



EM IEP Monthly News Bulletin

East Midlands
Improvement and
Efficiency Partnership

June 2009



EMPA Intermediate Projects Framework Launch

See page 6 for details



Contents

Page Article

Free Training

- 1. Mietool Training

Events

- 2. How to Save Money on Insurance Costs
Building Capacity for Research & Information
- 3. Executive Course on Green Book Appraisal
Applied Course on Green Book Appraisal
Tell US Once Roadshow
- 4. Area Classifications and Profiles
Customer Insight: The case for insight – is it stacking up?
- 5. Delivering your Leadership Vision

News

- 6. EMPA Framework Launch
- 7. RIEPs – one year on
- 8. Join us at the LGA Annual Conference, Harrogate
- 9. Upgrade of mieTool launched
New LGA report reveals how recession affects the regions
LGIU publish the Jobs Fund Briefing

Page Article

- 10. Notts County Council win Surveyors Award
Getting it Right, and Righting Wrongs
- 11. Village SOS
- 12. Buying Solutions sign historic agreement with Microsoft
Buying Solutions announce Memoranda of understanding with BT
IDeA Knowledge Bulletin
ECJ Judgement on inter-communal cooperation

Publications

- 14. Working to put people first Adult Social Care Workforce Strategy
Action Plan to ensure every child gets the protection they deserve
Take Up the Challenge
Cabinet Office 2009 Value for Money Update
- 15. Contact Details and useful websites



Free Training (HURRY - limited availability)

mietool Training*

9.30am – 4pm 23 July or 10 Sept 2009
PERA Conference Centre, Melton Mowbray

What is mietool?

mietool (Measurement of Improvement and Efficiency Tool) is designed to help you:

- Develop robust business cases with confidence
- Measure the efficiency impacts of projects and to provide data for the new efficiency performance indicator
- Plan and measure the improvement value of your projects, to your authority and your community, against all 198 national Performance Indicators

This tool can be used by service and project managers to **assess costs, benefits and efficiencies** of potential projects.

It offers service and project managers a **consistent, comprehensive** and **transparent** basis for identifying efficiency gains on a project by project basis.

Who should attend the training?

This training session is designed to be “hands-on” coaching support for officers developing business cases for projects, so project managers and service managers are the people who will benefit most from the training, as well as finance managers. 103 officers from 40 local authorities in the East Midlands have already attended **mietool** training sessions.

The **outcome** of each session will be that delegates will all leave each support session adept at using **mietool** to appraise the impacts of their projects and confident about deploying the tool across a wide range of projects.

To book your FREE place for this event contact: Lois Dale, EM IEP

Tel: 0115 977 4921 Email: lois.dale@nottsc.gov.uk Web: www.eastmidlandsiep.gov.uk

(*PLEASE NOTE: there is limited availability for this course, if you put your name forward – please make every effort to attend. Any extra delegate names will be added to a waiting list.)



Free Events

How to Save Money on Insurance Costs! (Upper Tier Authorities) Friday 26th June 2009, Birmingham

Developing Efficiencies and Savings

Opportunities to save money by doing things differently and collaborating, how to get more from the marketplace.

Developing an Effective Consortium

An overview of the Staffordshire Police Insurance Consortium, savings achieved and lessons learned.

The Northern Housing Consortium

An overview and profile of this available framework and savings opportunities for authorities.

The Way Forward

Discussion forum on the following issues
Opportunities for savings and collaboration,
current barriers, the way forward and future meetings.

