

THE BRIEFING

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

Dear Networkers,

Hope you have been enjoying the lovely summer we have had to date. We have been working hard on a number of key events on behalf of the Public Services Management Network.

Working with our key strategic partner Harvey Nash we are pleased to announce the launch of our website which can be now found at www.psmn.org

We will be continuing to work on the site to add more information and if you have events or information you want to share with your colleagues then please forward the information to warrentonks@hotmail.com and we will put it on our site.

Top Team 2006 is progressing well with over 40 registrations to date. Do not forget you have until Friday 8th September 2006 to register your team to make your submission. For more information on how to enter go to www.harveynash.com/pdf/psmn/TopTeamFlyer.pdf Also a date for your diary is Friday 10th November 2006 which is the final of Top Team 2006 to be held in London.

Enjoy the rest of the summer.



Noorzaman Rashid
Chair of the Management Network

We are pleased to inform you of the following Capita Conference...

Plugging the Gaps in Provision
**Thursday 19th October 2006 - Central
London**

Supported by: **Disability Rights Commission**
and **Every Disabled Child Matters**

The Comprehensive Spending Review currently underway heralds significant changes for the future of disabled children and young people's services. This is a crucial time in the debate as key stakeholders and the government come together to discuss ways to improve services for children and young people with disabilities and learning difficulties and their families

Capita's conference has been formulated in consultation with key stakeholder groups and aims to identify the most pressing areas of need, and gaps in service provision that can blight people's lives and lead to social exclusion. Our expert line-up of speakers will discuss the practicalities of moving forward, whilst sharing information about successful approaches to service provision and lessons learned from recent pathfinders and pilot schemes.

In just one day you will...

- Hear from real life and innovative examples of successful children's services and learn lesson which you can implement in your local authority
- Identify the best ways to integrate services locally and put the needs of children and young people first
- Impact upon the Comprehensive Spending Review and identify the key areas of need for future services
- Develop a thorough understanding of the service needs of children and young people. What are the areas of greatest need? What approaches work best? How can you and your organisation deliver service improvements?

Our expert speakers include:

- **Steve Broach**, Campaign Manager, **Every Disabled Child Matters**
- **Lucia Winters**, Development Officer, **Council for Disabled Children**
- **Candy Smith**, Joint Chief Executive, **Shared Care Network**
- **Denise Burke**, Head of Childcare, **LDA**
- **Althea Efunshiale**, Director of Vulnerable Children's Group, **DFES**
- **Isobel Stephen**, Head of Disability and Work Division, **DWP**
- **Susan Twemlow**, Development Manager, **Nottinghamshire Pathfinder Children's Trust**
- **Terry Miles**, Team Manager, Special Needs, **Connexions**

Book now as places are limited

For booking, further information and pricing details, please respond to this email.

We would also be grateful if you'd be kind enough to circulate this information to

colleagues and staff to which this is of the most interest.

Our group discounts are as follows:

- Book 3 people, the 3rd delegate goes **half price**
- Book 5 people, the 5th delegate goes **free**
- Book 10 people, the 8th delegate goes **half price** and the 9th and 10th delegates go **absolutely free!**

If interested please contact

conference.events@capita.co.uk

FORTHCOMING CAPITA CONFERENCES:

Children's Play

Tuesday 19th September 2006 - Central London.

Disability Equality Scheme

Tuesday 26th September 2006 - Central London.

Transformational government

What is it about?

"The future of public services has to use technology to give citizens choice, with personalised services designed around their needs not the needs of the provider....We will only be able to deliver the full benefits to customers that these new systems offer through using technology to integrate the process of government at the centre."

Rt. Hon. Tony Blair MP

Transformational government is in many ways the successor to e-government which completed in December 2005. The transformational government brand may not be as strong as e-government, but it is a phrase that adequately describes the process of improving services by leveraging the benefits from technological investment through business process re-engineering and re-design.

The latest government strategy is at the heart of capturing the benefits and efficiency savings outlined in

the Gershon efficiency review and throws down a direct challenge to local authorities.

