

Performance Improvement Network

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What is the CIPFA Performance Improvement Network (PIN)?

CIPFA PIN is an independent and unique member subscription network, which provides a range of services to support practitioners with responsibility for improving performance and procurement in their organisations.

Set up in 2006 by the Chartered Institute of Public Finance & Accountancy, PIN is able to identify and provide practical support to all of its subscribers on the improvement agenda, whether through working with other key parts of CIPFA group, or through separate research, work study or in partnership with other organisations. PIN brings the knowledge and know-how of all that CIPFA does together in one place. This makes it the essential “one stop shop” for authorities who are looking to improve on their current levels of performance.

PIN is supported by a dedicated team of performance and procurement professionals who have worked in local government. They are skilled in understanding the challenges that authorities now face and the typical barriers that practitioners must overcome when introducing change in the workplace.

During 2009 over 600 delegates attended our events, 98% of whom rated them as ‘good’ or better.

We covered a variety of performance-specific issues covering topics as diverse as: managing performance; process mapping; coping with the credit crunch; successful engagement; TUPE and strategic procurement.

The PIN also ran some joint events with the Finance Advisory Network on the efficiency agenda, which were attended by around 150 delegates. These events drew on the practical lessons from our own research on what authorities have done to save money in their own organisations.

Other activities that the PIN covered in 2009 included:

- Holding a 2-day residential conference on Transforming Procurement, which had a 100% satisfaction rating from delegates;
- Producing 35 separate briefings and web-based reports covering themes such as: approaches to partnerships; outcome reporting; place shaping; the new EC ‘Remedies’ Directive, shared services; efficiency reviews; third sector analysis; CAA; Total Place; strategy maps and much more;
- Delivering tailored training and performance improvement plans for authorities together with our CIPFA statistics colleagues, drawing on their local authority ‘family’ data and other information;

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- Launching a tailored 'Procurement Training Portfolio', which is a comprehensive range of procurement training courses designed to meet the needs of public sector organisations and practitioners at all levels;
- Delivering 18 performance events for CIPFA Scotland, which were attended by nearly 300 delegates. *PIN members are able to access all CIPFA Scotland performance events free of charge using their pre-paid subscription places.*

From April 2010 PIN members will also be able to use their pre-paid delegate places to attend any Performance; Leadership or Finance for Non-Finance Professional Training event.

These are events which have previously been run independently of PIN by CIPFA Training.

In the first half of 2010 this new partnership arrangement with CIPFA Training will open up over 30 personal and professional developments opportunities to PIN members alone. It is a key development in our attempts to maximise the flexibility and value for money now available to all of our members at this most crucial time of tighter resources for local government and reduced departmental budgets.

More detail about these CIPFA Training courses can be found by clicking on the following link:

www.cipfanetworks.net/training/portfolio

In another new feature for 2010, PIN membership allows free access to any CIPFA Seminar and Conference event on performance. These events are typically offered in partnership with CIPFA panels – membership of which is drawn from government departments, regulatory bodies, local government practitioners and other public/third sector leaders – and who in turn ensure that keynote speakers will be high profile and at the forefront of policy change and innovative thinking.

During 2010 we will also be launching a new and more easily navigated web site for members. All PIN events will be bookable on-line, enabling members to get instant confirmation of their booking as well as confirmation of the number of pre-paid places they have available to use.

Membership Benefits

Organisations benefit in many ways from subscribing to the network. For example, staff will have the opportunity to access:

- Regional workshops, using places bought as part of the subscription;
- An interactive website dedicated to performance and procurement professionals;
- Weekly e-newsletters and a quarterly magazine (*PINpoint*) to keep up to date with all the latest developments;
- Research outputs, briefings, analysis and feedback documents covering the latest performance issues;
- Practical guidance for practitioners such as our research into National Indicators and our unique library of money-saving ideas based on English councils' annual efficiency statements;
- Technical assistance on interpreting key legislation and other guidance;
- A portal through which they can submit Contract Notices to the OJEU.

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But being a member of PIN doesn't stop there. Working with our colleagues in CIPFA Statistics and Benchmarking, PIN now offers tailored in-house support for authorities on how to improve performance in target service areas.

PIN is a "one stop shop" for all those involved in the performance improvement agenda. We provide access to all legislation and guidance relating to policy, performance and procurement issues affecting your organisation, and offer a personalised service to every subscriber through our regional advisers.

More than at any other time, then, a PIN subscription offers a level of support, expertise, flexibility and value for money that is unrivalled by any other organisation.

Moreover, every member of staff in a member organisation has access to these benefits. *If you already subscribe to PIN and would like to add a colleague to our distribution lists for briefings, newsletters and other content, then please get in touch.*

Main themes and activities

Over the coming 12 months, PIN will ensure that our comprehensive programme of events and published materials will continue to support our members to deliver smarter outcomes for their organisation, as well as help individual staff with their personal development and technical needs.

Event Programme 2010/11

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| February | Preventing, detecting and investigating procurement fraud
(2 regional events) |
| March | Getting VfM from category management
(4 regional events) |
| March | Total Place – Transforming service provision: Going beyond the numbers
(London - Conference event) |
| March | Creating a performance management orientation
(2 regional events) |
| April | Shared services – The option for balancing your budget
(London - Conference event) |
| May | EU procurement – Nowhere to hide!
(3 regional events) |
| June | Personalisation & commissioning – Using the 3rd sector to improve delivery
(5 regional events) |
| June | Managing assets and capital projects better
(2 regional events) |
| July | Income generation and charging
(London - Conference event) |
| September | Total Place and shared services – Lessons for practitioners
(4 regional events) |

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- October** **What will the new Government mean for me?**
(2 regional events)
- November** **Taking performance management to the next level: Improving outcomes**
(5 regional events)
- December** **Change and transformational management**
(3 regional events)
- Feb. 2011** **Improved narrative reporting and focusing on outcomes**
(4 regional events)

For more information, including specific dates of events, visit www.cipfanetworks.net/pin/events

The library of information

In addition to our events, briefings, newsletters and other written guidance, PIN members have full and exclusive access to a dedicated and well-resourced website: www.cipfa.org.uk/pin.

The website includes the following sections:

Membership Information – this contains all the information you need to join PIN, the aims of the network, membership benefits, why and how to join and the different levels of subscription;

Events – this provides information on all of the events available to PIN members throughout the UK. Our events calendar makes it easy to identify upcoming events and all materials used at our events are subsequently available to members for download;

Discuss – this links to our fully interactive discussion forum, which is hosted by CIPFA's Technical Information Service (TISonline). The forum allows contributors from right across CIPFA and the PIN membership to raise and share views on current issues;

Blog – the 'Needle' is an online notice board of the latest thoughts, comments and suggestions from all of our PIN advisors – members are encouraged to add their own thoughts and suggestions to them;

PIN Team – this section contains details of the PIN team, their specialist technical areas and contact details;

Knowledge Bank – this is an online store of all our documentation, briefings and guides, access to which is restricted to PIN subscribers. We will also routinely develop new tools and resources to enable practitioners to keep up to date with ongoing demands from the introduction of new legislation, codes of practice, standards, assessment requirements and other general developments.

Our knowledge bank can be easily searched and will give you access to:

- Briefings and analysis of new legislation and other current issues;
- How-To guides;
- Materials from all of our events, including presentation slides and worksheets;
- Back copies of our *PINpoint* magazine and weekly e-newsletter;
- Good practice case studies.

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Contact details of the PIN Team

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