



Supported by:



Local Partnerships

Local Government OMBUDSMAN

National Conference

Local Accountability & Governance

Understanding control, risk, scrutiny and leadership in alternative service models

Tuesday 29th November 2011, Westminster Studio, London SW1



Keynote address:

Baroness Hanham CBE
Parliamentary Under-Secretary of State,
Department for Communities and Local Government

Also speaking:

Cllr Mark Bee
Leader, **Suffolk County Council**

Other speakers include:

Cllr Stephen Greenhalgh
Leader, **London Borough of Hammersmith & Fulham**

Dr Jane Martin
Local Government Ombudsman and Acting Chair, **Commission for Local Administration in England**

Ged Fitzgerald
Chief Executive,
Liverpool City Council

Jessica Crowe
Executive Director,
Centre for Public Scrutiny

Why you must attend this event:

- **Get an insider's briefing** from Ged Fitzgerald, Chief Executive, Liverpool City Council, on how they are maintaining quality in the new era of shared services
- **Discover what works** – real life examples from top management in 5 local authorities on how they are tackling important legal and organisational issues
- **Get key policy insights** – 14 expert speakers share best practice so you have a blueprint for controlling risk whilst maintaining service quality
- **Attend specialist sessions relevant to your work** – choose between the new management skills required, learning lessons from complaints, mutualisation and social enterprise accountability and the role of legal enforcement and governance
- **Maximum learning value** – watch the conference again online! All delegates receive post-event access to watch speaker presentations via the Policy Review TV service, AND can download all conference papers

With more commissioning and less direct service delivery, this timely conference will provide you with the opportunity to explore how to promote quality, maintain standards and ensure effective governance and accountability. Furthermore, your peers will be demonstrating how councils are tackling important legal and organisational issues.

For more information please visit:

www.neilstewartassociates.com/sa276

Produced by:



Can't get to London?
Watch online from as little as £65 per person

Purchase a group licence to achieve significant savings

Attend one of our networking satellite conferences at
• **Wigan**

See inside for details



Agenda (subject to change)

09:00 Registration, refreshments and exhibition

Session One: Setting the scene

 Available on policyreview.tv

- 09:50 Welcome and introduction from conference Chair
Michael Burton, Editor, The MJ
- 10:00 Keynote Address: Accountability and localism
Baroness Hanham CBE, Parliamentary Under-Secretary of State, Department for Communities and Local Government
- 10:15 Accountability, transparency and involvement: achieving value for money and customer insight
Jessica Crowe, Executive Director, Centre for Public Scrutiny
- 10:30 Understanding new models of service delivery and its impact on effective governance
Paul O'Brien, Chief Executive, Association of Public Service Excellence
- 10:45 Questions and discussion

11:00 Refreshments, networking and exhibition

Session Two: Accountability through new models of service delivery

 Available on policyreview.tv

- 11:30 Sharing whilst maintaining control over quality services
Ged Fitzgerald, Chief Executive, Liverpool City Council
- 11:50 Ensuring accountability for service failure
Dr Jane Martin, Local Government Ombudsman and Acting Chair, Commission for Local Administration in England
- 12:10 Effective governance: connecting up different commissioned services in creative ways
Cllr Mark Bee, Leader, Suffolk County Council
- 12:30 Panel discussion:
1. Where will accountability for outsourced/shared services lie?
2. Does mutualisation strengthen or weaken scrutiny and accountability?
Danielle Proctor, Corporate Director, Transformation, Efficiency and Capability Development, Local Partnerships
To be joined by session speakers

13:00 Buffet lunch, networking and exhibition

Session Three: Key issues seminars

14:00 Delegates should choose to attend one seminar from the list below. Seminars are designed to be interactive and participatory in nature. Places are allocated on a first-come, first-served basis and are subject to maximum capacities.

