CBI
THE VOICE OF BUSINESS

24 JANUARY 2007

CBI Summit
PRODUCTIVITY IN PUBLIC SERVICES

EFFICIENCY, INNOVATION AND SERVICE TRANSFORMATION

Keynote speakers:

Rt Hon Tony Blair MP
PRIME MINISTER

Rt Hon Patricia Hewitt MP
SECRETARY OF STATE, DEPARTMENT OF HEALTH

Richard Lambert
DIRECTOR-GENERAL, CBI

The CBI Public Services Summit will examine the next steps in delivering productivity in public services and innovative working to deliver more responsive, better quality services.

with speakers from

HM Government

Cabinet Office
Department for Communities and Local Government
Department for Education and Skills
Department of Health
HM Treasury

in association with

Neil Stewart Associates

First-class public services are integral to a strong, competitive economy

Developing such services requires investment and innovative reforms to make sure that users receive the services they want and need. Better partnership working between the public, private and voluntary sectors is realising greater productivity and encouraging different ways of working to deliver more responsive, better quality services.

The summit will examine the future of public services and the next steps in mixed service provision:

- What are the opportunities for government to work with the private, public and voluntary sectors to drive productivity in public services?
- Issues of public procurement, in the context of the next wave of government efficiencies and the upcoming Comprehensive Spending Review
- The private sector's role in delivering public service excellence
- The future possibilities of 'mixed' service provision according to leading figures in the public and private sector
- How to meet the needs of users and incorporate their opinions in the design and delivery of services
- Best practice in partnership working between the three sectors—public, private and voluntary.

Why attend?

This high-level summit gives senior professionals from all the sectors—public, private and voluntary—the opportunity to join the debate and have their opinions heard on the subject of public service reform. Meet the people who affect the way public services are delivered. Challenge preconceptions and network with professionals who understand what is needed to deliver productivity in public services.

Who attends?

The event attracts hundreds of senior executives, including:

- Chief Executives
- Board Directors including Managing Directors
- Directors of Finance
- Procurement and Partnership Managers
- Business Development Managers
- Consultants

From the private, public and voluntary sectors, including:

Central Government and Public Bodies

Civil Service Procurement
Non Departmental Public Bodies
Advisory Bodies on Procurement and Partnering
Funding Councils
Regional Assemblies
Regional Development Agencies
Government Offices

Local Government

Leaders and Mayors
Cabinet Members and Elected Members
Corporate services
Procurement and partnership managers
Adult and child social services
Economic development and regeneration
Housing, including RSLs
LEAs, including Building Schools for the Future
Programme managers
Transport, including PTEs and the Highways Agency

Health

Primary Care Trusts
NHS Trusts
Strategic Health Authorities
Community and Public Health Directors
LIFT programme managers

Criminal Justice

Police Authorities, Chief Constables & Senior Police Officers
National Offender Management Programmes

Higher and Further Education

Vice-Chancellors
Learning and Skills Councils
FE / HE Colleges

Leading third sector organisations:

Voluntary and community sector
NGOs
Social Enterprise

09:00 REGISTRATION & REFRESHMENTS

09:50 INTRODUCTION AND WELCOME

Productivity in Public Services

10:00 EFFICIENCY, INNOVATION AND PUBLIC SERVICE DELIVERY
Richard Lambert
Director-General, CBI

10:15 THE CHALLENGES AHEAD IN PUBLIC SERVICE DELIVERY
Michael O'Higgins
Chair, Audit Commission

10:30 KEYNOTE ADDRESS
Rt Hon Patricia Hewitt MP
Secretary of State, Department of Health

10:50 QUESTIONS AND DISCUSSION

11:00 REFRESHMENTS

Mixed Service Provision

11:30 KEYNOTE ADDRESS

11:50 PANEL SESSION: DO WE HAVE A MIXED ECONOMY OF PROVISION?

- Lin Homer
  Director-General, Immigration and Nationality Directorate, Home Office and former Chief Executive, Birmingham City Council
- David Nicholson
  Chief Executive, NHS
- Lord Victor Adebowale
  Chief Executive, Turning Point
- Richard Bowker
  Chief Executive, National Express Group and former Chairman, Strategic Rail Authority

QUESTIONS TO PANEL

12:45 LUNCH

13:45 PARALLEL SESSIONS PART 1

14:30 REFRESHMENTS

Parallel sessions part 1

Delegates can choose to attend one themed session.

