



# Better value = better services

the role of the  
voluntary and  
community sector  
in delivering and  
transforming  
public services

**24 November 2006**

A one-day conference hosted by NCVO's  
Sustainable Funding Project in partnership  
with Futurebuilders England



# Better value = better services

## A unique opportunity...

...to gain insights into, and practical advice on, resources, trends and current issues for voluntary and community organisations delivering and transforming public services.

## Better value = better services is the first Annual Conference from the Public Service Delivery Network

It is designed to expand your knowledge and networks, and explore with you, the opportunities in enhancing the role of, and exploring the options for, voluntary and community organisations in delivering and transforming public services.

### Why?

**The commissioning and procurement environment is complex and evolving.** As you contemplate opportunities afforded by the increasing engagement of the voluntary and community sector in delivering and transforming public services, put the issues into context through an exploration of best practice and gain an insight into the changing policy environment.

### Who?

- **voluntary and community organisations** currently involved in, and working towards, involvement in public service delivery
- **statutory authorities and agencies** interested in enhancing their understanding of the voluntary and community sector, and developing their dialogue with service providers
- **funding advisors and development workers** who advise front-line organisations on their income strategies

### How?

**Ideas, Information, Inspiration** – open debate and break out sessions explore the areas of *Transforming Public Services*, *Procurement Processes*, *Using the Compact*, and *How to Demonstrate Value* with the help of experts and seasoned practitioners.

# Programme

## 09.30 Registration

## 10.00 Opening session

### Welcome

*Stuart Etherington*, Chief Executive, NCVO

### Speakers

*Richard Gutch*, Chief Executive, Futurebuilders England

Richard will explore the potential of the voluntary and community sector to transform public services, progress to date and lessons learned by Futurebuilders England in helping to realise that potential.

*Chris Leslie*, Director, New Local Government Network

Chris will highlight the emerging changes in the local government environment, and how they will impact on the many voluntary and community organisations that work at a local level.

## 10.45 Morning coffee

## 11.00 Morning workshops



### Rhetoric into reality – engaging the voluntary and community sector

Chair: *Lin O'Hara*, Futurebuilders England, speakers tbc



### Ensuring better services for all – understanding the procurement process

Chair: *Sarah Flood*, NCVO's Sustainable Funding Project, with Mohamed Hans, Institute of Public Finance, and a local authority speaker



### Transforming, not just delivering public services

Chair: *Mubeen Bhutta*, NCVO Public Policy Department, speakers tbc



### Making it happen – using the Compact

Chair: *Saskia Daggett*, NCVO's Compact Advocacy Programme, speakers tbc

## 12.30 Lunch

## 13.30 Re-thinking efficiency and value

Plenary session: Do the concepts of 'efficiency' and 'value' encourage common ground between the public and voluntary sectors, or do they drive these sectors apart?

Chair: *Ann Blackmore*, Head of Policy, NCVO

Panel: *Richard Piper*, Head of Performance Improvement, NCVO  
and *Sophia Parker*, Deputy Director, DEMOS

## 14.15 Afternoon tea

## 14.30 Afternoon Workshops

## 16.00 Bringing it to life...

# Workshops

**The workshops will be interactive and participative**

**Morning sessions will be repeated in the afternoon**

**Please choose one session from below for the morning, and one session for the afternoon**



**Rhetoric into reality – how the public sector can engage with the voluntary and community sector**

**Chair: Lin O'Hara, Futurebuilders England, speakers tbc**

An examination – with case studies and cautionary tales – of the who, what and where of public service delivery by the voluntary and community sector. What can voluntary and community organisations do for commissioners, and how can commissioners engage with the sector.



**Ensuring better services for all – understanding the procurement process**

**Chair: Sarah Flood, NCVO's Sustainable Funding Project, with Mohamed Hans, Institute of Public Finance, and a local authority speaker**

Where and how can voluntary and community organisations engage in delivering and transforming public services? What are the issues and legalities that organisations need to be aware of to ensure effective engagement? This workshop will provide delegates with an understanding of the context and legal framework for public sector procurement and commissioning practices focussing on how to overcome some of the barriers to effective engagement.



**Transforming, not just delivering public services**

**Chair: Mubeen Bhutta, NCVO's Public Policy**

**Department, speakers tbc**

This seminar will explore how voluntary and community organisations can transform public services, looking at how organisations are already doing this and how they could be supported to do it better. We will also examine the way that properly involving voluntary and community organisations in transforming public services can not only improve services and the experience of users but also deliver efficiency.



**Making it happen – using the Compact**

**Chair: Saskia Daggett, NCVO's Compact Advocacy Programme,**

**speakers tbc**

Is your funding relationship delivering what you need? Are contracts with voluntary and community organisations for less than three years, are they given short notice to apply for contracts or at the end of contracts? Do you feel you that sometimes there exists confusion and tension in the relationship? If so, this workshop will give you practical help in solving these issues, through using examples of where the Compact has been used to improve partnership working between the statutory and voluntary sectors.







**Delivering public services is increasingly becoming one of the options through which voluntary and community organisations can serve the needs of their beneficiaries.**

To be able to capitalise on this opportunity, organisations need to develop a new range of skills, knowledge, and expertise to secure and manage contracts with public sector agencies.

# Public Service Delivery Network

providing information and resources to both purchasers and providers of public services

To facilitate the development of these skills, and to enhance partnership working between the public and voluntary and community sectors, NCVO's Sustainable Funding Project, in partnership with Futurebuilders England, has established a free network called the Public Service Delivery Network for those working in, and with, the voluntary and community sector with responsibility for securing and managing public service contracts.

## Who is it for?

- voluntary and community organisations currently involved in, and working towards, involvement in public service delivery
- statutory authorities and agencies interested in enhancing their understanding of the voluntary and community sector, and developing their dialogue with service providers
- funding advisors and development workers who advise front-line organisations on their income strategies

## How to get involved?

For more information about the Network please contact **Charmaine Sainsbury** on 020 7520 2519 or by email at [Charmaine.Sainsbury@ncvo-vol.org.uk](mailto:Charmaine.Sainsbury@ncvo-vol.org.uk)



**The Sustainable Funding Project** is a first-stop shop encouraging and enabling voluntary and community organisations to explore and exploit a full range of funding and financing options to develop a sustainable funding mix.  
Website: [www.ncvo-vol.org.uk/sfp](http://www.ncvo-vol.org.uk/sfp) Tel: 0800 2 798 798  
Email: [sfp@ncvo-vol.org.uk](mailto:sfp@ncvo-vol.org.uk)



**Futurebuilders England**  
Investment with a difference

**Futurebuilders England** is a Government-backed investment fund enabling the voluntary and community sector to deliver better public services. The fund provides loan finance, often combined with grants, for organisations aiming to deliver public services and earn revenue by forming contracts with public sector agencies.  
Website: [www.futurebuilders-england.org.uk](http://www.futurebuilders-england.org.uk) Tel: 0191 269 2850  
Email: [info@futurebuilders-england.org.uk](mailto:info@futurebuilders-england.org.uk)