- 1 The role and new skills needed by the elected member
Paul O'Brien, Chief Executive, Association of Public Service Excellence
- 2 Learning lessons from complaints
Michael King, Deputy Ombudsman, Local Government Ombudsman
- 3 Making accountability work in mutualisation and social enterprise
Danielle Proctor, Corporate Director, Transformation, Efficiency and Capability Development, Local Partnerships
- 4 Role of legal enforcement and governance
Check website for speaker updates

14:45 Refreshments, networking and exhibition

Session Four: Best practice

 Available on policyreview.tv

- 15:10 Afternoon keynote: shared management between councils and services
Cllr Stephen Greenhalgh, Leader, London Borough of Hammersmith & Fulham
- 15:30 Maintaining governance through inspection
Professor Colin Copus, Professor of Local Politics, Local Governance Research Unit
- 15:50 Effective communication: understanding the needs of customers
Ben Page, Chief Executive, Ipsos MORI
- 16:10 Panel discussion:
1. Are there changes beyond the Localism Bill which public bodies need to introduce to ensure accountability?
2. Does outsourcing services weaken the power of local government?
Neil McInroy, Chief Executive, Centre for Local Economic Strategies
To be joined by session speakers
- 16:30 Close of conference

Sponsorship and Exhibition Opportunities

To find out more about the bespoke packages on offer please contact **Katie Wright** on **020 7960 6852** or e-mail katie.wright@neilstewartassociates.co.uk

Register online today:

www.neilstewartassociates.com/sa276

Tel: **020 7324 4330** / Fax: **020 7490 8830**

Watch Speaker Presentations Online!
As a delegate you can watch the speakers' presentations and download conference papers online post show. This extra service is provided free via **Policy Review TV**

Purpose of the Conference

The benefits of less centralised control of service delivery bring with them risks for the commissioning local authority. These risks must be addressed by robust and effective governance structures that can work under extreme financial, legal and public or media pressure. When setting up governance and accountability structures, it's vital that you do not obstruct innovation and can act decisively when necessary – this is a challenge for all local government managers.

Helping you plan a smooth transition in service delivery, this conference will enable you to:

- Understand the new models of service delivery
- Explore the new era of democratic accountability for outsourced, contracted, joint ventured and mutual services commissioned by local authorities
- Assess the relationship between the Localism Bill and accountability
- Understand how transparency can achieve value for money and customer insight
- Look to ways to maintain direct democratic accountability over services whilst outsourcing, sharing and mutualising services.
- Look at the skills set needed by local government negotiators, commissioners and legal services
- Explore best practice in sharing whilst maintaining control over quality services
- Work in partnership with contract holders to maintain governance of outsourced services
- Understand what effective governance looks like and how to connect up different commissioned services in creative ways
- Discuss where accountability for outsourced/shared services will lie and whether mutualisation strengthens scrutiny
- Hear best practice in shared management between councils and service providers
- Assess effective partnership and legal models for working with contract holders
- Hear best practice in promoting “community budgeting” approaches amongst outsourced services.
- Discuss the considerations when outsourcing, sharing and mutualising services; and their impact on the power of local government
- Assess how to manage the financial and service control risks of outsourcing services
- Explore the role of inspection in maintaining governance of outsourced or commissioned services
- Hear best practice in communicating to customers and how best to utilise democratic feedback
- Improve your business intelligence through interactive seminars examining key issues on:
 - > Managing community feedback through legal structures
 - > Understanding the role and new skills for elected members
 - > Understanding accountability in mutualisation and social enterprises
 - > Managing complaints and ombudsman structures

Who should attend:

Local Government:

- Chief Executives and Deputies
- Directors of Services and their Teams
- Performance Management and Improvement Teams
- Transformation and Efficiency Teams
- Policy and Planning Teams
- Corporate Services Teams
- Finance and Resources Teams
- Research Teams
- Legal Departments
- Scrutiny Teams
- Information and Data Coordinators
- Local Public Service Managers
- Economic Development Teams
- Customer Insight Teams
- Community Development and Engagement Teams

- Partnership Managers
- Programme Managers
- Clerks
- Inspectors
- Service Improvement Teams
- Community Budgeting Leads
- Regeneration Teams

Representatives from the following should also attend:

- Local Strategic Partners
- Local Public Service Boards
- Spinout mutual pathfinders
- Government Offices
- NHS Trusts
- Primary Care Trusts
- Housing
- Health Services
- Voluntary and Community Sector



Can't attend? Time poor? Diary clash?

Attend a regional satellite conference near you

Can't get away, can't afford the time or full cost? Need network feedback? Attend a regional satellite conference!

- See and hear all the speakers and interact remotely
- Receive all the back-up papers and research
- Network with your peers, benchmark your own work and make contacts for follow up
- Environmentally friendly option

Attending a satellite conference costs just **£195.00 + VAT** (£234.00). See the conference website for locations near you or complete the booking form.

