly for joint ventures, public private partnerships, PFI deals and new types of partnership arrangements across public services themselves.

There is a need for a Managers Network for all that work across public sector entities to help cross fertilise the learning and skills between themselves and with people from other sectors. This includes the wider not for profit and quasi commercial companies.

Analysis has shown that over the next ten years in Local Government alone, 400,000 Managers will retire given there is a current shortage of people and talent, then the public services will need to be creative in attracting the best Managers.

We have decided to evolve the LGMN to the Public Sector Managers Network to facilitate networked learning events utilising digital technology via the web for virtual reality debates and discussions as well as focused learning networks that meet across the country. This we believe is what a modern management network should be about.

Existing members of LGMN will be automatically transferred into the new network known as ***The Public Sector Management Network***.

A new National Steering Committee will be created with representatives from across public private sectors and the wider not for profit sector. These will include health, housing and regeneration bodies and central government. They will finalise a programme of activity for 2005. Activities will include:

- Service specific talk rooms on specialist issues and emerging areas of government legislation and thinking as well as new management approaches.
- 'Thought Leadership' pages to share cutting edge ideas.

- International exchange programmes for those that want to go beyond solutions from the UK.
- Over arching Policy Nets facilitated by “experts for experts”.
- Site visits to see and discuss how services are being delivered on the ground.
- Executive briefings on career development including opportunities for switching sectors.
- Providing opportunities for organisations to advertise secondment, career exchange and job opportunities free of charge.

The principal sponsors of The Public Sector Management Network will be Norman Broadbent International and two complimentary partners who will be shortly announced. These are likely to include a major media organisation and a technology partner.

This is a significant development in a new style organisation that has been focused on the needs of the individual managers rather than specific sectors within the wider public sector. The emergence of The Public Sector Management Network can only lead to a more efficient and effective service delivery for citizens on the ground.

Noorzaman Rashid

Chair of the Management Network



TOP TEAM 2003 AWARDS

The eight final of Top Team was held in London on the 11th December 2003. The Judging Panel chaired by Annie Ralph, Chief Executive of Braintree District Council and consisting of Doug Bugie, Chief Executive Officer at Norman Broadbent; Martin Horton, Director at the IDEA; Frank Wilson Partner at Deloitte; Mick Graham from GMB; Tony Shaw, Consultant and Jaqui Stewart, Director NHS Leadership Centre chose the winners who were the London Borough of Harrow’s **New Harrow Project Team**. The Judging Panel praised the New Harrow Team for their whole team approach, and for bringing about a visible improvement to the quality of the local environment. Further praise was given to the role of the trade unions in developing new working practices.

The New Harrow project set out to pilot a new way of working in South Harrow. A cross-service team of multi-skilled workers is using a ‘single pass approach’ to deep clean the streets and deal with problems varying from graffiti to blocked drains. Local residents are satisfied with the new service, and the benefits include among other, a reduction in the fear of crime.

The other finalists were:

- Conwy & Denbighshire Health Connection Team
- Southwark Cleaning Project Team
- Denbighshire County Council Housing Repairs Department
- East Riding of Yorkshire Gas & Electrical Services Team
- South Sefton PCT Public Health Nurse Team

- Middlesbrough Council's Scrutiny Support Team
Summaries of team entries will be in the next edition of The Briefing.

The Public Sector Management Network would like to thank the sponsors of this event including IDeA, Norman Broadbent, Deloitte and GMB, with support from SOLACE.

TOP TEAM 2004

The Public Sector Management Network is pleased to announce the launch of Top Team 2004, which will be looking to showcase examples of excellent team working within public sector and related partnership organisations.

The final will be held in London on 30th November 2004.

Leaflets producing all of the information of how to participate in this years event will be sent out with the next edition of The Briefing.

However in the meantime if you wish to register a team then please contact Warren Tonks either at warrentonks@hotmail.com or 07791 177831.

POLICY NET COMMUNITY DEVELOPMENT

What is Policy Net Five?

Policy Net Five is one of a series of national action learning sets established by the *Local Government Management Network* for senior managers. It started in

autumn 1999 and its participants have now completed the fourth series of meetings. Seven of the existing participants want to extend and continue the net in a slightly revised format. There are places for up to another three people on the programme.

Purpose

- Share best practice and develop thinking on current and future policy issues relevant to member authorities by utilising the knowledge, experience and work being undertaken by member authorities represented in the group.
- Develop participating senior managers capability to network across authorities more effectively, sharing up to date information and exchange innovative ideas on a more regular basis.
- Contribute to the development of participating senior managers through their exposure to other leading managers and involvement in relevant projects.

Who should join the extension to Policy Net Five?

- Senior Managers involved with community planning and interested in developing their capability to network across a wide range of councils to address issues of policy and practice.
- Senior Managers who want to share leading edge ideas on local government issues with open minded people in a challenging and exciting environment.
- Participating senior managers should have significant understanding and/or experience of the issues facing local government today and in the future.

How will the extension to Policy Net Five Work?

The extension will continue to be facilitated by Danny Chesterman, Danny is an independent consultant specialising in leadership development and whole system change in public service. As a Senior Associate with Demos, the influential independent think tank, he has just published *Local authority? How to develop leadership for better public services*.

He manages the Scheme for Continuous Learning for SOLACE (the Society of Local Authority Chief Executives and Senior Managers), and co-directs with the Civil Service College programmes on collaborative working and the use of dialogue. He was recently commissioned by the Civil Service College and NCVO to produce an 'e' learning curriculum to support partnership working, now available on www.OurPartnership.org.uk.

Danny has coaching clients in public and voluntary sectors and leads a management development programme for top managers in a large unitary council. He has a particular interest in inter agency learning, facilitating several action learning sets for Chief Executives and Directors across the public sector, and has worked with Local Strategic Partnerships in Kensington and Chelsea, Maidstone, and West Sussex.

The Programme

This will be developed with the participants, but a focus for the first session is likely to be on ways that Local Strategic Partnerships are grappling (or

not) with the recommendations in Every Child Matters; and on the way schools are beginning to engage with the wider community building agenda.

How do we get involved, what does it cost?

To join the extension to Policy Net Five you will have to complete an application form and return it to The Management Network. ***The first meeting of the new series will be held on 24 March 2004 in Central London.***

Membership of the Policy Net Five extension costs £160 per session (£480 in total). Membership is based on attendance at all 3 sessions (substitutes are allowed). As a member of Policy Net Five you will have free membership of The Public Sector Management Network for 12 months. This entitles you to a monthly bulletin, plus discounts on a wide range of seminars and conferences. The fee will cover the cost of administration, catering and management of the Group over a 9 month period.

If you require an application form then please contact Warren Tonks on 07791 177831 or e-mail him at warrentonks@hotmail.com

Note there are only two places left on this policy net.

CONTRIBUTIONS TO THE BRIEFING

If you would like to forward any articles, diary dates or requests for information, then please forward to Warren Tonks, Local Government Management Network, 20 Hazel Drive, Wythall, Birmingham B47 5RJ or warrentonks@hotmail.com

You can also access the Networks website at
www.lgmn.org.uk