The promotion of the Government Chief Information Officer (CIO) to Head of the Prime Minister's Delivery Unit and the establishment of a CIO Council demonstrates the government's commitment to this agenda. The strategy itself breaks some important new ground:

- It recognises that many of the existing systems are old, bespoke, use obsolete technologies and are relatively costly to maintain by modern standards.
- It further states that the amendment and replacement of these systems stretches the capability of the whole technology industry. A nod to the legacy of complex high profile IT project failures that have dogged the public sector in the past.

All the indications are, that without fundamental redesign and simplification of the business processes, this situation is unlikely to improve significantly. The strategy identifies the fact that technology grafts such as telephone access, customer access over the web and other improvements have, in some cases, locked in high costs and present difficulty in meeting changing customer or policy requirements. As a result, the government view is that choice is costly and slow to implement.

This Improvement Network theme covers some of the initial issues emerging from the transformational government agenda and will be further added to and developed as the programme continues to unfold.

For more information please visit www.knowledge@idea.gov.uk

More effective partnerships

Ingrid Koehler, IDEa Policy Officer discusses the launch of a new performance management project on more effective partnerships, which enables practitioners to share knowledge and practice in a new way.

The 'Performance Management (PM) Partner' project has been launched. It provides an exciting new approach to sharing learning about one of the most challenging areas of delivering better outcomes to local people: performance management in partnerships.

The fundamentals of performance management in partnership are much the same as the fundamentals of PM in a single organisation. One of the trickiest areas of PM is culture and helping people in different teams and

departments embed and embrace a single clear vision for change and improvement. In partnerships that gets even trickier. Relationships are sometimes less clear, and different organisations rightly have their own priorities and ambitions. Identifying where objectives overlap and where they do not becomes an important part of managing performance across an area.

For the last three years, the IDEa and the Audit Commission have been working on the popular [Performance Management, Measurement and Information \(PMMI\)](#) project. Local government colleagues who helped drive that project all told us that performance management was essential, but the real challenge was effectively managing performance in partnerships.

To help us get on top of the issues of partnership performance management, the IDEa is facilitating [PM partner: the more effective partnerships project](#).

Our vision

The IDEa is hosting PM Partner but it is not just an IDEa-sponsored project. It is about bringing together people and practitioners from the public, private and voluntary sectors who can provide practical learning on partnership management. PM partner is an online project, using some collaborative software. But it is not about software; it is about people, relationships, knowledge and networks.

Over the next 10 weeks we are helping practitioners from the public sector discuss issues, raise questions, and provide answers. We will build a network of partnership practitioners from local government and other sectors who can support each other as they bring better performance management to partnerships.

How it will work

Each week we will promote a topic based on what members of our community of practice have already told us are important challenges, for example accountability, using data to more effectively measure outcomes, relationships and culture. Week by week we will build up a knowledge base of how to manage partnerships successfully. It will be your stories, tools and examples that colleagues can share in their own partnerships.

What it will look like

PM Partner will be useful website, a place to go for answers to the big quandaries and the simple queries. You will be able to see policy, guidance, the experience of others, signposting and links.

What it will feel like

It will feel like the middle of a journey with trusted travelling companions. Local government has come a long way with partnership working through Local Strategic Partnerships (LSPs), Local Area Agreements (LAAs), and a genuine commitment from all sectors to work for better community outcomes. But it is not all easy. Together we can pool resources to help us all identify the best way ahead.

Partnerships online

This project is as much about building relationships as it is about building a website. It is about creating a set of relationships and turning to each other for advice and guidance and practical examples. By the time we are finished, PM Partner will be more than a website. It will be a community of practitioners who share their knowledge and frustrations and celebrate their successes.

So can you build relationships online? Last week I celebrated my ninth wedding anniversary. My husband and I met via the internet, back in the early days of online communities. We are only trying to build working relationships with colleagues in the PM Partner project. We cannot promise you will come away with a personal partnership, but you never know.

Further information

To get involved with the project, including weekly project updates, please email: Ingrid.Koehler@idea.gov.uk, with the subject header PM Partner.

Related links

Visit the [PM Partner website](#).

Read the [project blog](#) for regular updates and partnership news.

CONTRIBUTIONS TO THE BRIEFING

If you would like to forward any articles, diary dates or requests for information, then please forward to:
warrentonks@hotmail.com

You can also access the Networks website at www.psmn.org