Building Capacity for Research & Information (Programme development workshop)

9.30am – 1.00pm, Thursday 16th July 2009,
PERA Melton Mowbray LE13 0PB

We are all under pressure to improve and deliver more efficient ways of working. We are trying to do this alongside competing agendas for scarce resources and collaboration on regional or sub regional initiatives can help us deliver our own authorities objectives. This workshop is an opportunity for you to help inform and shape this programme

Objectives

- To identify actions needed sub regionally and regionally to improve structures and capacity relating to customer insight, research & Information to meet strategic and operational needs
- To inform the development of a programme focused on developing capacity for Research & Information utilising the £200k funding allocated to the EM IEP in the East Midlands region

To book your FREE place for this event contact: Lois Dale, EM IEP

Tel: 0115 977 4921 Email: lois.dale@nottsc.gov.uk Web: www.eastmidlandsiep.gov.uk



Free Events

Executive Course on Green Book Appraisal

Mon 6th July – London

Applied Course on Green Book Appraisal

Tues 7th & Weds 8th July - London

The courses focus on HM Treasury **Green Book Appraisal & Evaluation** and help participants to:

- Develop successful business cases for new projects and funding applications
- Achieve more economic and efficient design and delivery of projects
- Comply with official requirements as set out in the Green Book and related guidance
- Promote the public interest through ensuring projects with impact
- Promote effective cross-boundary projects
- Satisfy your stakeholders that you are achieving value for money

For more information go to:

www.additionalgroup.co.uk

Tell Us Once Roadshow

10 July 2009, Holiday Inn, Leicester City Centre

Tell Us Once Programme (TUO) would like to invite you to attend a regional roadshow.

Their aim is to:

- inform and engage Local Authority Chief Executives and finance and service delivery policy managers about the TUO story to date
- explain how the Case for TUO is being developed
- provide an outline of the decision-making process
- work with your teams to deliver an implementation paper should the decision be taken to roll out TUO nationally.

We hope the day will be beneficial to your teams and ours. We are looking to develop our close working relationship and showcase the role LAs have played in the development, design and delivery of TUO.

To get your booking form email:

gemma.brown@dwp.gsi.gov.uk



Free Events

Area Classifications and Profiles

3rd July 2009, Leicester YMCA

Intelligence East Midlands and the East Midlands Regional Improvement and Efficiency Partnership would like to invite you to the next meeting of the East Midlands Intelligence Network.

Event aims: an overview of some of the area classification tools available for use, detailed information on the ONS Area Classifications and Experian's Mosaic from a user point of view, information on other sources of data used in preparing area profiles and an opportunity for group discussions and networking

Who for: Public sector analysts, researchers and intelligence staff who want to improve their understanding of area classifications and their use and interpretation, Policy and practitioners who need to better understand how forecasts, projections and models can be used and interpreted.

For more information please contact:

Hazel or Warren on 0115 979 2333 or by email
hazel@regenerationem.co.uk or
warren@regenerationem.co.uk

Customer Insight: The case for Insight – is it stacking up?

10am – 3:30pm Friday, 10th July 2009
County Hall, Nottingham, NG2 7QP

This free event compliments the East Midland RIEP 'Customer Insight' event on 9th June which focused on the partnership dimension of insight.

This event is designed for those working to establish Customer Insight as an aspect of customer focused service improvement. A number of local authorities have experimented with a variety of approaches to insight work. Others have lacked resource to get this work up and running but have been developing the business case to do so.

With an emphasis on evaluating what is and isn't working, this event provides the opportunity for reflection on whether and how insight is a catalyst for improvement?

Please register via the ESD Toolkit, go to:

<http://esd.org.uk/esdtoolkit/Events/EventDetails.aspx?E=412>

Depending on take up, places may be restricted to
one delegate per authority



Event

Delivering your Leadership Vision: Learning to change together through local area agreements

The national organisational development programme 2009

Programme	Event 1 Monday 13 & Tues 14 July	Event 3 Tuesday 17 & Weds 18 Nov
Dates:	Event 2 Tuesday 22 & Weds 23 Sept	Event 4 Tuesday 26 & Weds 27 Jan

Are you responsible for driving, managing and implementing strategic change within your organisation?

The IDeA are looking for organisational development (OD) and change management professionals working in local government, fire and rescue services, the police, health and the voluntary and community sector to participate in a unique learning experience.

The programme aims to develop greater understanding, experience and competence in how to structure and deliver effective OD and change management

Focusing on working in partnership at a local level, the 2009 programme will look at the importance of understanding cultural change in helping to build long lasting relationships across the public and the voluntary and community sectors.

