



HM TREASURY



Local Authority

# Business Process Improvement Meeting the Challenges Ahead

Tuesday 10th July 2007, Inmarsat Conference Centre, London, EC1Y

**Sir Peter Gershon**

Chair, Premier Farnell and Author of 'The Gershon Review of Public Sector Efficiency'

**Nicky Jackman**

Senior Policy Advisor,  
Local Government Modernisation and Efficiency Team,  
Communities and Local Government

**John Baker**

Director, Local Government, Deloitte

**Rob Sykes**

Chair, Regional Centres of Excellence Chief Executive Taskforce and Chief Executive,  
Worcestershire County Council

**Bridget Taylor**

Chief Executive,  
Customer Services Direct UK

**Chris Leslie**

Director, NLGN

This important conference brought to you by NLGN, supported by **Communities and Local Government (CLG)** and **HM Treasury**, will provide the forum to explore how Business Process Improvement can contribute to efficiency gains and better quality local services.

Government has made it clear that they will set a challenging target for local government to show efficiency savings over the period of the **2007 Comprehensive Spending Review**. To find these savings, without compromising service quality, local authorities must make fundamental changes to the way they work.

Delegates will hear examples of best practice from local authorities where efficiency savings have been made through Business Process Improvement. Furthermore, **Communities and Local Government (CLG)** will be on hand to explain the Business Process Architecture to allow you to consider how this can be applied in your organisation.

**Business Process Improvement began as a private sector technique to help organisations rethink how they do their work to achieve service improvements and cut operational costs.**

Sponsored by



Register Online: [www.neilstewartassociates.com/sa237](http://www.neilstewartassociates.com/sa237)

# Agenda (subject to change)

09:00 Registration and refreshments

## SESSION ONE: SCENE SETTING

- 09:50 Introduction and welcome from conference chair  
**Chris Leslie**, Director, NLGN
- 10:00 The efficient local authority  
**Dick Sorabji**, Deputy Director, NLGN
- 10:20 The efficiency agenda: Progress made and the challenges ahead  
**Sir Peter Gershon**, Chair, Premier Farnell and Author of 'The Gershon Review of Public Sector Efficiency'
- 10:40 Keynote address  
Government spokesperson to be confirmed
- 11:00 Questions and discussion
- 11:20 Refreshments and networking

## SESSION TWO: DRIVING SERVICE IMPROVEMENT

- 11:50 Council-wide business improvement  
**John Baker**, Director, Local Government, Deloitte
- 12:10 Improving and transforming business: The Business Improvement Package  
**Rob Sykes**, Chair, Regional Centres of Excellence Chief Executive Taskforce and Chief Executive, Worcestershire County Council
- 12:30 Promoting customer-centred service design  
**Nicky Jackman**, Local Government Modernisation and Efficiency Team, Communities and Local Government
- 12:50 Questions and discussion
- 13:10 Buffet lunch and networking

## SESSION THREE: EFFICIENT QUALITY SERVICES

- 14:10 Managing change, improving services, driving efficiency  
**Bridget Taylor**, Chief Executive, Customer Services Direct UK
- 14:30 A Case Study: Lewisham and finance process reengineering and the role of the consultant  
**Representative**, London Borough of Lewisham  
**Jenny Etherton**, Senior Consultant, Government and Public Sector, Pricewaterhouse Coopers
- 15:00 Questions and discussion

## SESSION FOUR: CASE STUDIES

### 15:20 Seminars

Each seminar will focus on a key area in which BPI has been applied using real life examples from local authorities, Issues examined will include:

- Engaging senior management
- Managing the change process
- Achieving results
- Evaluating success

Seminars will be allocated on a first come first served basis. Delegates are advised to make their seminar choice upon booking

- 1) Local government restructuring
- 2) Social care services  
**Philip Baron**, Assistant Director ICT, Blackpool Council
- 3) Improving local regulation processes  
**John West**, Consultant, SciSys
- 4) Procurement  
**Janet Barrett**, Facilities Management and Procurement Manager, Basingstoke and Deane Borough Council

16:20 Conference close

## PURPOSE OF THE EVENT

- Discuss the drive behind Business Process Improvement – why change is necessary
- Learn about the methodology behind Business Process Improvement – how to make it work for you
- Understand the importance of gaining a better understanding of your own organisation in order to make efficiency gains
- Explore what Business Process Improvement can deliver that other forms of business improvement cannot
- Consider how to ensure the success of change programmes through engaging senior level staff
- Discover what support is available to local authorities in efficiency savings from central government, local government stakeholders and peers
- Engage staff so that efficiency and value for money is instilled at every level of the organisation
- Hear best practice from local authorities across the country, including the CLG pathfinder authorities
- Learn from CLG how their Business Process Architecture will provide a foundation for efficiency gains work through a comprehensive set of processes
- Explore the role of consultants and enablers
- Drive service improvements and customer centric services through Business Process Improvement

