

Changing public services – changing professional practices



Policy seminar three – 13 July 2010

Innovation, efficiency and effectiveness — promoting change through new forms of engagement

Aims

- To hear diverse perspectives on increasing accountability to citizens and customers;
- To consider the potential of technology to promote innovation, efficiency and effectiveness; and
- To discuss the potential applications and lessons for leadership and professional practice in the learning and skills sector.

Programme

Venue	Institute of Directors, 116 Pall Mall, London , SW1Y 5ED
10.00	Arrivals, tea and coffee
10.30	Polly Toynbee , independent chair and journalist Chair's welcome and introductions from participants Dr David Collins CBE , chief executive, LSIS chief executive, Welcome from LSIS Caroline Mager , executive director, policy, research and strategic intelligence, LSIS The story so far — key themes from previous seminars
10.40	Hilary Cottam , principal partner, participle and member of Public Service 2020 Commission New service design... working with and for the public
	Tom Steinberg , founder and director of mySociety Engagement, accountability and innovation — what can the internet do for you?
	Jane Williams , executive director for further education, skills and regeneration, BECTA Delivering better for less through technology
11.40	Coffee break
12.00	Matt Atkinson , Principal and Chief Executive, City of Bath College A response from the sector
	Discussion
13.20	Closing comments from speakers and from LSIS, including next steps
13.30	Lunch