

Improving Public Sector Information Management 2008

Delivering integrated services through stronger
information management and business intelligence



Speakers include:

Bert Provan, Deputy Director - Regeneration Performance and Digital Inclusion
Communities and Local Government

Lynne Shackley, Data Protection Practice Manager
Information Commissioner's Office (ICO)

Natalie Penrose, Senior Manager, **Audit Commission**

Wendy Pontin, Principal Information Analyst, **Norfolk County Council**

Tim Allen, Programme Manager – Analysis and Research, **Local Government Association**

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Delivering integrated services through stronger information management and business intelligence

The introduction of the data interchange hub, Comprehensive Area Assessment, Local Area Assessments and new national indicators have raised a whole new set of challenges for public sector professionals.

Effective management of information and seamless operations are essential to collaborative working, the delivery of integrated services, and an improved customer experience. It is imperative that you have an in-depth understanding of the challenges of data and information management, sharing and protection.

Improving Public Sector Information Management 2008 delivers essential updates on tools and strategies to turn data into useful information and enable integrated service delivery throughout your community.

Stay equipped with the right information and strategies to meet your performance objectives and make the move from information sharing to genuine collaborative working across your partnerships.

Attend this conference to learn more about:

- The future of information management as a tool for integration and improvement
- Progress on the data interchange hub
- Current research commissioned by the Audit Commission
- Implementing an information culture change in your organisation
- Data sharing systems, processes and protocols
- Overcoming barriers to information sharing while protecting data
- The next steps for the esd-toolkit
- Synchronising local information and performance systems
- The impact of the new national indicators



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Who should attend?

This conference has been specifically designed for those involved in information management across local authorities, the police, fire and rescue services, and the voluntary and health sectors.

This includes Directors, Heads and Managers of:

- Knowledge & Intelligence
- Corporate Information Strategy
- Performance & Improvement
- Information Services
- ICT
- Partnerships
- Policy & Strategy
- Customer Services

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"Very informative, good speakers, well organised."

A Clements, LB Enfield

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Expand your knowledge of a rapidly growing public service
Wednesday 3rd December 2008
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Local Area Agreements Conference 2008

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Thursday 20th November 2008
Church House, London SW1
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08:45	Registration and morning refreshments	12:35	Question and answer session
09:30	Opening remarks from the Chair Tom Smith , Director Oxford Consultants for Social Inclusion (OCSI)	12:40	Lunch
09:40	Exploring the future of information management as a tool for integration and improvement ➤ Assessing the implications of the Empowering Communities white paper and other legislation for information management ➤ Creating a one-stop-shop for information provision: An update on the development of the data interchange hub and information provision requirements ➤ Outcomes of the CLG commissioned research on best practice and future vision Bert Provan , Deputy Director - Regeneration Performance and Digital Inclusion Communities and Local Government	13:40	Implementing systems, processes and protocols for effective data sharing throughout services, organisations and partnerships ➤ Overcoming barriers to joining up local information services with the data interchange hub ➤ Multi-agency information sharing: Deciding what information to share and how ➤ Developing protocols to deliver and simplify data sharing processes ➤ Meeting objectives and delivering outcomes: Making processes and protocols workable for staff and customers ➤ Ensuring compatibility of systems within your organisation as well as across partnerships to avoid duplication and manual input of data
10:10	Using information to support effective decision making ➤ Findings of the Commission's National Study In the Know ➤ Developing the culture and capacity to use information well ➤ Identifying and overcoming barriers to obtaining and analysing fit-for-purpose information ➤ Defining fit-for-purpose information for different decisions ➤ Specifying and interpreting the information you need to support decision making Natalie Penrose , Senior Manager Audit Commission	14:10	Understanding the legal framework for data protection and information sharing ➤ Understanding and communicating the legal framework for data protection to avoid unnecessary restrictions to the sharing of useful information ➤ Identifying threats to data protection ➤ How will the data interchange hub impact upon data protection? Lynne Shackley , Data Protection Practice Manager Information Commissioner's Office (ICO)
10:40	Question and answer session	14:40	Question and answer session
10:50	Morning refreshments	14:50	Afternoon refreshments
11:20	Effectively using processes to support Local Area Agreements (LAAs) and Comprehensive Area Assessment (CAA) ➤ Analysing how LAAs and CAA affect the framework in which information is managed and shared ➤ Local area planning – getting partners on board and delivering consistent services ➤ Understanding the legal implications of LAAs on information sharing processes ➤ Bringing together different data streams and turning them into useful information through analysis ➤ Demonstrating value for money in your knowledge and information management ➤ Moving from information sharing to collaborative working Derrick Johnstone , Director, EDuce Tim Allen , Programme Manager – Analysis and Research, Local Government Association Nick Collins , Director of Corporate Services Chief Fire Officers Association (CFOA)	15:20	esd-toolkit - harnessing the power of your local information and intelligence ➤ Effectiveness and efficiency - moving into the future with the esd-toolkit ➤ Optimising customer insight through community profiling, unit costing and business process re-engineering ➤ Integrating systems and information with the national hub Rosi Somerville , Programme Manager, esd-toolkit IDEA
12:05	Securing organisational buy-in to support relationships through efficient change management ➤ Adapting operations to changing ways of working in order to develop more outward-facing and customer-focused services ➤ Freeing up time and resource to devote to data ➤ Developing processes to ensure smooth transition of information and knowledge between organisations, services and partnerships ➤ Communicating the benefits of information management to gain buy-in at all levels David Westall , Professor of Information Systems Nottingham University Business School	15:50	Integrating performance management and local information systems to guarantee continuous improvement ➤ How far do the new national indicators go in simplifying processes for public sector performance measurement? ➤ Developing synchronisation between local information and performance systems ➤ Ensuring data quality and broadening your performance strategy ➤ Measuring and quantifying the tangible benefits of information management Wendy Pontin , Principal Information Analyst Norfolk County Council
		16:20	Question and answer session
		16:30	Closing remarks from the Chair and end of conference

Panel Discussion

Improving Public Sector Information Management 2008

Wednesday 19th November 2008

Earls Court Exhibition Centre, London SW5 9TA

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CONFERENCE LANGUAGE: English

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