

Capita's 3rd Annual

Shared Services Conference

Practical Steps to Greater Efficiency

Wednesday 17th September 2008 – Central London

Chair: Steve Pennant, Chief Executive, London Connects

Speakers Include:

Fiona Spencer
Director of Shared Services
Home Office

Ruth Ormsby
Director of Shared Services
Department of Health

Karen Bridges
Acting Head
Transformational
Development
Birmingham City Council

Malcolm Morley
Chief Executive
Harlow Council

Tony Hall
Head of Welland
Procurement
The Welland Partnership

Debbie Wisdom
Strategic Director
Kent Connects

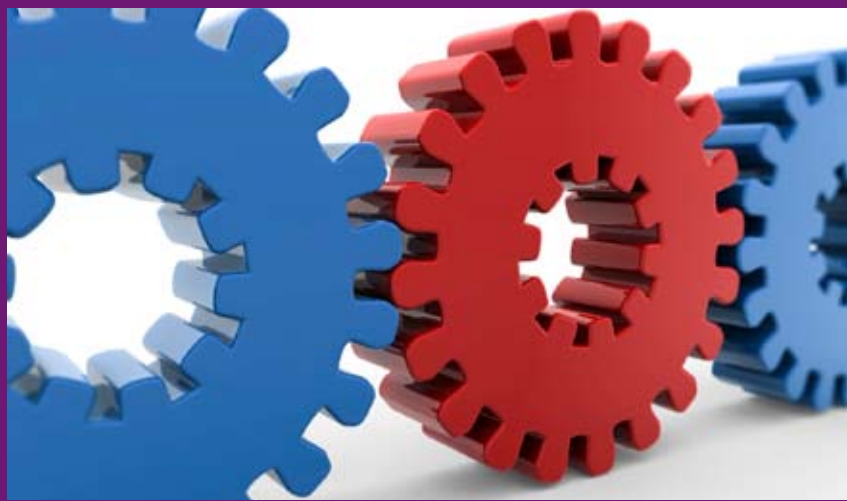
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CONFERENCES





A Capita Conference

Shared Services Conference

Wednesday 17th September 2008 – Central London

The drive to deliver continuous service improvements across the public sector is well under way through the development of robust and efficient shared services. A wide range of functions are carried out using various shared service vehicles and organisations are in a great position to help each other improve through sharing good practice and identifying ways to overcome barriers to greater efficiency.

This conference explores the pitfalls, challenges and successes of delivering shared services in order to better equip you and your organisation with the knowledge and expertise to enhance your own approach. A series of expert led sessions will cover:

- Making shared services work across multiple areas
- Increasing back office compliance
- Building on existing approaches and maturing your service
- Cost reductions in procurement
- Realising the benefits of a joint venture approach
- Managing performance and identifying efficiency gains
- Implementation challenges and lessons learned in overcoming barriers to change

Attend this conference to benefit from real examples of shared services across the public sector. Engage with our expert speakers and delegates from across the UK and share your ideas on how you can continue to improve partnership working and delivery of effective shared services.

Sponsorship and exhibition opportunities

We offer a range of flexible packages which offer your organisation a platform to network and communicate with key organisations in the public sector.

For further information please contact Kamil Hussain on 020 7808 5292 or email kamil.hussain@capita.co.uk

About us

Capita Conferences is one of the UK's leading conference providers to the public sector. For over 15 years we have attracted diverse and cross-cutting audiences from across the police, education, central and local government, health and the voluntary sector to our events. We provide neutral forums for learning as well as excellent networking opportunities and the chance to provide feedback on policy direct to the highest levels. We pride ourselves on our thoroughly researched, incisive programmes and have secured speakers including leading politicians, Government ministers, senior civil servants, directors of charities, expert practitioners and renowned academics. We have built our reputation by working in partnership with, and on the advice of, key government departments, experts and pressure groups.