Nationally recognised, the programme is delivered as eight development days over four residential events. In addition, participants will receive individual learning logs to assist them in using the experience, and their new knowledge, to support their work.

Delivered by the IDeA, the programme has been designed in consultation with high level OD and change management professionals.

Cost: £2200 (plus VAT) per participant, including overnight accommodation at Aston Business School, Birmingham and all workshop materials.

To book a place, if you have questions or for further information please contact:

Tel: 020 7296 6737 Web: www.idea.gov.uk
Email: kelly.sandiford@idea.gov.uk or
steven.smith@idea.gov.uk

EMPA Intermediate Projects Framework Launch

East Midlands Property Alliance (empa) launched it's Intermediate Projects Framework at Strelley Hall on Wednesday, 17th June 2009.

The first framework which covers the Intermediate projects from £2m-£7.5m has been let on a regional basis to Kier Regional, Wates Construction and Wilmott Dixon Construction.

Following a two-stage OJEU compliant procurement process, ten well established and respected contracting companies tendered for the contract. The process produced a very high level of information which included market driven costs to enable a high quality delivery of service to empa members.

EMPA Chairman Richard Hanson is pictured addressing delegates at the launch.

EMPA Membership Grows

25, of a total of 46, East Midlands local authorities have now joined and aligned themselves with empa.



Regional Improvement and Efficiency Partnerships – One Year On

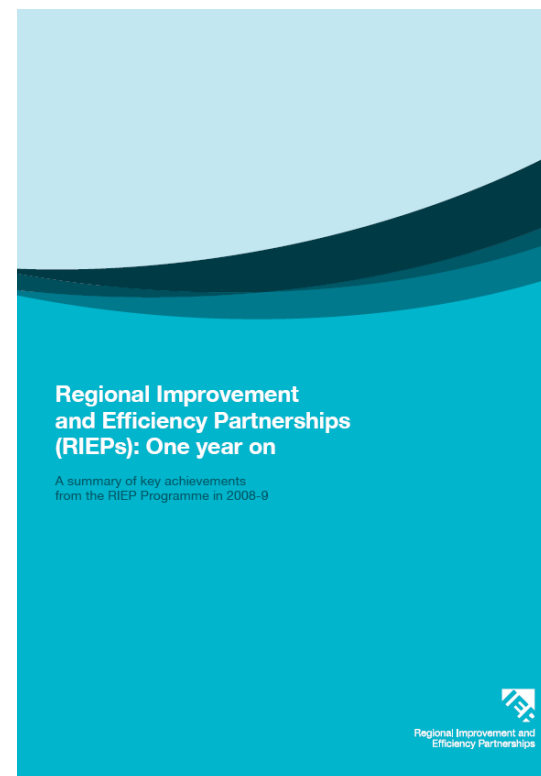
RIEPs – or regional improvement and efficiency partnerships – play a key role in supporting councils.

The nine RIEPs were created in April 2008 with a three-year funding package of £185 million from Communities and Local Government. The RIEPs harness the expertise of councils to add new capacity to local government in order to accelerate the drive for greater improvement and efficiency. They build on the successful foundations laid by the former Regional Improvement Partnerships and Regional Centres of Excellence.

Recently published is a document called 'Regional Improvement Efficiency Partnerships: One year on', this gives a summary of key achievements from the RIEP Programme in 2008-09. Published April 2009.

To view the document go to:

<http://www.idea.gov.uk/idk/aio/9765851>





Invitation

Big Issues, Local Solutions... Join Us at the LGA Conference, Stand 30, Hall Q

East Midlands Improvement & Efficiency Partnership (EMIEP) will be exhibiting at this year's Big Issue, Local Solutions Local Government Association Conference in Harrogate on 30 June – 2 July 2009, along with fellow RIEPs from across the country and the IDeA (Hall Q, Stand 30).