THEME A—IMPROVING PARTNERSHIP WORKING:

IS PROCUREMENT IN THE PUBLIC SECTOR 'FIT FOR PURPOSE'?

Better procurement can have a major impact on the quality and value for money of our public services offer. Good procurement is becoming ever more important as increasingly complex services are being bought. This seminar will look at how the commissioners and suppliers of services need to work together to reform and refine procurement.

Facilitator:
- Steve Freer, Chief Executive, CIPFA

Speakers:
- John McDonough, Chief Executive, Carillion plc
- John Oughton, Chief Executive, OGC

THEME B—INNOVATIVE PARTNERSHIPS:

SHARED SERVICES

Shared services can lead to better quality services and substantial efficiency savings. This seminar will examine emerging examples of best practice. It will consider the different types of shared services and explore how shared services can be designed to respond flexibly to diverse needs.

Facilitator:
- Sue Reid, Head of Modernisation and Efficiency, Department of Communities and Local Government

Speakers:
- David Myers, Director, Shared Services, Cabinet Office
- Simon Etherington, Director of Public Sector Services and Utilities, SAP UK and Ireland

THEME C—DELIVERING EFFICIENCIES:

THE NEXT WAVE OF EFFICIENCY SAVINGS—CSR AND BEYOND

The Comprehensive Spending Review will result in tighter public service spend. It will reinforce the Government's commitment to delivering greater efficiencies within the public sector. Nearly three years on from the Gershon Review, this seminar will explore to what degree the efficiencies have been achieved and the future challenges for greater efficiency.

Facilitator:
- Sir Peter Gershon, Chairman, Premier Farnell and Chair, the Gershon Review into Public Sector Efficiency (2004)

Speakers:
- Tom Jeffrey, Director-General, Department for Education and Skills
- Ray Shostak, Director of Public Services, HM Treasury

THEME D—EMPLOYMENT AND STAFF:

MANAGEMENT EXCHANGE BETWEEN THE PRIVATE AND PUBLIC SECTORS

Managers in both the public sector and the supplier market need to know what works and what doesn't when leading major projects to bring about change. This session will explore the opportunities for an exchange of experiences between public and private sector, particularly best practice on partnerships between the sectors in the public sector

Facilitator:
- Dr William Moyes, Executive Chairman, Monitor (Independent Regulator of NHS Foundation Trusts)

Speakers:
- David Goldstone, Director, Partnerships UK
- David Clarke, Director General, SOLACE

Future of Service Delivery

15:00 INTRODUCTION
Kevin Beeston
Chairman, Public Services Strategy Board, CBI and Executive Chairman, Serco Group

15:05 KEYNOTE ADDRESS
Rt Hon Tony Blair MP
Prime Minister

15:15 QUESTIONS AND DISCUSSION WITH THE PRIME MINISTER
joined by
- Brendan Barber
  General Secretary, TUC
- Dr Tom Coffey GP
  Chair, New Health Network

15:45 PARALLEL SESSIONS, PART 2

16:30 CLOSE

Programme subject to change

Parallel sessions part 2

Delegates can choose to attend one themed session.

THEME A—IMPROVING PARTNERSHIP WORKING:

FOCUSING ON USER CHOICE AND VOICE

Can services be designed with significant community participation? Should services and public procurement ensure that public priorities are incorporated into the design and not just delivery? This seminar will look at the need for regular consultation for users and will explore the opportunities for the active engagement of users.

Facilitator:
- Ed Mayo, Chair, National Consumer Council

Speakers:
- Nigel Edwards, Director of Policy, NHS Confederation
- Dr Tom Coffey GP, Chair, New Health Network

THEME B—INNOVATIVE PARTNERSHIPS:

PARTNERSHIPS BETWEEN THE PRIVATE AND VOLUNTARY SECTORS

Better partnership working between the public, private and voluntary sectors is releasing greater capacity and encouraging different ways of working to deliver more responsive, better quality public services. This seminar will look at the obstacles and opportunities for partnerships between private and third sector to deliver public services.

Facilitator:
- Stephen Bubb, Chief Executive, ACEVO

Speakers:
- Stuart Whitfield, Partner and Chief Executive, Bevan Brittan
- Joyce Mosley, Chief Executive, Rainer

THEME C—DELIVERING EFFICIENCIES:

BUSINESS PROCESS RE-ENGINEERING IN THE PUBLIC SECTOR

Business process re-engineering (BPR) began as a private sector technique to help organisations fundamentally rethink how they do their work to achieve service improvements and cut operational costs. Not surprisingly, BPR has captured the interest of many in the public sector, faced with a need to manage long-term efficiency savings whilst maintaining or improving the level of service to users. This session will look at how BPR can contribute to better public services, and examine what can be learnt from the private sector.

