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| MATTERS | WORKING APPROACHES: CONSIDERING REFORM, SURVEYING CUSTOMERS, PUBLIC SECTOR SERVICE CONTRACTS |
| COUNTRY | UNITED KINGDOM |
| TITLES | 1) PUTTING PEOPLE AT THE HEART OF PUBLIC SERVICES - PUBLICATION SETS OUT THE NEXT STAGE FOR TRANSFORMING PUBLIC SERVICES 2) UK EXPERT MEETING ON MEASURING CUSTOMER SATISFACTION 3) CODE OF PRACTICE ON WORKFORCE MATTERS IN PUBLIC SECTOR SERVICE CONTRACT |
| ABSTRACTS | |
| 1) Aim is to help consider how reform will influence what services organisations provide and how to provide them. | |
| 2) Different methods adopted by EU and non-EU countries to surveying customers will be discussed at the Expert meeting in June. | |
| 3) How to manage good employment practice, value for money and quality of service | |

FULL TEXT DOCUMENTS

1) Putting People at the Heart of Public Services - publication sets out the next stage for transforming public services



OPSR has launched Putting People at the Heart of Public Services. The publication sets out the next stage for reforming public services in the UK to ensure that they offer:
universal provision with personalised delivery;
high standards flexibly delivered; and
equity and choice.

Launched by Cabinet Office Minister, David Miliband on 15 March, the publication builds on the thinking outlined in the Modernising Government White Paper (1999) and Reforming Public Services - Principles into Practice (2002). It also incorporates the views of senior public service managers, who were instrumental in developing the next steps. As well as being distributed to the 250 event delegates, the publication has been sent to 7,500 senior public service managers in health, education, local government and the criminal justice. It aims to help them consider how reform will influence what services their organisations provide and how they provide them.

More details and a downloadable copy of the publication can be accessed from the OPSR external website:

http://www.cabinetoffice.gov.uk/opsr/public_service_reform/putting_people/heart_of_public_services/index.asp

2) UK Expert Meeting on Measuring Customer Satisfaction

There will be a one-day UK Expert Meeting looking at Measuring Customer Satisfaction taking place here at the Cabinet Office in London on Monday 27th June.

The aim of this expert meeting is to:

- Find out more about the different methods adopted by EU and non-EU countries to surveying customers
- Discuss whether there is an argument for adopting a common approach
- Consider what business benefits might arise from such an approach

We hope delegates will share their own country's experience to help develop our thinking. There will be an opportunity to engage with our speakers during the main presentation and also to discuss these issues with other delegates in smaller syndicate groups.

We are in the process of securing speakers from the US, Canada and Europe and hope to offer a useful comparison of their respective methods of measuring customer satisfaction:

American Customer Satisfaction Index (ACSI)

Canadian Common Measurement Tool (CMT)

European Performance Satisfaction Index (EPSI)

Their presentations will be aimed at a non-technical audience, whose primary interest is in the policy implications of adopting different approaches, and will focus – for each approach – on:

- What is it? (Definition)
- What is its purpose? (Why was it designed?)
- How has it been used? (Development, evaluation and future plans)

We will reporting back on the seminar – looking at recommendations for future work – at the UK IPSG meeting taking place in London in September.

There is no fee to attend this meeting though delegates will need to cover the cost of travel and accommodation.

Places are limited and registrations will be received on a first come first served basis

Further information – and to register your interest in attending – please contact james.airy@cabinet-office.x.gsi.gov.uk

3) Code Of Practice On Workforce Matters In Public Sector Service Contracts

The UK Government has published a Code of Practice which sets out an approach to workforce matters in public sector service contracts which involve a transfer of staff from the public sector organisation to the service provider, or in which staff originally transferred out from the public sector organisation as a result of an outsourcing are transferred to a new provider under a retender of a contract.

The Code recognises that there is no conflict between good employment practice, value for money and quality of service. On the contrary, quality and good value will not be provided by organisations who do not manage workforce issues well. The intention of the public sector organisation is therefore to select only those providers who offer staff a package of terms and conditions which will secure high quality service delivery throughout the life of the contract. These must be sufficient to recruit and motivate high quality staff to work on the contract and designed to prevent the emergence of a 'two-tier workforce', dividing transferees and new joiners working beside each other on the same contracts.

Service providers who intend to cut costs by driving down the terms and conditions for staff, whether for transferees or for new joiners taken on to work beside them, will not be selected to provide services for the public sector organisation. However, nothing in this Code should discourage public sector organisations or service providers from addressing productivity issues by working with their workforces in a positive manner to achieve continuous improvement in the services they deliver.

The Code can be accessed in more detail via the OPSR external website:

http://www.cabinetoffice.gov.uk/opsr/workforce_reform/code_of_practice/index.asp

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