

Successful Contract Management

A one-day course for charities on delivering public sector contracts

5th October and 7th December - The Resource Centre, London 9.40 am to 4.30 pm

Statutory funding programmes are facing unprecedented cutbacks as the Government's deficit reduction programme takes effect. Competition for the remaining statutory programmes, and any new opportunities, is certain to be intense. Success will go to those charities which can negotiate contracts professionally, deliver proven outcomes cost effectively and market themselves well, building a reputation as sector leaders in innovation and service delivery.

This practical one-day workshop, limited to 18 participants, will help you to meet this challenge. It is designed to give your key people the skills they require to negotiate your contracts effectively, deliver them profitably and win more contracts as your reputation builds. Attendance is limited to 18 and delegates will also receive a comprehensive handbook with a range of service delivery planning and management resources.

The workshop been developed by Derek Smith and Ray Jenkins of Action Planning. Derek was formerly an Executive Director at RNID and presenter of our workshop on Preparing Successful Bids for statutory contracts and Ray, formerly National Development Director of Crime Reduction Initiatives, is an expert on the practicalities of service delivery.

We examine the key legal principles governing contract negotiation and management, including how to build in flexibility for renegotiation if circumstances change and what constitutes breach and grounds for termination. We also consider commissioners' responsibilities under the 'refreshed' Compact launched this month, and give guidance on how to analyse and allocate your core costs, to ensure that the contract is profitable.

Using case studies, we also look at how to understand the funder's agenda, agree objectives and expectations on both sides, negotiate the service level agreement, maintain communication and build the shared agenda and trust required to secure an effective long term partnership.

We then help you to prepare your organisation to deliver the contract effectively, reviewing different models for deciding who should be accountable for managing the contract, and the management and reporting systems which you will need. We examine in detail the role of the contract manager, and the key strategic, operational and administrative issues which need to be addressed.

We examine the critical success factors in good contract management, what can go wrong, and how to assess and minimise risk through contingency planning. Service delivery is carefully analysed as we consider all the key elements which need to be factored into your plan, and advise on how to build in quality management systems, supported by a systems audit.

You will receive help in developing a performance management framework, which cascades responsibilities related to the contract through the organisation, analyses competencies and sets key targets, linked to outcomes.

Finally, we examine PR and marketing strategies which can help build your reputation as an innovative and cost effective deliverers of public services, and thus help you win contracts from a wider range of commissioners.

REGISTRATION FORM

You can book in three ways:

1. Enter your details online at www.actionplanning.co.uk/contracts (you will then have a choice of either requesting an invoice, or paying online)
2. or fax this form to 020 8770 2090
3. or post this form to **Action Planning**, Waymark House, 19 Cedar Road, Sutton, Surrey SM2 5DA Tel: 020 8642 4122

Please register the following delegates (**BLOCK CAPITALS PLEASE**)

1 Mr/Mrs/Miss/Ms/Dr: _____ First Name: _____
Last Name: _____
Position: _____
E-mail: _____

Mr/Mrs/Miss/Ms/Dr: _____ First Name: _____
Last Name: _____
Position: _____
E-mail: _____

2 Name of Charity/Organisation: _____
Address: _____

Postcode: _____
Tel: _____

3 Please tick appropriate box:
 I enclose my cheque for _____ (payable to Action Planning)

Attendance fee: £193 per person including VAT, presentation materials and lunch.

Please register me/us and send me a VAT invoice. (Unless you specify otherwise, the invoice will be made out to your organisation).

I wish to pay by credit card (complete details below)

Visa Mastercard Switch/Maestro Delta

Card Number

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Valid from

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Expiry Date

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Issue No.

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Security Code

_____|_____|_____|

Switch/Maestro users only

This is the 3 or 4 digit code on the back of your card

DATA PROTECTION

We would like to retain your address to send you invitations to future events and information on our work. Should you not wish to receive such communications, please tick here.

We would like to include your name, title and organisation (but not your address) on the delegate list. Should you not wish us to do this, please tick here.

CANCELLATION AND REFUND POLICY

All delegate fees must be paid in advance of the conference. Your fee is fully refundable, provided you cancel in writing more than ten working days before the conference. No refunds are available for cancellations within seven working days of the event, though substitutions can be made at any time.

PROGRAMME

Action Planning reserves the right to vary the published programme of speakers and the timing of the sessions.



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9.40 am to 4.30 pm

Attendance fee: £193 per person including VAT, presentation materials and lunch.

This intensive one-day course is primarily designed for directors and key senior managers in charities contracting for the delivery of public services.

It examines how to negotiate contracts effectively, plan the implementation phase, develop a performance management framework which allocates responsibilities across the organisation, anticipate and mitigate risk, monitor progress and build a close long term partnership with commissioners.

Action Planning is a leading UK fundraising, management and recruitment consultancy to third sector organisations.
www.actionplanning.co.uk

action planning
let's start from here