### Sponsorship Opportunities

If you are interested in sponsorship and exhibition opportunities at this conference contact

**Wendy de la Harpe** on: **020 7324 4340** or e-mail  
**Wendy.delaharpe@neilstewartassociates.co.uk**

**Register Online: [www.neilstewartassociates.com/sa237](http://www.neilstewartassociates.com/sa237)**

# Business Process Improvement - Meet the Challenges Ahead

## Tuesday 10th July 2007, Inmarsat Conference Centre, London, EC1Y

**To Register** - Please submit your completed form by: (Please complete the form in black ink only and write in capital letters)

✉ **Post:** Customer Service, Neil Stewart Associates Ltd, PO Box 39976, 2nd Floor, 1 Benjamin St, London EC1M 5YT

☎ **Fax:** 020 7490 8830 (Please photocopy this booking form for additional delegates) 🌐 **Online:** [www.neilstewartassociates.com/sa237](http://www.neilstewartassociates.com/sa237)

### DELEGATE BOOKING FORM

sa237

Name \_\_\_\_\_ Title (Mr/Ms/Dr/Prof/Other) \_\_\_\_\_  
Position \_\_\_\_\_  
Name of Training Manager \_\_\_\_\_  
Organisation \_\_\_\_\_  
Email \_\_\_\_\_  
Address \_\_\_\_\_  
Postcode \_\_\_\_\_  
Tel No. \_\_\_\_\_ Direct Line? (Yes/No) \_\_\_\_\_ Fax No. \_\_\_\_\_

I have read and agree to the terms and conditions below:

Signature \_\_\_\_\_

### DELEGATE FEES\* Please tick the relevant box below

- Supported Rate** £240.00 + VAT (£282.00)  
Voluntary Organisations, Trade Unions
- Reduced Rate** £345.00 + VAT (£405.38)  
Local Authorities, Public Sector Organisations
- Full Rate** £499.00 + VAT (£586.33)  
Central Government Departments & Agencies, Commercial Sector, Non Departmental Public Bodies

\* Fees include all day access to the event, available conference papers, buffet lunch and refreshments, for registered delegates only. Fees do not include travel costs or accommodation. Shared places are not permitted.

### SEMINAR SELECTION

You may attend one Seminar in Session Four. Places are allocated on a first come first served basis. Please circle your choice here:





1      2      3      4

### ADDITIONAL REQUIREMENTS If you have any additional requirements, please describe them here:

### CONFERENCE PAPERS

- I am unable to attend the conference, please send me the available conference papers after the event @ £99. The delegate pack will be posted after the conference, once payment has been received. Please indicate your method of payment below.

### HOW TO PAY Please tick the relevant box below

- Invoice** Please send an invoice to: \_\_\_\_\_  
Purchase order number (if relevant) \_\_\_\_\_
- Cheque** I enclose a cheque for £ \_\_\_\_\_ made payable to Neil Stewart Associates Ltd
- Credit Card** We can accept the following credit cards:      
Please debit £ \_\_\_\_\_ from Mastercard/Eurocard/Visa/Maestro/Delta  
Card No. \_\_\_\_\_ Expiry date of card \_\_\_\_\_ Maestro Issue No. \_\_\_\_\_  
Card Security number - (last 3 digits on the back of the card) \_\_\_\_\_

Name (as on card) \_\_\_\_\_

Issuing Bank \_\_\_\_\_

Cardholder's address \_\_\_\_\_

Postcode \_\_\_\_\_

Signature \_\_\_\_\_

#### Terms and Conditions

This booking form constitutes a legally binding agreement. Payment must be received in full before the event. We are not responsible for the non-arrival of confirmation documents: if, by 7 days prior to the conference, you have not heard from us, contact us using the phone number on the brochure. Cancellations made in writing before **Friday 22nd June 2007** will be subject to an administration fee, amounting to 35% of the liable fee. All cancellations made after this date will be liable for the full delegate fee. Although substitutions will be accepted if notified in writing prior to the event, non-arrivals will be liable for the full fee.

#### Data Protection

The personal information you provide will be held on a database by Neil Stewart Associates Ltd. By registering for a conference, Neil Stewart Associates can provide you with information relating to your booking and other Neil Stewart Associates services via email, direct mail, telephone or fax. If you do not want to receive this information please write to the Database Manager at Neil Stewart Associates. Your details may also be made available to other carefully selected companies.

Please tick here if you **do not** wish to receive information from third parties.

Please tick here if you **do** wish to receive information from third parties.

## Who Should Attend?

- Chief Executives and Leaders
- Chief Financial Officers
- Heads of Policy
- Directors of Resources
- Heads of Procurement
- Directors of Human Resources
- Corporate Strategy
- Heads of Commercial Division
- Business Process Reengineering Teams
- Efficiency Leads
- Performance Managers
- Business Improvement Managers
- Innovation Managers
- Service Transformation Leads
- Heads of Organisational Development
- Heads of Change Management
- Business Change Officers and Managers

## 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.