If you're attending, why not come along and have a chat with EMIEP Director Chris Allison, Strategic Programme & Planning Performance Manager Heather Parker or Adult Services Programme Manager Helen Richmond.

We'll be giving away copies of our latest DVD featuring examples of best practice and innovation from across the region. You can also pick up copies of our best practice case studies.

Whilst you're there, why not come along the RIEPs workshop '**Innovative solutions during an economic downturn**' see right for more information or click on the following links:

<http://www.idea.gov.uk/idk/core/page.do?pagelid=9348217>

http://annualconference.lga.gov.uk/Default_SingleCol.aspx?pageid=26%20

RIEPs Workshop W9

Innovative solutions during an economic downturn

Wednesday 1 July 2009, 11:15 am to 12:15 pm, Hall D

A workshop, aimed jointly at members and leads, with Councillor David Parsons CBE chairing the event. The key theme will be how RIEPs are supporting local authorities in the economic downturn, with practical solutions.

Members and senior officers will be giving examples of programmes being delivered to help alleviate the down turn in their regional areas and an interactive question and answer session. The timing of the workshop coincides with the launch of a major report on 'sector-led improvement'; this is being produced by the LGA and IDeA.

Speakers include:

- Cllr Roger Stone OBE, Leader, Rotherham Metropolitan Borough Council & Member Chair, YoHr Space
- Chris Taylor, Director, YoHr Space
- Steve Johnson, Corporate Director, Capital Ambition
- Councillor Michael White, Leader, London Borough of Havering and Member Chair, Capital Ambition (panel)
- Joyce Redfearn CBE, Chair of the Chief Executives' Task Group and Chief Executive, Wigan Council (panel)

Visit [Stand 30, Hall Q](#) to find out more about the work of RIEPs

Upgrade of mietool launched

mietool is a resource that has been developed specifically for local authorities in response to the need for consistent, robust and effective end-to-end project management. It is a sophisticated Excel spreadsheet that enables authorities to assess efficiency gains and improvements at every stage of the project lifecycle, from options appraisal to benefit tracking.

An upgrade of **mietool** has just been developed by Tribal in conjunction with the Regional Improvement and Efficiency Partnerships. If you are already using **mietool** to measure the improvements and efficiencies of your projects, then you will be pleased to know that whilst Tribal have used your feedback to make improvements and enhance usability, the look and feel of the tool remain the same.

To get hold of your copy of the new mietool, or to find out more about how mietool can help your projects measure up, please email:

mietool@tribalgroup.co.uk or contact your EM IEP Champion heather.parker@nottscc.gov.uk

(See page 3 - for free **mietool** training)

New LGA report reveals how recession affects the regions

The renaissance of northern cities has positioned them relatively well to weather the economic storm, whilst London could be set to bear the brunt of the recession, according to a new report published this month.

The report, called '**From Recession to recovery: the local dimension**' to be published by the Local Government Association at its credit crunch summit in London, projects how each area of the country could be affected differently by the economic downturn if no action is taken.

Go to:

<http://www.lga.gov.uk/lga/core/page.do?pagelId=1205216>

LGiU publish The Jobs Fund Briefing

This short briefing, provided for information, outlines the £1 billion Future Jobs Fund, for which all local authorities in Britain can apply to help support young people in training and employment.

More of this briefing at:

<http://www.lgiu.gov.uk/briefing-detail.jsp?&id=2194&md=0§ion=briefing>

News

Nottinghamshire County Council win Royal Institute of Chartered Surveyors Award

The County Council was the winner of the Sustainability category of the Royal Institution of Chartered Surveyors Annual property awards, held in Nottingham, for the new Bowbridge School in Newark.

The competition was very strong, the school outscoring one of the innovative buildings on the Nottingham Science Park which has done well in other regional awards. The criteria used involved not only the design and procurement side of the work but also the way in which the Community was involved in the project, so it is a truly inclusive award in which we can all share in the success.

The win means that the property will automatically be entered into the international awards ceremony in London in October. It was this award that the Council was highly commended for in 2008 for Lawn View House in Ashfield.



