

Breaking the shell exercise – outputs

Working Together for a Better Hackney –
Sharing Customer Insight

Public Service Promise -Management
Conference - Friday 5 March 2010,

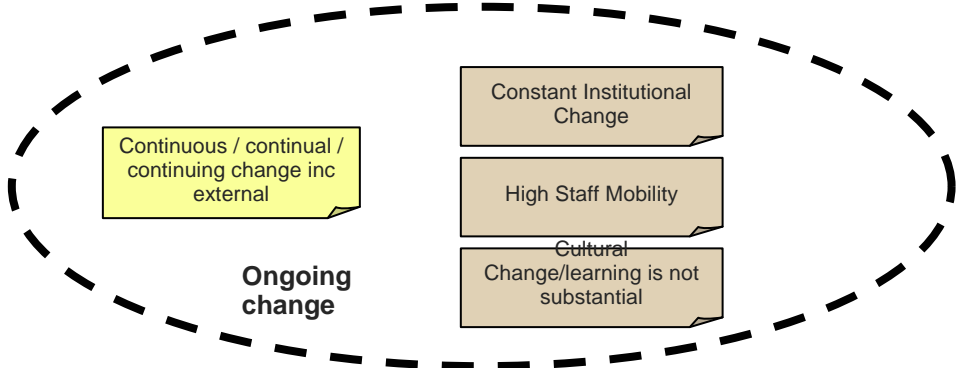
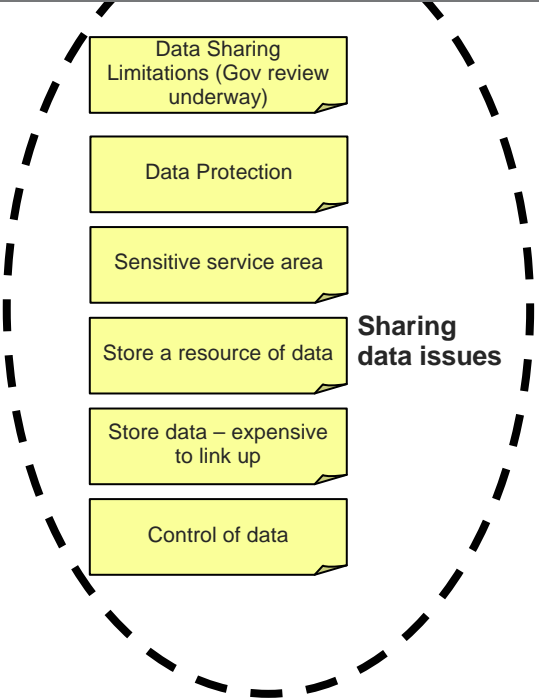
The Education Centre, St. Joseph's
Hospice, Mare Street, E8 4SA





