

# Multi-Agency Working in the Public Sector

*Date: 30th September 2010*

*Location: Kings Place Events, 90 York Way, London. WN1 9AG.*

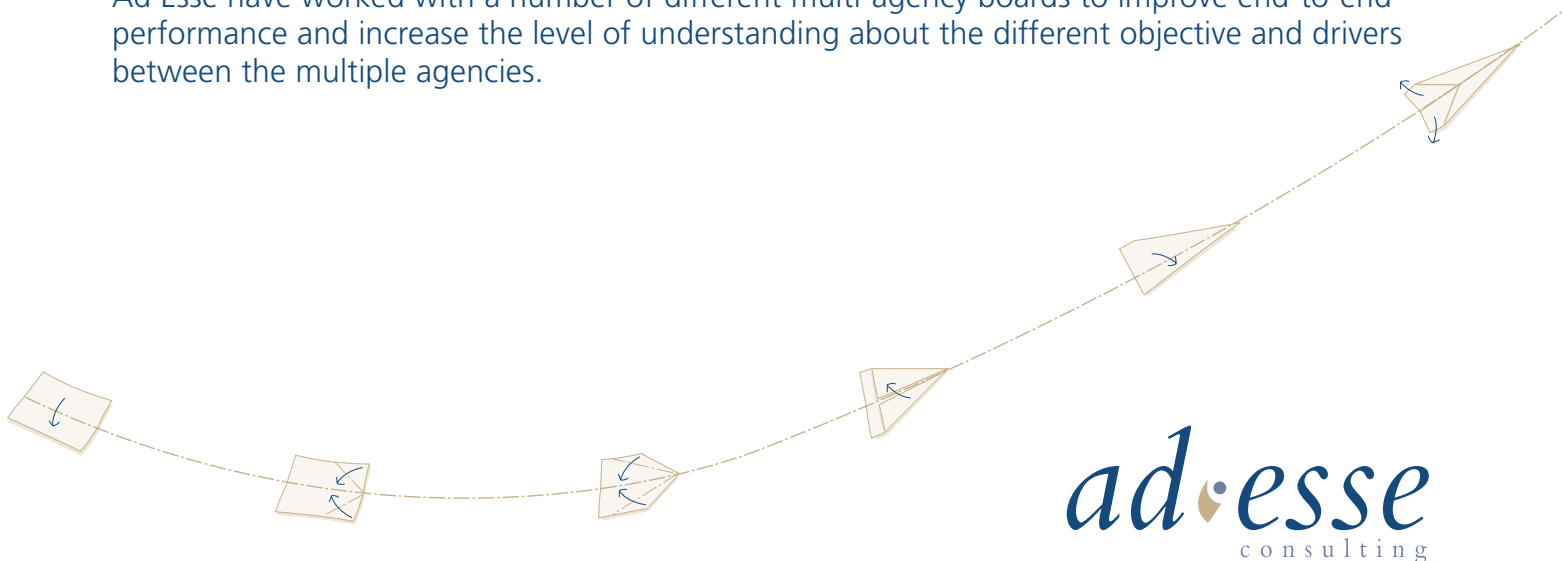
*Time: 8.45 - 12.30 (including luxurious continental breakfast)*

Multi-agency working and joined-up government have been parallel threads in much of the reorganisation of government over the last ten years. The introduction of Local Area Agreements, Local Criminal Justice Boards, and other boards with joint responsibility for the delivery of local and central government services means that all managers in the public sector have to be able to manage processes that run across many different organisations.

Our experience of helping multi-agency teams manage and improve performance has shown us that many teams lack the tools and techniques necessary to define, manage and improve cross-cutting processes. The problems encountered have included:

- Lack of shared objectives across different agencies
- Lack of understanding of different agencies' priorities
- One, lead, organisation optimising its processes at the expense of the overall process
- IT systems apparently incompatible
- Unwillingness from some agencies to participate in multi-agency working because they perceive it to increase their own individual risk
- Poor end-to-end process understanding
- No common performance measures defined

Ad Esse have worked with a number of different multi-agency boards to improve end-to-end performance and increase the level of understanding about the different objective and drivers between the multiple agencies.



