

## The NOA's Public Sector Day Agenda

8.30am	<b>Registration &amp; networking breakfast</b>	
9.00am	<b>Welcome by</b> Jim Hemmington, <i>Director of Procurement</i> , <b>BBC</b> and <b>NOA</b> Council Member	
<b>Main conference room</b>		
9.10am	<b>Outsourcing is changing dramatically fast - NOA's latest research findings</b> Tom Quigley, <i>Marketing Director</i> , <b>NOA</b>	
9.30am	<b>Public Sector Legal Update: Procurement - Current Developments and Issues</b> Nick Blane, <i>Partner, Commercial Projects</i> , <b>Eversheds</b> <ul style="list-style-type: none"> <li>New procurement regulations – summary of key changes</li> <li>Tips on how to run an effective and compliant procurement process</li> <li>The new CCS/GLS IT/BPO Model Services contract – how this differs from the OGC Model, plus key challenges and pinch point</li> </ul>	
9.50am	<b>Whoops!...</b> Peter Brookes-Smith, <i>Group Managing Director</i> , <b>Objectivity</b> In this session Peter gives a lightning tour of his 5 most valuable suggestions for creating highly collaborative, highly productive client / supplier partnerships.	
10.15am	<b>Accrediting the BBC to a Global Outsourcing Standard</b> Chris Halward, <i>Professional Development Director</i> , <b>NOA</b> and Jim Hemmington, <i>Director of Procurement</i> , <b>BBC</b> and <b>NOA</b> Council Member The BBC discusses how removing unnecessary costs from their procurement process can lead to even more efficient contract delivery, giving further opportunity to create ongoing value through the lifecycle of our contracts.	
10.45am	<b>Networking break</b>	
	<b>Break-out room 715 - 7<sup>th</sup> Floor</b>	<b>Main conference room</b>
11.05am	<b>Collaborative relationships</b> Paul Carter, <i>Commercial Engagement Lead - Crown Commercial Services, Department for Work and Pensions (DWP)</i> How <b>DWP</b> and <b>Crown Commercial Services</b> have worked collaboratively to transform services over the past 12-18 months.	<b>The effects of devolution and combined authorities</b> Adam Fineberg, <b>Advisor on public services</b> <ul style="list-style-type: none"> <li>The potential for innovation</li> <li>The realisation of better outcomes and cost reduction through integrated services</li> <li>Collaborative commissioning</li> </ul>
12.05pm	<b>Lunch</b>	

	<b>Main conference room</b>	
1.10pm	<p><b>How to avoid the obvious pitfalls of Public Sector Outsourcing</b></p> <p>Hear the key challenges and lessons learnt from your peers in the industry.</p> <p>Chaired by: Tom Quigley, <i>Marketing Director, NOA</i></p> <p>Ryan Creighton, <i>Head of Donor Services, NHS Blood and Transplant</i></p> <p>Rose Younger, <i>MCIPS, Public Sector Commercial Consultant, RY Associates</i></p> <p>Followed by a panel discussion.</p>	
1.45pm	<p><b>Success in Public Sector Outsourcing</b></p> <p>William Carson, <i>Head of Market Engagement, Teleperformance UK</i></p> <ul style="list-style-type: none"> <li>• How public sector outsourcing has arrived in 2016</li> <li>• The success we see happening in outsourced customer contact</li> <li>• What the future holds for the public sector buy side and vendor relationship</li> </ul>	
2.10pm	<b>Networking Break</b>	
<b>NOA Public Sector Skills Academy</b>		
2.30pm	<p><b>NOA Governance workshop</b></p> <p><b>Facilitated by:</b> Richard Cribb, <i>Managing Director, Ofsure</i> and Ian Hucker, <i>Consultant, Ofsure</i></p> <p><b>Governance Review:</b> The NOA has identified a number of key factors, the NOA has identified that impact on successful governance and are used as the basis of a review of what “good” and “bad” governance looks like, in terms of organisational and individual behaviours.</p>	<p><b>NOA Relationship Management workshop</b></p> <p><b>Facilitated by:</b> Chris Halward, <i>Director of Professional Development, NOA</i></p> <ul style="list-style-type: none"> <li>• The value of trust in outsourcing relationships, and maintaining them</li> <li>• Successfully managing collaboration, innovation and continuous improvement</li> <li>• Developing behaviours that build relationships for exceptional performance</li> </ul>
4.30pm	<b>Networking Drinks Reception</b>	
5.00pm	<b>Finish</b>	