Benefits of attending

- Learn more about how you can **create a shared service culture** throughout your organisation
- Help your organisation **develop a model of back office compliance and performance**
- Hear from a **mature shared service approach** to find out what steps you can take to **drive your service to the next level**
- Take away ideas to **improve your risk and performance management strategy**
- Increase your understanding of the **barriers to service improvement and how these can be overcome**
- Find out more about how you can **generate substantial savings through a co-ordinated procurement process**
- Learn how you can **maximise the benefits of a joint venture approach** to delivering shared services
- **Identify obstacles to service implementation** in key processes and learn what you can do to address these

Who should attend

This conference will be of interest to all those involved in implementing the Transformational Government Agenda, particularly departments such as HR, IT, Finance, Revenues and Benefits and Procurement. It is relevant to all Public Sector Directors, Heads of Services, Project Managers, Chief Executives and Divisional Managers of:

- Modernisation Teams
- Efficiency Teams
- Change Agents
- Operations
- Corporate Services
- Benefits Administration
- Revenue
- HR
- Finance
- Procurement
- Business Transformation
- Service/Business Improvement
- IT/ICT
- Regional Centres of Excellence



Forthcoming events for 2008

Low Carbon Social Housing – Friday 11th July – Central London

Reducing Absenteeism in the Public Sector – Thursday 25th September – Central London

Gender Equality in the Public Sector – Tuesday 30th September – Central London

Capita's event management service

Our event management service offers you the opportunity to tap into the resources and skills of a renowned market leader in the UK conference business. With ten years event management experience, we have a proven track record in co-ordinating a diverse range of events, from breakfast seminars to large-scale national policy conferences. Whether you require a complete package or selected aspects, Capita will tailor its services to meet your organisation's specific requirements. Contact Liz Brownbill on 020 7808 5222 or email liz.brownbill@capita.co.uk

CPD

To receive your certificate of attendance for CPD points please email capita.conferences@capita.co.uk quoting your name, booking reference number and the title of the event.

Programme

09.20 Registration, Tea and Coffee

09.50 Chair's Opening Remarks

Steve Pennant, Chief Executive, London Connects

10.00 Creating a Shared Service Culture

- Improving corporate functions across departments
- Promoting a customer-centric approach to delivery
- Enhancing performance and increasing back office compliance
- Challenges and upcoming developments to the service

Fiona Spencer

Director of Shared Services

Home Office

10.25 Questions and Discussion

10.35 Evolving a Mature Shared Service

- Redesign of in-house processes and IT systems to deliver a more cost efficient and customer focused service
- Challenges to service improvements
- Making shared services work across large organisations

Karen Bridges

Acting Head, Transformational Development

Birmingham City Council

11.00 Questions and Discussion

11.10 Tea and Coffee

11.30 Transforming Service Delivery

- Risk management and overcoming barriers
- Outcomes and performance monitoring
- Future developments and innovation

Malcolm Morley

Chief Executive

Harlow Council

11.55 Questions and Discussion

Partnership Working in Procurement

12.00 Reducing Procurement Costs Through a Shared Service

- The procurement challenge for smaller local authorities
- Facilitating access to scarce resources, skills and experience
- Making real savings and reducing risk through improved processes
- Looking to the future - extending the service to other councils

Tony Hall

Head of Welland Procurement

The Welland Partnership

12.25 The Changing Face of Shared Services

- Re-engineering business processes to deliver economies of scale, better value and improved public services
- The role of shared services in local authority transformation strategies
- A new breed of shared services, Southampton City Council

Richard Marchant

Strategic Partnerships Director

Capita

12.50 Session Questions and Discussion

13.00 Lunch

14.00 Making the Most of a Joint Venture Approach

Practical lessons from the Department of Health and NHS Shared Business Services joint venture with Steria

- Overcoming barriers and strategies for growth
- Benefits of offshoring
- Developing the model to suit core functions

Ruth Ormsby

Director of Shared Services

Department of Health

14.25 Questions and Discussion

14.30 Delivering Benefits Through a Successful Technology Partnership

- Tackling the barriers to the joining up and sharing of public services
- Facilitating and advising on technology
- Joint procurement for ICT services

Debbie Wisdom

Strategic Director

Kent Connects

14.55 Questions and Discussion

Key Back Office Processes

15.00 Overcoming Challenges to the Process of Implementation

Guidance and advice from the first phase implementation of HR, procurement, finance and IT shared services for the seven Research Councils covering the high level design of the business solution, people and customers

- Speed to value
- Governance
- In-house or partnering

Peter Telford

Chief Executive

RCUK Shared Service Centre

15.25 Questions and Discussion

15.30 Chair's Closing Remarks and Close of Conference

Booking Form

Shared Services Conference

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Easy ways to book



FAX your completed form to 0870 165 8989



ONLINE www.capitaconferences.co.uk



POST your completed form to: Capita Conferences Administration,
17 Rochester Row, London SW1P 1LA