Getting it Right, and Righting the Wrongs

In *Communities in control: real people, real power* the Secretary of State for Communities and Local Government promised to commission a review into redress for citizens when their council services fail to meet agreed standards.



David Cook, Chief Executive of Kettering Borough Council, chaired this independent review and looked at the experience of service and redress provision from the customer's viewpoint. In particular the Review looked at how a customer-focused approach can be embedded in the culture of local service providers, to ensure services deliver first time as well as deal better with complaints.

For more information go to:

<http://www.communities.gov.uk/publications/communities/gettingitrightreport>

Village SOS

Village SOS, a partnership between the BBC and the Big Lottery Fund (BIG), will challenge villages to come up with brilliant ideas for new businesses to help revive their communities, many of which are seeing rural life eroded by economic pressures and the closure of local amenities.

Eighteen villages will be shortlisted to receive a development grant of up to £10,000, and will choose an enterprising 'Village Champion' to work with to advance their ideas.

In May 2010 six of these projects will then be awarded Lottery funding of up to £400,000 each and their respective Village Champions will move into the villages for a year to help them turn their business idea into reality.

BIG will be searching for the villages and will fund the community-owned rural businesses for their first year. During this time they will be filmed for a prime time BBC One series set to air in Winter 2010, presented by successful Bombay Bicycle Club entrepreneur Sarah Wilmingham.



Make Your Mark are helping with the selection process and are hoping that lots of enterprising people – from entrepreneurs through to successful project managers and community activists – will apply. The six funded villages will choose a Village Champion who will go and live in that village for a year and get paid £30,000. So if you are looking for a challenge and have always wondered what rural life might be like, [why not apply?](#) Deadline for both villages and Village Champions to apply is 14 August.

Next steps

Link to www.makeyourmark.org.uk/villagesos which outlines our involvement and signposts to the BBC site (www.bbc.co.uk/villagesos) for the Village Champions application form and to the BIG site (www.biglotteryfund.org.uk/villagesos) for village applications. The BIG site also has web banners which you can use on your own website

If you would be interested in getting involved in a BBC Learning campaign, which will accompany the TV series - email hannah@makeyourmark.org.uk with learning campaign in the subject header

Buying Solutions signs historic agreement with Microsoft

A new agreement between Microsoft and Buying Solutions, is to bring more competitive pricing and improved choice and flexibility to purchasing Microsoft software across the entire public sector.

The Public Sector Agreement (PSA09), which came into effect on 1 May 2009 is the result of extensive collaboration between Buying Solutions, key representatives from national and local government, and Microsoft to secure the best possible value for public sector buyers.

In line with the Government's collaborative procurement agenda and by aggregating demand, the PSA09 will deliver better value for money across central civil government and the wider public sector. It will deliver back office savings and contribute to the cross-government agenda including the Comprehensive Spending Review 07 and the Operational Efficiency Programme and will enable the delivery of improved frontline services.

Customers will have more flexibility in specifying and buying only the productivity tools that they need. PSA09 includes innovative options that will consist of a core package, a number of additional packages of differing combinations of software and an 'a la carte' option – all of which offer organisations greater choice and the ability to use software more appropriately for the public sector.

Under the terms of the new arrangement, licences that are no longer required by one public sector body can be transferred, at no additional cost, to another body that needs them. This will prove particularly useful with examples such as machinery of government changes or the formation of a unitary local authority.

For more information go to:

<http://www.buyingsolutions.gov.uk/aboutus/pressreleases/MicrosoftnewPublicSectorAgreement/>



News

Buying Solutions announce Memoranda of Understanding with BT

Buying Solutions announce Memoranda of Understanding with BT which gives substantial savings on monthly call and line rental charges.

The MOU with BT requires no commitment from the local authority; they can join or withdraw at any time. The MoUs provide access to the highest levels of discount available from BT and these can provide substantial savings.

For more information, please contact the Buying Solutions' Customer Service Desk on 0345 410 2222 or email info@buyingsolutions.gsi.gov, and ask to speak to the Telecoms Team.