Facilitator:
- Richard Whittington, Professor of Strategy, Said Business School and Millman Fellow of New College, University of Oxford

Speakers:
- Alun Evans, Director-General (Transformation), Department for Communities and Local Government
- Dame Rennie Fritchie, Former Commissioner for Public Appointment, OCPA

THEME D—EMPLOYMENT AND STAFF:

SUPPORTING AND MOTIVATING FRONTLINE STAFF

For any organisation, motivating front line staff is the key to delivering efficient and effective services that work for the user. Peter Gershon noted in his original review that releasing resources to the frontline is essential, and leadership in the public sector should not stifle innovation. This session will look at how to support and motivate staff.

Facilitator:
- Elaine Simpson, Managing Director, Walsall Education and Managing Director, Serco Learning and Children's Services

Speakers:
- John Swinney, Chief Executive, Pinnacle-psg Ltd
- David Amos, Director of Workforce, University College Hospitals NHS Foundation Trust and Chair, Managers in Partnership

"The Government is committed to bringing public services to our citizens. And what is clear is that what matters to people is not who delivers these services but that they are high quality and accessible to all."

Rt Hon Tony Blair MP, Prime Minister

Lord Victor Adebowale —**CHIEF EXECUTIVE, TURNING POINT**
Chief Executive since 2001 of Turning Point, the UK's leading social care organisation. Adebowale works tirelessly for countless organisations and charities in the UK. He also makes time for a wide range of influential policy-making bodies and is involved in a number of taskforce groups, advising the government on mental health, learning disability and the role of the voluntary sector.

Brendan Barber —**GENERAL SECRETARY, TUC**
A champion of 'new unionism', advocating a partnership approach towards companies and the government, Barber has worked for the TUC for most of his career. He was Head of the TUC Press and Information Department during the 1980s when union stories often dominated the news agenda. Recently he has helped establish new negotiating machinery in the university sector and worked hard to build better relations between all the unions in the schools sector.

Richard Bowker —**CHIEF EXECUTIVE, NATIONAL EXPRESS GROUP AND FORMER CHAIRMAN, STRATEGIC RAIL AUTHORITY**
Bowker has been Chief Executive of National Express Group since May 2006. For almost three years he was Chair and Chief Executive of the Strategic Rail Authority. He was responsible for leading the UK rail industry through the successful delivery of the multi-billion pound West Coast Main Line Route modernisation and the establishment of stability and clarity in the public-private partnership with the train operators.

Lin Homer —**DIRECTOR-GENERAL, IMMIGRATION AND NATIONALITY DIRECTORATE, HOME OFFICE AND FORMER CHIEF EXECUTIVE, BIRMINGHAM CITY COUNCIL**
Homer is responsible for the key areas of managed migration, border control, asylum, citizenship and nationality. She brings with her a wealth of experience and expertise in leadership and management. She was formerly Chief Executive of Birmingham City Council where she was responsible for 57,000 staff.

Richard Lambert —**DIRECTOR-GENERAL, CBI**
Lambert has been Director-General of the CBI since July following a long and impressive career as a journalist and editor including 10 years at the helm of the *Financial Times*. He was the first non-economist ever to sit as an external member of the Bank of England's Monetary Policy Committee and after a semester at Kennedy School of Government, at Harvard University in autumn 2002, he wrote the Lambert Review of Business-University Collaboration at the request of the Chancellor.

David Nicholson —**NHS CHIEF EXECUTIVE**
Nicholson is passionately committed to NHS values and has a proven track record of leading improvement and reforms which benefit patients. He has 25 years of experience at all levels of the NHS, ideally preparing him to face the challenges of ensuring that the NHS continues to achieve even better results for patients, while restoring financial balance.

Michael O'Higgins —**CHAIR, AUDIT COMMISSION**
O'Higgins has recently been appointed Chairman of the Audit Commission. Previously he was Managing Partner with PA Consulting, leading its government and IT consulting groups and a member of its International Board. He has chaired a Department of Health external panel on commissioning a patient-led NHS and in 2005 and was part of the Group advising Lord Warner, the Minister for Health, on the operation of NHS Research Ethics committees.

Rt Hon Patricia Hewitt MP —**SECRETARY OF STATE, DEPARTMENT OF HEALTH**
Hewitt's role gives her overall responsibility for NHS and social care delivery and system reforms; finance and resources and strategic communications. Before taking up her first ministerial post she was Deputy Chair of the Commission for Social Justice and was a member of the Social Security Select Committee.

Other speakers include:

Stephen Bubb
Chief Executive, ACEVO

David Clarke
Director-General, SOLACE

Dr Tom Coffey GP
Chair, New Health Network

Simon Etherington
Director of Public Sector Services and Utilities, SAP UK and Ireland

Nigel Edwards
Director of Policy, NHS Confederation,

Alun Evans
Director-General (Transformation), Department for Communities and Local Government

Steve Freer
Chief Executive, CIPFA

Sir Peter Gershon
Chairman, Premier Farnell and Chair of the Gershon Review

David Goldstone
Director, Partnerships UK

Ed Mayo
Chair, National Consumer Council

Joyce Mosley
Chief Executive, Rainer

Dr William Moyes
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David Myers
Director, Shared Services, Cabinet Office

John Oughton
Chief Executive, OGC

Sue Reid
Head of Modernisation and Efficiency Department of Communities and Local Government

Ray Shostak
Director of Public Services, HM Treasury

Elaine Simpson
Managing Director, Walsall Education

John Swinney
Pinnacle-psg Ltd

Stuart Whitfield
Chief Executive, Bevan Brittan

Richard Whittington
Professor of Strategy, Said Business School and Millman Fellow of New College, University of Oxford

BOOKING FORM

THREE EASY WAYS TO BOOK...

Fax 020 7497 3646
Post CBI Events, Centre Point, 103 New Oxford Street, London E15 2PZ
Online www.cbi.org.uk/publicservicessummit

☐ Business and public sector £400 + £70 VAT = **£470**

☐ Third sector (charities & voluntary organisations) £250 + £43.75 VAT = **£293.75**

DELEGATE INFORMATION (Please photocopy this page for additional delegates)

Title First name

Surname

Job title

Company name

Address

City Postcode

Telephone Fax

Email

There are two parallel breakout sessions at the summit.
Please tick your preferred option (tick one box only in each column)

THEME	PARALLEL SESSIONS **PART 1**	PARALLEL SESSIONS **PART 2**
A Improving Partnership Working	☐ Is procurement in the public sector 'fit for purpose'?	☐ Focusing on user choice and voice
B Innovative Partnerships	☐ Shared services	☐ Partnerships between the private and voluntary sectors
C Delivering Efficiencies	☐ The next wave of efficiency savings—CSR and beyond	☐ 'Business process re-engineering' in the public sector
D Employment and Staff	☐ Management exchange between the private and public sectors	☐ Supporting and motivating frontline staff

Signature Date

Booking code: A B C D E F G H I J K

PAYMENT

PAYMENT

Business and Public Sector	£400 + £70 VAT = **£470**
Third Sector (Charities & Voluntary organisations)	£250 + £43.75 VAT = **£293.75**

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CODE OF CONDUCT

☐ The CBI Public Services Summit is a high-level platform for discussion and debate. We request your cooperation in supporting the event organisers, officials and other delegates in obtaining the best out of the summit. Intimidating and disruptive actions or antisocial behaviour directed at speakers, panellists, officials or delegates are grounds for removal from the site and may lead to disciplinary action.

DATA PROTECTION

☐ The information provided on this form will be used by the CBI and its event partner (Neil Stewart Associates) to administer the event you are attending. In doing so, it may be necessary to transfer this information to third party processors—arrangements are made to ensure that such information is protected. name and company details given on this form may also be used by the CBI and its event partner to send you other relevant information including invitations to events and details of publications. If however you do not wish to receive any further information, please tick the box.

LOCATION

For security reasons, we are unable to release venue details. The event will be held in a Central London location. Details of the venue will be forwarded to delegates before the event.

CANCELLATION

Once we have received your booking form with payment, you will be sent confirmation details and a VAT receipt if required. If you do not receive confirmation within two weeks, please contact CBI Events on 020 7395 8208. Provisional or telephone bookings cannot be accepted. Cancellations in writing received by the events team by 5pm on Friday 22 December 2006 will incur a cancellation fee of 40% of the total invoiced. The CBI regrets that we cannot give refunds for cancellations after this date, although substitute dinner guests are very welcome.