**ad•esse**  
consulting

**TO REGISTER:**

**PHONE:** 07913482385

**EMAIL:** [seriousfun@ad-esse.com](mailto:seriousfun@ad-esse.com)

**WEBSITE:** [www.ad-esse.com](http://www.ad-esse.com)  
*a posse ad esse [from possibility to actuality]*

## AGENDA

The aim of this seminar will be to explore the difficulties encountered in multi-agency working and describe a process and series of tools that can create better cross-agency understanding and better end-to-end results. The seminar will cover:

- The difficulties encountered in multi-agency working in the UK public sector
- Why these difficulties exist
- The benefits of an end-to-end process management approach
- How to align objectives across different agencies
- Using joint workshops to develop shared processes
- Practical examples of improvements from Ad Esse multi-agency process improvement projects

## ABOUT THE CONSULTANTS

Ad Esse Consulting will share with you some of their learning and experience from assignments spanning over 15 years. They have worked extensively across both the public sector (including Criminal Justice, local authorities, central government departments and healthcare) and many sectors from within the private sector.

This session will be run by Philippe Lacey; Ad Esse Director and experienced Consultant, with nearly 20 years' improvement consultancy experience. His experience of Lean is drawn from working with many different private and public sector organisations across three continents on Lean and broader performance improvement projects. Clients include IBM, Gurit, Sage, Hoya Lens, the NHS, many Probation Areas and the Home Office.

## WHY AD ESSE?

- We specialise in Lean and transformation applied in a bespoke way.
- We have an informed and intelligent approach to improvement based on sector experience.
- Our interest in the client lasts beyond the project; we are interested in long term improvements, not short term financial gains.
- We take organisations to places they didn't think they could go.
- All our consultants have implemented change for real in challenging situations and can manage to work in paradoxical situations.

## WHO SHOULD ATTEND?

Senior managers and Leaders within the Public Sector who want to know how multi-agency working can be improved within their operating environment.

## FEEDBACK ON PAST EVENTS

In the last 6 months we have achieved a 100% satisfaction rating for all of our Lean events. We always seek attendee feedback and here are some comments on recent events.

“This was the best course I have been on in a very long time. The content left me feeling inspired to go and put this into place where I work, and I found it thoroughly enjoyable. What surprised me the most was just how totally practical it was all made to sound. The consultant was excellent, and should be highly commended on his delivery.”

“I have attended many conferences/seminars, the content and facilitation can really be summed up in one word... phenomenal!

## COSTS

This is about sharing learning and good practice. We have fixed the costs to cover the venue, breakfast and materials, at only £140 plus VAT. This is only payable if you book on the seminar and then don't turn up. Otherwise the seminar is free..

## HOW TO BOOK

### Email:

Contact [shelagh.cunningham@ad-esse.com](mailto:shelagh.cunningham@ad-esse.com) with your name and telephone number and we will call or email you for all other details.

### Phone:

0844 8266162 or 07913482385 and ask for Shelagh Cunningham, Marketing, Ad Esse Consulting.

### Fax:

Complete the booking form and fax back to 0700 580 0488.

## DIRECTIONS

9 Kings Place is located just 150 metres from King's Cross and St Pancras Stations, one of the most connected locations in London and now the biggest transport hub in Europe. The main entrance is situated on York Way beneath the distinctive undulating glass façade, visible from the York Way exit at King's Cross Station.

## TERMS AND CONDITIONS

If you do not get some useful learning out of the event, just let us know and we will refund the full cost of attending.

PLEASE FAX BACK TO 0700 580 0488 or CALL 07913482385 TO BOOK

**Booking Form - Multi-Agency Working in the Public Sector**

30th September 2010

9 Kings Place Events, 90 York Way, London

WN1 9AG.

Organisation Name	
Contact Name	
Address (for invoice)	
PO or Reference for invoice (if required)	
Can we send an electronic invoice?	Yes / No
Email address for invoice	
<b>Attendee 1</b>	
Name	
Job Title	
Email	
Phone	
Any Access/food requirements?	
<b>Attendee 2</b>	
Name	
Job Title	
Email	
Phone	
Any Access/food requirements?	