IDEA Knowledge Bulletin

Sign up to the IDEA Knowledge bulletin which provides the latest improvement news from across the public sector, case studies from across the UK, and government guidance and research.

For more information go to:

<http://www.idea.gov.uk/idk/core/page.do?pagelid=7564728>

ECJ Judgement on inter-communal cooperation

A recent case from the EU - 9 June would appear to clarify the shared services agenda when public to public shared services are involved.

The case concerns four German counties who contracted with another county (without tender) to deliver waste treatment services.

To help understand this judgement and its implications for the public to public shared services agenda the EM IEP will be offering a specific workshop which will be targeted to those with a particular interest and knowledge in the legalities of shared services.

For further information please contact:

Lois Dale, email lois.dale@nottsc.gov.uk



Publications

Working to Put People First Adult Social Care Workforce Strategy

This document outlines the workforce implications of the Putting People First programme and provides a high-level framework to support the transformation of the adult social care workforce.

For more information go to:

<http://www.dh.gov.uk>

Action Plan to ensure every child gets the protection they deserve

The Government announced a wide ranging package of measures setting out how it will deliver the step-change in child protection called for by Lord Laming in his recent progress report.

The action plan commits to greater openness and public scrutiny of local child protection arrangements, as well as more investment in training and support for front line social workers.

More information at: <http://www.dcsf.gov.uk>

Take up the Challenge

The role of local authorities in increasing take up of benefits and tax credits to reduce child poverty

This report considers how local services can reduce child poverty through helping poor families to access the benefits and tax credits to which they are entitled.

It includes actions that local authorities and partners can take now to maximise families' incomes, case studies of successful approaches and recommendations for Government on how to support local services to increase take-up.

Download the report at:

<http://www.apho.org.uk/resource/item.aspx?RID=70859>

Cabinet Office 2009 Value for Money Update

In April the Cabinet Office published a 2009 Value for Money Update, which sets out how the Government intends to deliver £35bn worth of saving through an ambitious programme of value for money reforms across the public sector.

Download the update at:

www.cabinetoffice.gov.uk/media/203122/value_for_money.pdf



Contact Details and Useful Websites

Contacts

Chris Allison, Director
tel: **0115 977 3875** email: chris.allison@nottsc.gov.uk

Andrew Foster, Assistant Director
tel: **07921 491 698** email: andrew.foster@nottsc.gov.uk

Heather Parker,
Strategic Programme Planning and Support Manager
tel: **0115 977 3492** email: heather.parker@nottsc.gov.uk

Helen Richmond, Programme Manager
tel: **07921 491 696** email: helen.richmond@nottsc.gov.uk

Merlin Tinker, Programme Manager
tel: **07534 266 228** email: merlin.tinker@nottsc.gov.uk

Melanie Rowe, Principal Officer, Performance & Improvement
tel: **0115 977 2873** email: melanie.rowe@nottsc.gov.uk

Lois Dale, Administration, Events and Secretariat Manager
tel: **0115 977 4921** email: lois.dale@nottsc.gov.uk

Sandra Johal, Communications and Information Officer
tel: **0115 977 4194** email: sandra.johal@nottsc.gov.uk

Anne Gayfer, Programme Manager
tel: **07554 439 131** email: anne.gayfer@nottsc.gov.uk

Websites

East Midlands Improvement & Efficiency Partnership
www.eastmidlandsiep.gov.uk

EM Procurement Hub (Password Protected)
<http://secure.emce.gov.uk/procurement/index.htm>

Sustainable Procurement Information Network (SPIN)
www.s-p-i-n.co.uk

Source East Midlands Contract Portal
www.sourceeastmidlands.co.uk

Procurement Connection Online Toolkit
www.procurementconnection.co.uk

East Midlands Law Share Partnership (EM LawShare)
www.emlawshare.co.uk

Postal Address

East Midlands Improvement and Efficiency Partnership
47 Loughborough Road
West Bridgford
Nottingham
NG2 7LA