



# HelpGov Ltd Newsletter

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Helping the public sector and its partners improve performance

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## About us

In case you didn't catch our first newsletter in May, we are a new, small and specialised company aiming to help the public sector and its partners improve their performance so they provide excellent service to their customers and save money.

## How we can help

We can help you in these challenging times in four main areas of work:

- continuous improvement and performance management
- better partnership working
- better planning
- analysing and understanding data.

You can read more about the range of our services on our web site at <http://bit.ly/bJ1pDK>

## Since our last newsletter...

As I write, a rescue package for the Irish economy is being finalised. Turbulent times, and it ill behoves the Brits to feel smug, with

- our own economy teetering between "double dip" and long slow recovery
- the coalition government seeking major savings and radical reforms
- fewer Westminster constituencies and a referendum on the AV system
- co-ops/mutuals being spoken of for delivering public services
- in England, reform of the health service (again) and education (ditto)
- in Scotland, Wales and Northern Ireland what might be called consequential adjustments, lagging a bit and with their own flavour but none the less real for all that
- ideas that even a year ago would have seemed on the outer reaches now suddenly fashionable – not only shared services but shared CEOs and management teams
- a sense that even if "Big Society" was never clearly articulated as a philosophy this is it coming down the tracks at high speed.

As they say in the classics, never let a good crisis go to waste, and the best of the public sector won't.

The sad truth of course is that some will. And they will be the ones struggling to keep up with the turbulent times.

## What we're up to

Since our last newsletter, projects we mentioned have been completed – including support for recruitment of a senior UK public sector manager and evaluation of a publicly-funded voluntary sector project to assess its potential to be transformed into a social enterprise.

Our proposed lean/systems thinking course for managers hasn't come to fruition as quickly as we'd hoped. Many public bodies are pausing before they make further commitments while they assess the impact of public spending cuts.

*Note to readers – never were the disciplines of lean/systems thinking as needed as now. So if you still need to know how to save money and improve services that way get in touch.*

Also on the go – a potential project for the NHS and one or two other areas of work we will report on in future.

## HelpGov blog update

Our blog grows apace, with over 2,500 page views since we started it.

It's a place where we share views more informally about current issues of concern.

Most read in the last few months has been our series of posts entitled Tales of redemption through improvement at work. Read the lessons from how CEO Dave, mail room supervisor Jeannie, NHS property manager Mike and others improved their own work through a systematic approach to improvement – see <http://bit.ly/aVuCzL>.

There's lots more on the blog including the topical Time to sack public employees? at <http://bit.ly/a8qaf1> – ideas from the States about alternatives to “letting people go”, some of them far too little considered in the UK public sector.

Take a look, and comment on what we say.

## Twittering and tweeting



Old hat to some, a mystery to others, short messaging site Twitter is often in the news. Public sector use of it is growing rapidly.

We've just published “Wising up to Twitter. How are UK councils doing?”

- Which local government office holder has over 100,000 Twitter followers?
- Which large UK council doesn't seem to have discovered Twitter at all?
- What's a good Tweet, and what definitely isn't?
- How do some councils need to change their culture if they're going to use Twitter effectively?

Find the answers and recommendations for all councils through our web site at <http://bit.ly/9fTXxR> and order a free copy.

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