

Managing Change: Programme

Manchester Conference Centre

| Time | Event |
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| 08:30 | Registration and Coffee in the Networking Area |
| 09:25 | Chair's Opening Address Dr Steve Reeve , Institute of Change Management, Brighton Business School (<i>confirmed</i>) Professor Colin Talbot , Professor of Government and Director of the Policy@Manchester network, University of Manchester (<i>confirmed</i>) |
| 09:30 | 'A New Vision for Public Services: Changes beyond 2015' Given the financial challenges facing the public sector managers are having to rethink the way public services are provided and paid for. Public services and their delivery will have changed dramatically by 2020. What might they look like and how will the transformation be achieved? Jackie Lynton , Head of Transformation NHS Horizons, NHS Improving Quality (<i>confirmed</i>) 'Disruption – an agent of constructive change' The NHS has had to manage unprecedented organisational change at a time of challenging financial and demographic pressure. How will the transition of such large scale service transformation be managed in a new era of transformation and practice, and what is the thinking about how we change the way we drive service improvement? |
| 10:10 | Debbie Simpson , Founder and acting CEO of ICiPS (<i>confirmed</i>) 'Transforming the Public Sector: Lessons learnt from continuous improvement' |
| 10:30 | Question and Answer Session |
| 11:00 | Coffee in the Networking Area |
| 11:45 | Case Study: Harvey Wheaton , Chair, Scrum Alliance (<i>confirmed</i>) 'Scrum and Scrum Alliance' Case Study: Jules Jackson , Managing Consultant, Acuity; Guy Middleton , Managing Consultant, Spirit Public Sector (<i>confirmed</i>) 'Getting organised for change' From working with a range of public services organisations, we see tantalising glimpses of a template for delivering change to meet the fierce challenges to public services – fragments of models for flexible working and estates rationalisation and for transforming services and IT provision. We see great examples of what can be achieved by even small teams with a common drive. We've brought the jigsaw pieces together into a practical illustration of how to structure the common themes, and how to create communities of like-minded people to deliver results. |
| 12:05 | 12:05 delivering change to meet the fierce challenges to public services – fragments of models for flexible working and estates rationalisation and for transforming services and IT provision. We see great examples of what can be achieved by even small teams with a common drive. We've brought the jigsaw pieces together into a practical illustration of how to structure the common themes, and how to create communities of like-minded people to deliver results. |
| 12:25 | Question and Answer Session Case Study: Katie Taylor , Senior Lecturer and Course Leader, University of Central Lancashire (<i>confirmed</i>) 'AgilePM: A Means to Lead and Deliver Change' Project Management will be a key component in managing change in the Public Sector. Yet a generation of Project Managers have been trained and have since gained experience in 'command and control' methods and environments. The scale of service transformation envisaged requires a new way of thinking from the managers who will implement these changes. This case study will show how a global media organisation, in a similar situation, used the values and practices of AgilePM to enable middle managers to transform their own ways of working and thereby positively influence those around them. |
| 12:30 | Case Study: 'Streetscene at Hull City Council' Adam McArthur , Assistant Head of Service – Streetscene, Hull City Council; Martin Brenig-Jones , Director, Catalyst Consulting (<i>confirmed</i>) |
| 12:50 | What better place to demonstrate Change through using Lean Six Sigma than in Streetscene at Hull CC. With a team of 730 personnel and £20M Capital /Grants Budget and services includingwaste collection, street cleaning, grounds maintenance, highway reactive works, parks, toilets, emergency weather response.... the list goes on. This is about front line employee engagement on a serious scale. With a backcloth of tough challenges, |

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| | the Head of Service set about improving service delivery and introducing quality processes into Streetscene. |
| 13:10 | Question and Answer Session |
| 13:15 | Lunch in the Networking Area |
| 14:15 | Chair's Afternoon Address |
| | Professor Zoe Radnor , Professor of Service Operations Management, Loughborough University (<i>confirmed</i>) 'Is Lean a failed theory for public services?' |
| | 'Lean' has become a popular approach to public service reform. In the current era of reduced public spending it promises to maintain service productivity, improve utilisation and maintain quality. This seminar presentation |
| 14:20 | will draw on a recent research which argues that the implementation of lean to date has been defective focusing on the technical tools without a business logic to validate it. This paper argues that lean can only achieve its potential in public services when based within a public service dominant business logic. Without this lean is doomed to fail both as a theory and a set of practices. Reference: Radnor, Z, Osborne, S.P., (2013), <i>Lean: A failed theory for public services?</i> , <i>Public Management Review</i> , 15(2), February 2013, 265-287 |
| | Dr Claire Radley , Senior Advisor to the Chair of the College of Policing (<i>confirmed</i>) 'Leading substantive change: Experiences in Policing' |
| | Like many public sector organisations, police forces are facing budget cuts on an unprecedented scale. Combined with changes in the level and complexity of demand this is requiring new ways of working. The prevailing culture is to focus on task and to do that quickly; whilst a strength in some operational situations– it can hinder transformational change. Flurries of activity can create an illusion of change which is nominal rather than |
| 14:50 | substantive. Whilst organisations might claim to have transformed their services, they rarely achieve sustainable whole system transformation. At a time when forces are developing increasingly complex working arrangements, it is essential to pay attention to behaviours and relationships that will either help or hinder the success of these arrangements. In short, we need to work better with difference and different organisational cultures. In this session we will consider an approach to identifying and working with behaviours and relationships, and describe the experience of doing so from a practitioner perspective. |
| 15:10 | Question and Answer Session |
| 15:20 | Coffee in the Networking Area |
| | Dr Steve Reeve , Institute of Change Management, Brighton Business School (<i>confirmed</i>) 'More and more local: A shift in the public service change agenda?' |
| 15:45 | It is beginning to look like public change management programmes may need radical overhaul, and their focus recalibrating. The management of change must adapt to a new and different role – that of facilitator of effective decentralisation and localisation. |
| 16:00 | Question and Answer Session |
| | Panel Discussion: 'Methodologies for service improvement – what works for you?' |
| | Lean, continuous improvement, six sigma, scrum, agile – there are a variety of methodologies and initiatives available to managers to aid service improvement, service redesign and deliver efficiencies. The panel will briefly outline the methodologies and offer key insight and tips to drive successful service improvement. |
| 16:05 | Katie Taylor , Senior Lecturer and Course Leader, University of Central Lancashire (<i>confirmed</i>) Dr Steve Reeve , Institute of Change Management, Brighton Business School (<i>confirmed</i>) Martin Brenig-Jones , Director, Catalyst Consulting (<i>confirmed</i>) Professor Zoe Radnor , Professor of Service Operations Management, Loughborough University (<i>confirmed</i>) |
| 16:25 | Chair's Closing Remarks |
| 16:30 | Event Close |