



t-Gov Shared Services

Transforming Local Government

07

30th January 2007, New Connaught Rooms, London

Shared Services for Local Government

**Tuesday 30th
January 2007**

**The New Connaught Rooms, Covent
Garden, London WC2B 5NT**

www.tgovshared.org.uk

Working Together To Transform Local Authority Services

**An information-packed day in London
covering all of the key issues for planning,
implementing and managing Shared
Services initiatives within local authorities.**

Expert speakers include:

- David Myers, Director, Shared Services, Cabinet Office
- Sue Reid, Head of Modernisation & Efficiency, Department of Communities & Local Government
- Andrew Ball, Head of Performance Audit, Audit Commission
- Caroline Stanger, Director, Cambridgeshire County Council
- Sergio Sgambellone, Service, Relationship & Performance Group Manager, Surrey County Council
- Stephen Baker, Lead Chief Executive, Suffolk County Shared Services Programme
- Janet Callender, Chief Executive, Tameside Metropolitan Borough Council
- Julian Morley, Director, South West Centre of Excellence
- Anna Tan, Director, GovernmentConnect, DCLG
- Colin Whitehouse, Senior Advisor, DCLG
- Stephen Cirell, Head of Local Government, Eversheds LLP
- Heather Wakefield, National Secretary for Local Government, UNISON

The New t-Gov Series & the t-Gov Shared Services Conference

The **t-Gov Series** is an exciting programme of highly focused local government events, designed for local authorities by local authorities - to share thought leadership, promote best practice and provide practical examples of transformational government in action.



Martin Scarfe, Local t-Gov Programme Director

It now seems clear that the transformation of local government through shared services is set to accelerate: to achieve Gordon Brown's target savings of £21.5 billion by 2008, to implement the proposals in the recent White Paper, to action Sir David Varney's recommendations and to reap the more challenging savings targets that are now expected as part of CSR07.

For local authorities, shared service methodologies have the potential to transform the delivery of internal functions such as **Human Resources & Payroll, Financial Accounting, Procurement, IT Support, Facilities Management** and even frontline services such as **CRM Systems & Contact Centres**. In all of these areas, shared initiatives can deliver significant economies of scale and more efficient business processes - freeing up internal resources while significantly reducing costs

t-Gov Shared Services 2007 is a highly educational one-day forum presenting the latest thinking and best practice in this rapidly-evolving area - answering key questions such as:

If central government can save £40bn over ten years in HR and Finance, how much can 388+ authorities save by working together?

- Will I be measured and targeted on shared services by government?
- What should I share, and with whom?
- What does the local government sector plan look like and what does it mean for my authority?
- Is sharing simply about efficiency? What about the citizen and staff experience benefits?
- Does the business case for sharing really stack up? Where are the real benefits and how have progressive authorities quantified the benefits case?
- What are the top 10 barriers and accelerators to transformation through sharing?
- What are the legal and people issues that I need to consider?
- What technologies do I need and can I share what I already have?

This is a pivotal moment in the reform of local government, with many councils already exploring new ways to share front and back office functions with neighbours and councils further afield. A rich seam of innovation and practical experience is emerging and many of the best examples will be discussed at t-Gov Shared Services 2007.

Delegate Networking

To maximise the considerable networking value of this event, t-Gov Shared Services will use a **state-of-the-art wireless messaging & voting system**, designed to put you in touch directly with other delegates, expert speakers and key service providers throughout the day.

Who Should Attend?

This event is aimed specifically at Strategic Decision Makers, Department Heads and relevant practitioners in Local Authorities - with particular relevance to executives responsible for Finance, Procurement, HR & Payroll, IT Support, Facilities Management and Contact Centres.

Register online: www.tgovshared.org.uk or Telephone 0870 787 3801

Programme

Tuesday 30th November 2007

9.15 Registration, Coffee & Exhibition

10.00 WELCOME & OPENING PLENARY SESSIONS

Chairman's Welcome: Martin Scarfe, t-Gov Programme Director

Local Government Shared Services: Function, Form & Funding

– Sue Reid, Head of Modernisation & Efficiency, Department of Communities & Local Government

An Audit Perspective on Shared Services: Performance, Value for Money, Efficiency & Regulation

– Andrew Ball, Head of Performance Audit, Audit Commission

Art of the Possible: What to Share, with Whom and How?

A Chief Executive's View – Lessons from Reality

– Stephen Baker, Chief Executive, Suffolk Coastal DC & Lead Chief Executive, Suffolk County Shared Services Programme

11.00 Tea / Coffee Break, Networking & Exhibition

11.30 BREAKOUT SESSIONS

The Journey to Successful Shared Services

Choice of one from four interactive breakout sessions:

1. The Vision: Transformation through Sharing

– Julian Morley, Director, South West Centre of Excellence

2. Designing the Future: Operating Models & Making the Choice

– Caroline Stanger, Director, Cambridgeshire CC

3. Transforming Performance: Managing a Shared Business Process Architecture

– Colin Whitehouse, Senior Advisor, DCLG

4. After the Change: Managing Shared Service Operations & Driving Continuous Improvement

– Speaker tbc

12.30 Lunch Break, Networking & Exhibition

13.45 BEST PRACTICE CASE STUDIES

A range of highly relevant case studies from leading service providers and local authorities, offering a wealth of practical advice and illustrating best practice - through real-life examples of successful Shared Service initiatives that are already delivering benefits to English councils.

14.40 Tea / Coffee Break, Networking & Exhibition

15.10 CLOSING KEYNOTE & PANEL DISCUSSION

Keynote Address: A Sector Plan for Local Government?

– David Myers, Director, Shared Services, Cabinet Office

The Value of Experience Sharing: The Local Government Shared Services Programme

– Frits Janssen, Chief Executive, BuyIT Transformation Network

– Tom Raggett, Programme Director, The Local Government Shared Services Forum

The Technology Perspective: A National Platform for Sharing

– Anna Tan, Director, GovernmentConnect, DCLG

– Janet Callender, Chair, GovernmentConnect & Chief Executive, Tameside MBC

Expert Panel Discussion: People, Law, Technology & Good Practice

› **Legal Issues**

– Stephen Cirell, Head of Local Government, Eversheds LLP

› **People Issues**

– Heather Wakefield, National Secretary for Local Government, UNISON

› **Technology Issues**

– Anna Tan, Director, GovernmentConnect, DCLG

› **Good Practice**

– Sergio Sgambellone, Service, Relationship & Performance Group Manager, Surrey County Council (“The best shared services centre in Europe”)

16.30 Networking & Drinks Reception (closing at 18.00)



t-Gov Shared Services

Transforming Local Government

07

30th January 2007, New Connaught Rooms, London

Date & Venue

Tuesday 30th January 2007

The New Connaught Rooms
Great Queen Street
Covent Garden
London WC2B 5NT

Registration Queries

If you experience any problems with your registration, please call our event hotline on: **0870 787 3801**.

Register online NOW at:

www.tgovseries.org.uk

Delegate Fees

Full-Day Pass (Local Authority delegates)

= £125 + VAT per delegate

Private sector delegates

= £895 + VAT (limited availability)

Delegate fees include access to the exhibition, all conference sessions, presentation materials, access to wireless networking system, lunch and refreshments.

Exhibition & Networking

Regular networking breaks will be held in the co-located exhibition & refreshment area.

- Network with your peers from other local authorities
- Meet specialist service providers
- See live demonstrations of the latest technologies in action

For more information about exhibition opportunities at the t-Gov Series of events, please contact Sara Clark at Revolution Events on Tel: **01732-367007** or Email: **sara@revolution-events.com**

Supported by:

