

RIEP News Bulletin:

RIEP News Bulletin 1 July 2009



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Welcome

Welcome once again to the RIEP bulletin. Thanks to everyone who has recently signed up – numbers receiving the Bulletin continue to increase week by week.

Please do tell us if we can improve any of the ways in which we keep you informed of progress. Email us at riep@northeastcouncils.gov.uk

Remember to check our website regularly for updates. www.northeastiep.gov.uk

Focus on... [21st Century Services Programme](#)

The 21st Century Services programme is working with authorities and fire and rescue services to identify how services can be designed around the needs of citizens and delivered in a responsive, timely and efficient manner.



The Programme Sponsor is **Ada Burns, Chief Executive of Darlington Borough Council**. Ada describes what has been happening since we last updated you...

"We have made consultation and engagement a priority within the 21st Century Services Programme. That's why we are aiming to speak to every local authority and FRS over the next couple of months about the themes that the programme addresses.

We made a start by hosting an event in April through our [Customer First Network](#) which explained the projects and ended in a lively discussion about the direction for service transformation in the public sector.

A report from the launch can be viewed [here](#).

Right now we are asking about your approaches to [customer channels](#). Local authorities offer a more diverse range of communication channels than ever before to access services. Whilst telephone and face to face contact have always been made available, the newer channels such as the internet and text messaging offer considerable opportunities alongside significant challenges. We want to paint the regional picture for access strategies to help compare our approaches, learn from each other and think about new shared opportunities. Project officer Robbie Soppitt is undertaking this work, speaking to local authorities and analysing their plans and policies.

We are also embarking on parallel investigations into [customer insight](#) and [customer service excellence](#). Insight is the deep understanding of customers and citizens that should sit at the centre of all public organisations. Insight informs all aspects of operation from generating a strategic understanding of communities, to managing performance, through to understanding the target audience for particular services or campaigns.

We are also clear that excellent customer service is not limited to the customer service function within authorities and FRSs. From discussions so far we are keen to find out more about where excellent customer service is working, how it fits with corporate priorities and how it adds value to all local authority and FRS business. We are also exploring how excellence is embedded in local authorities through culture change, training, reward and recognition for excellent customer service.

Liz Greer, newly appointed project officer for the insight and service excellence projects, will be making contact with local authorities and FRSs during July and August.

If you would like to find out more about the work of these projects Liz and Robbie would be glad to assist. For wider programme involvement contact Andrew De'Ath.

Contacts

Customer Channels

Robbie Soppitt, Robert.Soppitt@sunderland.gov.uk 0191 561 1468

Insight and Excellence

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21st Century Services Programme:

Andrew.De'Ath@northeastcouncils.gov.uk 07770 53 79 53

Download a PDF version of this update [here](#).

News

£425k Climate Change Carbon Reduction Capital Innovation Fund Launched

The North East Improvement & Efficiency Partnership has launched its Carbon Reduction Capital Innovation Fund which is open to all North East local authorities and fire and rescue services.

We have secured this funding with a view to providing local authorities and fire and rescue services with an opportunity to introduce and test innovative new approaches to improving energy efficiency on the public sector estate.

We anticipate this funding being used to enable local authorities and FRSs to undertake proof of concept work, establish demonstration sites and to compare and contrast alternative products/processes. Projects should focus on technologies and processes likely to have a 3-5 year payback. Whatever form of project is undertaken it should have broad application within the local government/FRS context (work with schools can be included).

In total we have £425k available for projects completing in March 2010. We have divided this into two funds, a major projects pot (375k) for between one to four projects with a minimum value of 50k (up to 375k), and a small projects fund (50k) for projects between £5k and £25k.

Click [here](#) to read more and find out how to apply.

The deadline for applications is 5pm on Friday 14 August 2009.

Current Vacancy: Collaborative Procurement Project Manager

Salary £41,204 to £43,857 (SCP 49-52) per annum

An opportunity has arisen for an exceptional Project Manager with a strong track record of success and recent experience in a relevant aspect of Procurement, together with an in-depth knowledge of how Local Authorities deliver related services to support the Collaborative Procurement Programme.

The successful candidate will work for the RIEP Programme Manager in supporting the delivery of a number of specific projects for the Programme Board. You will help to develop and deliver our leading edge programme around key themes including policy harmonisation, multi-sector procurement, and category spend planning. Your target is to assist the Programme Manager to maximise the economic, social and environmental benefits from local governments £1.5bn annual spend, and to achieve £100m efficiency savings by March 2011.

For more information and to apply for this job, please follow this [link](#):

For an informal discussion about this role please contact: Diane Nielsen, tel 07825 112629 or email diane.nielsen@northeastcouncils.gov.uk

Closing date: Noon on Friday, 17 July 2009.

Adult Social Care: Workforce Strategy published

The RIEP has recently published a strategy for the Adult Social Care workforce in the North East. The strategy was jointly commissioned by the RIEP and the regional Association of Directors of Adult Social Services (ADASS) who work together through the [RIEP Adult Social Care Programme](#).

Workforce Development is one of the top priorities for ADASS NE, along with commissioning and personalisation and prevention, as we work together across the region to address the new vision for adult social care set out in *Putting People First*.

You can read more about the Project [here](#).

Download the Strategy [here](#).

Darlington & Stockton Councils: Xentrall Case study published by IDeA

Darlington and Stockton-on-Tees Borough Councils (both 4 star rated authorities) have successfully worked together to improve the efficiency of both councils' corporate transactional services.

Finance, HR and ICT services are now shared in the Xentrall partnership, a mutually beneficial relationship that is on track to deliver efficiency savings of £7.4million, as set out in the partnership's business plan.

IDeA has just published a case study on the partnership.

Read it [here](#).

Vacancy: Secondment opportunity with IDeA/NESTA to support the development of the Public Services Innovation Laboratory

The Public Services Innovation Laboratory - set up as a result of the White Paper 'Innovation Nation' is hosted by the National Endowment for Science, Technology and the Arts (NESTA). The Lab is a major initiative with the aim of demonstrating how public services can be transformed by establishing experiments that excel at solving critical social problems.

IDeA is offering a secondment opportunity for a local government colleague with flair and passion to work with NESTA to ensure strong communication and mutual understanding between the "Lab" and local government - including councils and RIEPs.

They will oversee one Lab programme in detail as well as creating the conduit between the Lab and the local government sector.

The role offers a great opportunity for a suitably qualified individual to play an influential role on the national stage, gain invaluable experience of innovation policy and practice and make a significant contribution to the development of the Lab and its support for innovation in local government.

In return the colleague will bring back the experience of applying leading edge innovation methods to drive organisational change.

The terms are flexible - it could be full or part time, secondment or fixed term contract, and IDeA not specifying the level of seniority from which the appointment will be made. It runs in the first instance to March 2010 (with a possible extension to March 2011).

Details of the Lab can be found at <http://www.nestalab.org.uk/>
For an informal discussion, contact paul.roberts@idea.gov.uk (Tel: 0207 296 6163) or
to laura.dowson@nesta.org.uk (Tel: 0207 438 2674).

Applications need to be submitted by noon on Friday 17 July.

For a job pack and to apply online, please visit <http://jobs.local.gov.uk/idea>

From local councils to community partnerships - if you have made an impact, the Guardian wants to hear about it!

The Guardian newspaper is inviting nominations for the sixth annual Guardian Public Services Awards. The Guardian wants to hear from local authorities that can claim 'to have pushed the boundaries of public service delivery' over the past 12 months.

The judges' panel will select 15 award winners that can demonstrate outstanding vision and dedication to their sector. [Click here](#) for full details of the awards and how to enter.

Older People's Care & personalisation services: free presentations until 2010

North East Mental Health Development Unit are offering free awareness raising presentations on developing high quality care and personalised services for older people.

The team are taking bookings now, and will organise talks on 2 subjects at a venue to suit those interested. The subjects are:

- Signs, symptoms and risk factors of depression in older people
- Let's Respect, Dignity and My Home Life

[Click here](#) for more information.

Events

Winning Public Sector Contracts: A Practical Beginner's Guide

[A Service Network event](#)

2nd July 2009, Maersk Training Centre, Newcastle, NE1 2HJ

This stimulating and lively workshop is designed for those new to or uncertain about the process of public procurement. You'll gain top tips and insights into how to understand and meet the demanding challenge of the procurement process.

Cost: Free to Service Network members, £50 + vat to non members

Registration: To register please contact Anna Patrick on 0191 244 4031 or annapatrik@service-network.co.uk

Transforming Procurement Performance - 2 Day Workshop

8 & 9 July, Leeds

Attendance at the event will enable participants to understand the challenges of:

- A procurement transformation programme
- Develop a category management approach
- Change the focus of specifications from input to output and outcome specifications
- Prepare a change programme to increase the value offering
- Understand the challenges faced by procurement through a recession

Further Information and booking: Please note there is a fee to attend.

Local Strategic Commissioning conference

14th July, London

This event will explore how the collaboration between public, private and third sectors will offer the most effective response to the limitations of budgets. The top level speakers include

- Rt Hon Francis Maude MP, shadow minister for the Cabinet Office and Shadow Chancellor of the Duchy of Lancaster
- Susan Anderson, director of public services, CBI
- Ben Lucas, Director, 2020 Public Services Trust
- John Ransford, chief executive, Local Government Association
- Adam Sampson, former chief executive, Shelter
- Dr Carol Tozer, people commissioner, Torbay Council
- Chaired by: Carl Emmerson, Deputy Director, Institute for Fiscal Studies

Click here to view registration fee/book a place.

For a full list of events please visit our website

Until next time...

Any comments?

We always welcome and value your feedback. Please let us know if you have any comments or suggestions to improve the way we communicate with you. Please contact the RIEP Support Team (contact details below).

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Contact

General Enquiries: 0191 261 3923

Or email: riep@northeastcouncils.gov.uk

Information for suppliers: We recommend that you register with [NEPO](#) to receive information on forthcoming tender opportunities.

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For job vacancies in the North East public sector visit www.northeastjobs.org