

# Securing additional and repeat contracts from your current commissioners

- a one-day workshop for charities delivering public services

Please visit [www.actionplanning.co.uk/contracts](http://www.actionplanning.co.uk/contracts) for dates and locations.

This intensive one-day workshop is designed to help charities maximise their chances of retaining their current public sector contracts and winning new contracts from the same commissioners by developing strong and effective partnerships. It is specifically designed for directors and other key staff managing service delivery contracts.

The workshop is limited to 18 participants and presented by Derek Smith, who achieved dramatic growth in statutory funding as an Executive Director at RNID and is now one of Britain's leading trainers in this field. The workshop will deliver four major outcomes. It will help you to:

- develop a structured approach to contract management which improves performance, cuts costs, delivers measurable improvements in value for money and builds the trust and goodwill of commissioners. This entails going beyond delivery targets and refocusing key staff on delivering commissioner satisfaction.
- secure an advantage over your competitors by better understanding commissioners' needs
- work with commissioners to exploit win / win opportunities presented by the Big Society agenda
- build a national reputation as a service deliverer through a structured communications programme

Derek explores how to understand a commissioner's agenda, agree objectives and expectations on both sides, negotiate a service level agreement, maintain communication and build the shared agenda and trust required to secure an effective long term partnership.

We examine how to prepare your organisation to deliver a contract effectively, review different models for deciding who should be accountable for managing the contract, and develop a planning and delivery process which will enable you to communicate key messages, measure outcomes and influence audiences that matter.

We examine the critical success factors in good contract management, what can go wrong, and how to minimise and 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.

The course also provides guidance on how to manage your reputation as a service deliverer, build 'win / win' partnerships with commissioners and work together to identify opportunities presented by the Big Society agenda.

Participant feedback from past workshops on this theme:

**"Excellent. Every aspect valuable learning for me. Will be taking many ideas back to work."**

*Liz Chorlton, Regional Director, People with Learning Difficulties*

**"As always with Action Planning, a really helpful course which meets my needs."**

*Inez Smith, Young People Development Manager, YMCA Cambridgeshire*

**"Very incisive and valuable learning."**

*Victor Momodu, Organisational Development Adviser, London Voluntary Service Council*

**"I have experience as both a commissioner and provider, but got many new insights."**

*Andy Pallas, Partnerships and Contracts Manager, TACT*

# REGISTRATION FORM

You can book in four ways:

1. Enter your details online at [www.actionplanning.co.uk/contracts](http://www.actionplanning.co.uk/contracts) (you will then have a choice of either requesting an invoice, or paying online)
2. or email [anne@actionplanning.co.uk](mailto:anne@actionplanning.co.uk)
3. or fax (020 8770 2090) or post this form to **Action Planning**, Waymark House, 19 Cedar Road, Sutton, Surrey SM2 5DA
4. or phone Anne on 0208 661 8060

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

**1** Mr/Mrs/Miss/Dr: First Name: \_\_\_\_\_  
Last Name: \_\_\_\_\_  
Position: \_\_\_\_\_  
E-mail: \_\_\_\_\_

Mr/Mrs/Miss/Dr: First Name: \_\_\_\_\_  
Last Name: \_\_\_\_\_  
Position: \_\_\_\_\_  
E-mail: \_\_\_\_\_

**2** Name of Charity/Organisation: \_\_\_\_\_  
Address: \_\_\_\_\_  
Postcode: \_\_\_\_\_  
Tel: \_\_\_\_\_

**3** Please indicate your preferred workshop date below:  
\_\_\_\_\_

**4** Please tick appropriate box:  
 I enclose my cheque for \_\_\_\_\_ (payable to Action Planning)  
*Attendance fee: £187 per delegate, including VAT, lunch and all presentation materials.*

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

\_\_\_\_\_  
Valid from \_\_\_\_\_ Expiry Date \_\_\_\_\_

Issue No. \_\_\_\_\_ Security Code \_\_\_\_\_  
Switch/Maestro users only This is the 3 or 4 digit code on the back of your card

**5** Please indicate any special needs or dietary requirements:  
\_\_\_\_\_

**6** Please tick the relevant box if you would like a free discussion with Action Planning about our services in any of the following fields:

- |   |  |  |
|---|--|--|
| <input type="checkbox"/> Major Donor Fundraising  | <input type="checkbox"/> Research (e.g. into major donors or trusts)                           | <input type="checkbox"/> Revenue Fundraising |
| <input type="checkbox"/> Recruitment  | <input type="checkbox"/> Strategic Consultancy   | <input type="checkbox"/> Market Research     |
| <input type="checkbox"/> Capital Fundraising<br><small>(Please write below how much you need to raise and for what purpose)</small> | <input type="checkbox"/> Wealth Screening<br><small>to identify potential major donors</small> |  |

#### 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 seven 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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Attendance fee: £187 per person including VAT, presentation materials and lunch.

This one-day course is designed to help charities secure renewal of their current contracts and win additional contracts with their current commissioners. It is designed for directors and key managers responsible for delivering contracts for public services. It will enable you to:

- maximise your chances of retaining your current contracts, despite the cuts and increasing private sector competition
- work with commissioners to identify new service delivery opportunities as part of the Big Society agenda
- develop a structured approach to contract management which can benefit your organisation and service users
- ensure your key staff achieve a high level of commissioner satisfaction, rather than just focusing on delivery targets
- understand the needs of your commissioner, so that you deliver more value for money than your competitors
- ensure all team members know how they can contribute to improved efficiency and effectiveness
- enable you to build a win/win contractual relationship by agreeing realistic objectives and expectations
- gather evidence of value for money and added value to demonstrate performance
- provide simple planning, review and audit tools that provide a focus for staffing teams.
- use marketing, communications and public relations to build your reputation as an effective deliverer of public services.

Action Planning is a leading UK fundraising, management and recruitment consultancy to third sector organisations.  
[www.actionplanning.co.uk](http://www.actionplanning.co.uk)

**action planning**  
let's start from here