Types of challenges – Brick walls

Plenty of others have dealt with these issues



Different organisational drivers

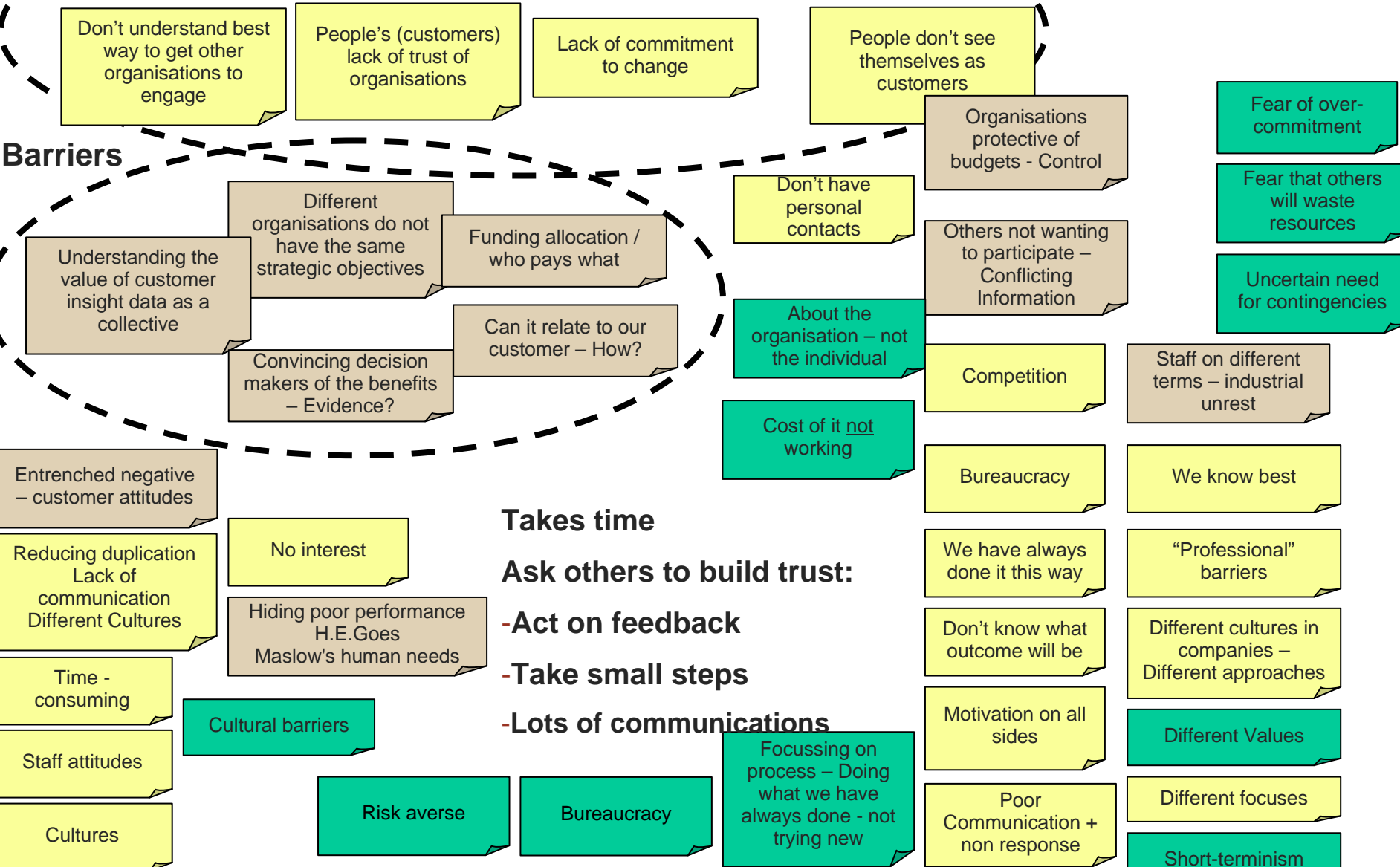
- Different accountabilities
- Independence of organisations
- Politics
- Funding Stream