ENQUIRIES 020 7808 5252

BOOKING REF CODE: MKKC

**Book a 3rd delegate @ 1/2 price

This offer may not be used in conjunction with other discounts

Delegate details (Please use BLOCK CAPITALS and complete in full)

Correspondence address

Organisation
Address
Post code

Invoice address (if different from above)

Surname	Title
Forename	
Job Title	
Organisation	
Address	
Post code	
Telephone	

1st Delegate

Surname	Title
Forename	
Job Title	
Organisation	
Email	
Telephone	
Fax	
Dietary/Access requirements	

2nd Delegate

Surname	Title
Forename	
Job Title	
Organisation	
Email	
Telephone	
Fax	
Dietary/Access requirements	

Payment details

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Public Sector (non Central Govt) @ £350.00 (£411.25 inc. VAT) No. of delegates

Central Govt and Agencies @ £445.00 (£522.88 inc. VAT) No. of delegates

Private Sector @ £545.00 (£640.38 inc. VAT) No. of delegates

**Concessionary Discount @ £195.00 (£229.13 inc. VAT) No. of delegates

Only charities registered with the Charity Commission are eligible for this discount.

Charity Commission Registration No.

TOTAL NUMBER OF DELEGATES

TOTAL COST £

Cheque enclosed

Please invoice me

Your Purchase order/Reference number

Please note that we will issue an invoice upon receipt of booking.
We cannot apply numbers at a later date.

Credit/Debit card payments – **On receipt of your invoice**

Call our credit card hotline 0870 160 7630 or

Make an online payment at: www.capitafinance.co.uk

I have read the terms and conditions and understand the cancellation policy.

Signature

Documentation*

If you are unable to attend the event but would like to receive the supporting documentation, this can be supplied as either a hard copy (by post) or a PDF file (supplied by email). Please post or fax this form with contact, address and payment details.

Please send me	PDF @ £95 - plus VAT (£111.63 total)	NB: Documentation will be sent out after the event.
	Paper @ £95 - VAT not applicable	

Methods of payment

All payments must be received before the Conference date.

By Cheque: Payable to
CAPITA BUSINESS SERVICES LTD.

Please ensure delegate name(s), organisation and invoice number are written on the back.

By BACS: Bank: Barclays Bank Plc. Sort Code: 20-67-59. Account No: 60864978. Account Name: Capita Business Services Ltd. BACS remittance forms required as payment confirmation.

By Credit/Debit card: On receipt of your invoice – Call our credit card hotline 0870 160 7630 or make an online payment at: www.capitafinance.co.uk

Please send payments to: Capita Business Services Ltd. Accounts Receivable, 1st Floor, Dean Bradley House, 52 Horseferry Road, London SW1P 2AF and quote

CONFERENCE CODE X0981

A VAT invoice will be issued on receipt of payment.
VAT No: 618 1841 40

Change of details

Have your details changed, are they incorrect or you do not wish to receive any future mailings?

Please email: conference.events@capita.co.uk quoting the booking reference code on the mailing label. Our conferences are mailed in advance so there may be a short delay in your details being changed.

Hotel accommodation

The conference fees do not include accommodation. For special accommodation rates, please contact Capita Business Travel on Tel: 0871 521 9816 or email capexternal@capita.co.uk

You must quote the title of the Conference for preferential rates.

Documentation

*Invoices issued after the event when order processed. Payment by credit/debit card or BACS can be made upon receipt of invoice. If paying by cheque, invoice will act as a receipt.

Discounts

**Special offers may not be used in conjunction with other discounts.

Terms & conditions

Venue and registration details will be sent within 14 days of the event date. We cannot be held responsible for non arrival of this information, if you have not received within 7 days of the event date, please call us on 020 7808 5252.

Cancellations confirmed in writing 14 days before the conference date will be refunded, minus an administration fee of £50.

We regret that no refund can be made after that date, although substitutions can be made at any time.

Capita are not able to offer refunds for cancellations arising from events outside of our control.

Programme Amendments: Capita reserves the right to alter the programme or venue without notice due to unforeseen circumstances.

Data protection

Capita Business Services Ltd may use your details to send you information about our further conferences and services. If you would prefer not to receive this information, please tick this box.

Personal data provided on this form will not be passed to any external bodies.

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