For further information email

paul.rushworth@policyreview.tv

Watch online

Keep up to date with the policy insight you need

- Broadcast exclusively on Policy Review TV - watch the conference live or later on-demand
- Fully interactive - watch live and submit questions, just like a delegate
- Ultimate conference reporting, watch the full online presentations after the event
- Your own expert video library to keep – ideal for management and staff briefing
- Unique insight into the choices and dilemmas faced by policy makers and managers
- Find out how your peers are solving the policy challenges you face
- You save on travel, cost and time

The costs of the live broadcast and access to the video archive are:

Individual licences
£99 + VAT (£118.80)

Group licences - per person

1-2 viewers £99.00 + VAT (£118.80)

3-9 viewers £89.00 + VAT (£106.80)

10-19 viewers £79.00 + VAT (£94.80)

20-29 viewers £65.00 + VAT (£78.00)

Local Accountability & Governance

Understanding control, risk, scrutiny and leadership in alternative service models

Tuesday 29th November 2011, Westminster Studio, London SW1

To Register

Please photocopy this booking form for additional delegates.

Complete all relevant sections of this form and either:

Fax: 020 7490 8830

Online: www.neilstewartassociates.com/sa276

Post: Neil Stewart Associates Ltd, 10 Greycoat Place, Westminster, London SW1P 1SB

Alternatively call us on **020 7324 4330** or email us at **customer.services@neilstewartassociates.co.uk**

Delegate Information

sa276

Brochure no.

WEB

Title (Mr/Ms/Dr/Prof/Other)

Full Name

Position

Organisation

Sector: Health Social Care Central/Regional Government Local Government Education and Skills Commercial
 Non Departmental Public Body / Association or Membership Organisation 3rd Sector Organisation Criminal Justice

Email

Address

Postcode

Tel No.

Direct Line? (Yes/No)

Fax No.

Training Manager

Email

I have read and agree to the terms and conditions below

Signature

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: _____

Name (as on card): _____

Issuing Bank: _____

Cardholder's address: _____

Postcode: _____

Signature: _____

ADDITIONAL REQUIREMENTS Please indicate any additional requirements below



Delegate Rates

Please select the relevant rate from the list below

Full Rate -

Commercial Sector

£499.00 + VAT (£598.80) **Register by 15 October**

£549.00 + VAT (£658.80) **Register by 31 October**

£599.00 + VAT (£718.80) **From 1 November**

Reduced Rate -

Central Government Departments and Agencies, Non Departmental Public Bodies, Local Authorities, other Public Sector Organisations, Universities and Colleges

£289.00 + VAT (£346.80) **Register by 15 October**

£339.00 + VAT (£406.80) **Register by 31 October**

£389.00 + VAT (£466.80) **From 1 November**

Supported Rate -

Voluntary Organisations, Trade Unions

£140.00 + VAT (£168.00) **Register by 15 October**

£190.00 + VAT (£228.00) **Register by 31 October**

£240.00 + VAT (£288.00) **From 1 November**

The above 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 Three. Places are allocated on a first-come, first-served basis. Please circle your choice below:

Session Three:

1 2 3 4

Live viewing and on-demand access

Book online at www.policyreview.tv or register below

Individual and Group Licences

1-2 viewers @ **£99 + VAT** (£118.80) per person

3-9 viewers @ **£89 + VAT** (£106.80) per person

10-19 viewers @ **£79 + VAT** (£94.80) per person

20-29 viewers @ **£65 + VAT** (£78.00) per person

I would like to register _____ online viewers

@ £ _____ per person:

TOTAL £ _____ + VAT = £ _____

Please complete the delegate information section of this form for each viewer when registering your licence(s). You can do this by photocopying this form or sending a full list to customer.services@policyreview.tv

Satellite conference

£195.00 + VAT (£234.00)

Wigan

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. All available conference material including documents, podcasts and in some case films are made available to delegates after the event therefore we do not accept cancellations, whole or in part. Substitutions will be accepted if notified in writing prior to the event, non-arrivals will be liable for the full fee.

All our conferences are recorded and the content is made available on www.policyreview.tv. If you do not wish to be filmed, your voice recorded or your photograph taken please email customer.services@neilstewartassociates.co.uk giving your name and the conference you will be attending.

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 and its subsidiary companies can provide you with information relating to your booking and other 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.

Overseas delegates

Delegates from outside the UK who book to attend a NSA conference must send their remittance in time to clear funds no later than 2 weeks before a one day conference. Bookings from overseas delegates will be subject to the cancellation policy specified on the booking form.