Key to responses *participant groups*

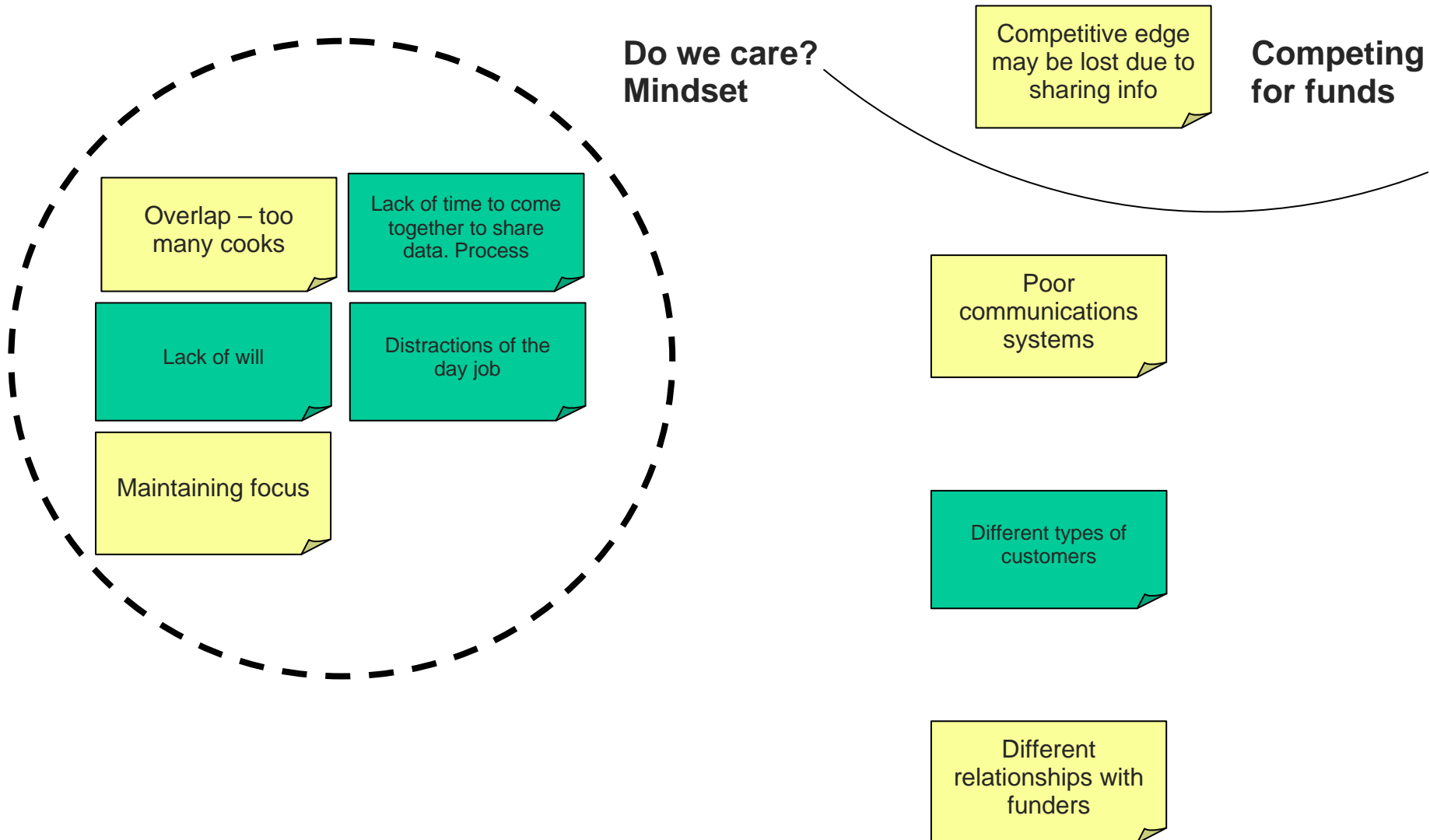
- Wellbeing
- Economy
- Policy



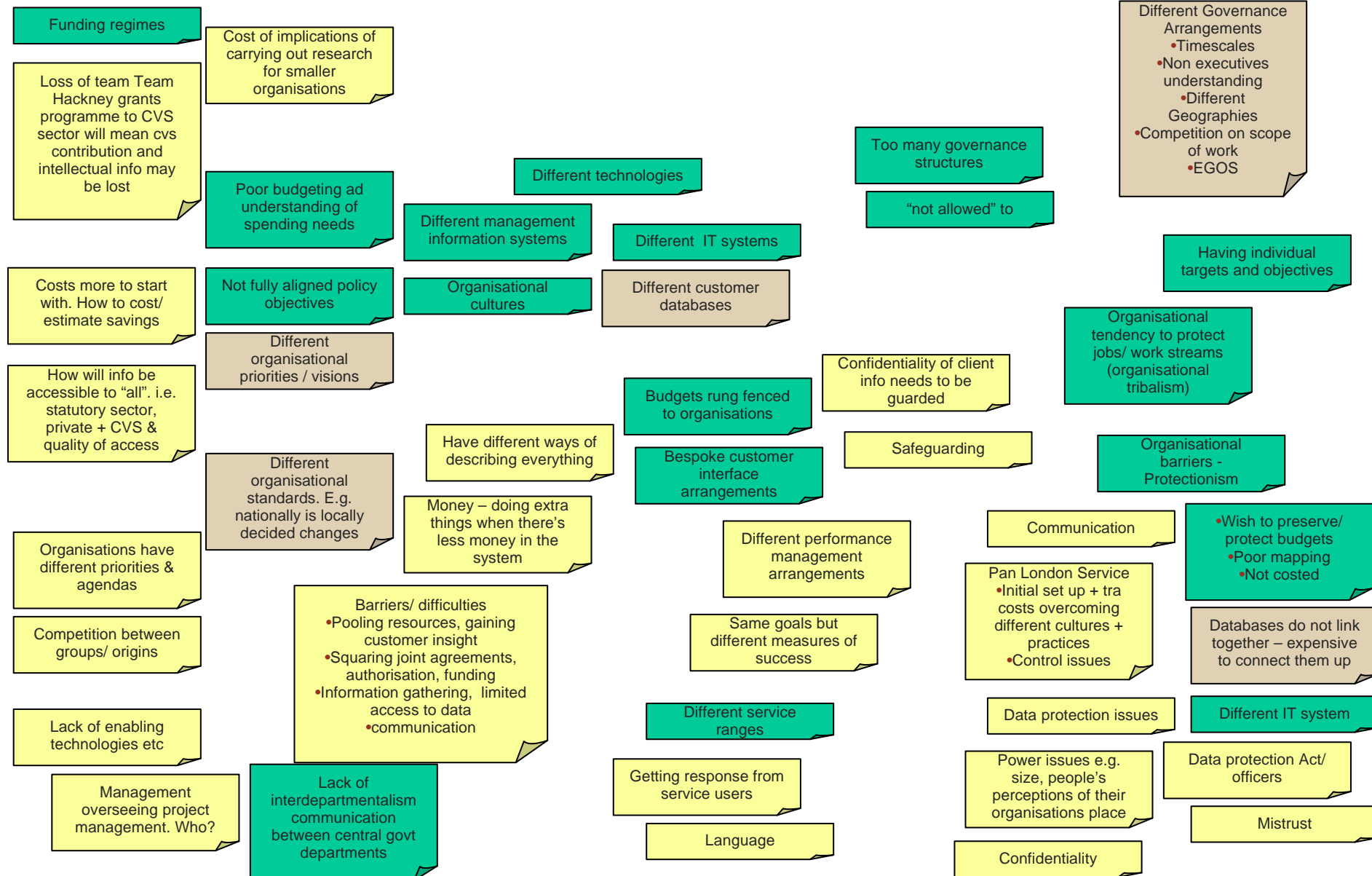
Types of challenges – ‘Mindset’ challenges



Types of challenges – Paper walls



Types of challenges – ‘Partition’ walls



Key priority issues emerging

1. Governance and governing rules
(we don't have governance for TotalPlace)
- this leads in to priorities - money - ICT
2. Different priorities
3. Finance
4. Cultures
5. IT (very practical barrier)
6. (Data protection)

Relevant Capital Ambition activity



Service Transformation Academy

Raising the Bar: Building your capacity to deliver service transformation

- First tranche over-subscribed – more coming
 - Module A: Principles and Tools for Service Transformation (2 Days)
 - Module B: Customer Insight (1 Day)
 - Module C: Practical Techniques to Reduce Costs and Improve Service Delivery (2 days)
 - Module D: Facilitation and Change Management (2 days)
- Look out for Power+Systems training

Customer contact strategy

Delivering Connected London: a simple and better model for customers

- Customer service baseline
- Strategy and programme definition
- Maximise impact of Connected London projects
- Support boroughs
- Identify new shared projects

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SECTOR

