

The National Procurement Strategy Diagnostic

Driving transformational change in local
government procurement

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www.local.gov.uk

About the Diagnostic

- Commissioned by LGA to ascertain sector progress with the 2014 NPS
- Contained 31 Business Value Codes (BVCs) – things that mattered with defined outcomes
- Covered the four NPS work streams Assessed on a 1 to 5 basis .
- Ran from 26 April to 27 May



Accessing your results, plus a lot more

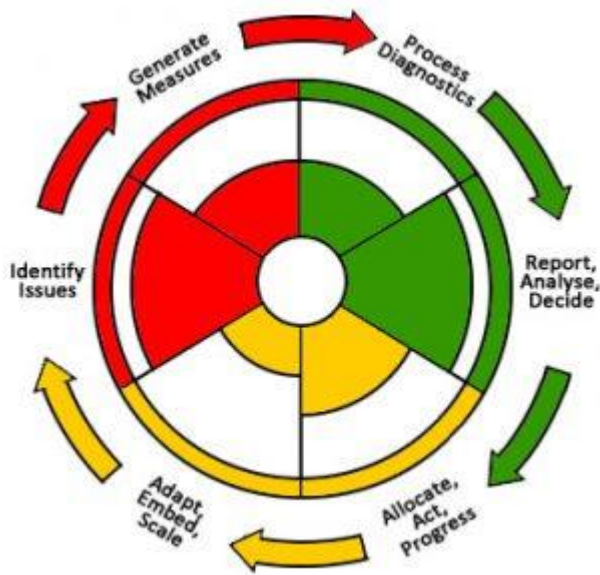
lga.lms.nipltd.com/nps

NB: Only the person that responded to the diagnostic can access your report from this link.

What is a Diagnostic?

| Surveys <i>tend to be:</i> | Diagnostics <i>tend to be:</i> |
|---|--|
| Canvass of opinion | Investigation based on facts and evidence |
| Stir things up (for a workshop) | Embedded, automated analysis to establish actions / output to <u>V</u> isual <u>A</u> ction <u>M</u> anagement |
| Snapshot of mixed topics | Routes to root causes |
| Establishes differences | Resolves differences |
| Broad / general | Specific / focused |
| Loose issues / topics | Tight <u>B</u> usiness <u>V</u> alue <u>C</u> odes (BVCs) that account for value |
| Emotive / venting | Constructive / suggesting |
| Pre-defined / Imposed survey criteria | Shared agreement on the 'Things that Matter' |
| Icebreaker / occasional | Basis for regular focussed reviews |
| | evolves with relationship and is adaptive |
| ... and lead to, or come from Things That Matter (TTM) | ... and drive, or are driven by Business Value Codes (BVCs) |

The Diagnostic Transformation Process



1 Identify Issues

Give a voice to individuals and teams in result producing areas to ensure that the things that matter are fully surfaced.

2 Generate Measures

Agree appropriate measures - including by selecting and adapting from existing libraries - to address the things that matter and clarify what good looks like for each.

3 Process Diagnostics

Fully scalable online diagnostic management system for identifying, inviting and supporting participants, capturing subjective scores against objective scoring statements, and recording comments and other supporting materials.

4 Report, Analyse, Decide

Management reporting, comprehensive support for deeper analysis and pattern identification in scores and comments, and all leading to the surfacing of clear actions.

5 Allocate, Act, Progress

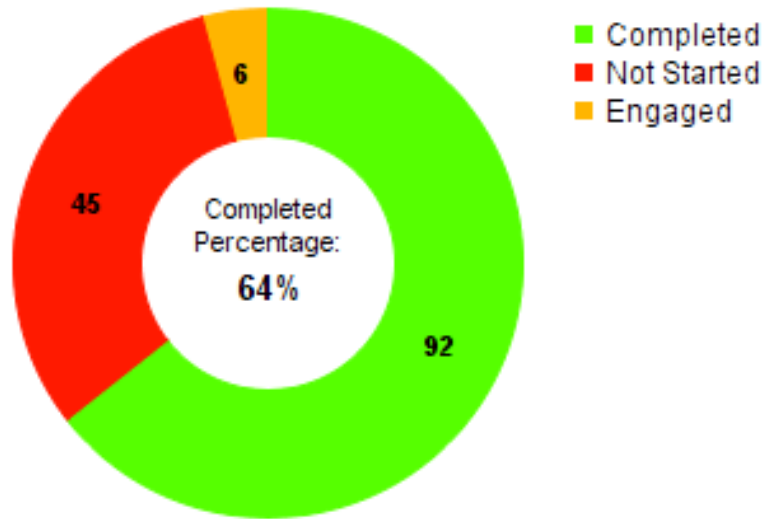
Organise, prioritise and progress activities, with transparency and ongoing participant involvement as appropriate in shared visual action management systems.

6 Adapt, Embed, Scale

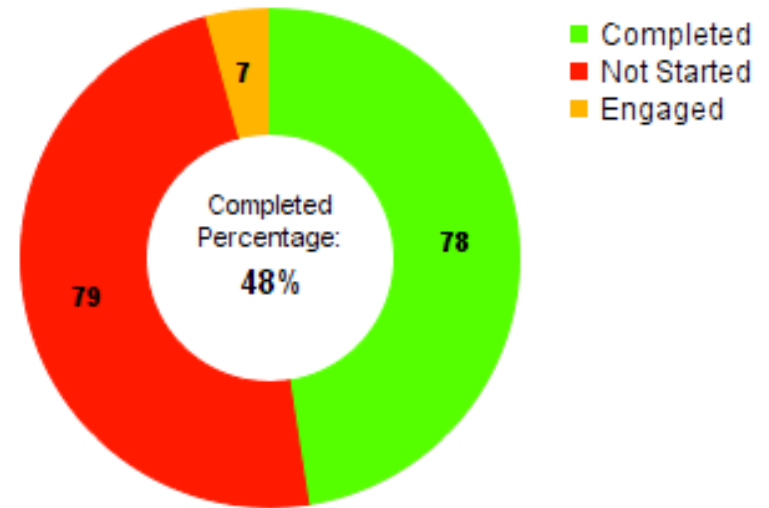
Capture and incorporate learning in reusable best practice, and to inform the ongoing iteration of the end-to-end process by influencing the next set of issues identified.

Participation - Nationwide

- **Tier 1 Authorities**



- **Tier 2 Authorities**



Lessons learned during the diagnostic

- Marketing and communication is essential – preparing the ground, checking contacts, explaining the background
 - Significant effort is required to get people engaged, particularly at Tier 2 level where there is often no procurement focus
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What worked well

- Many participants consulted with colleagues and referred to chief officers in some cases
 - Most people scored realistically and were not afraid to admit lack of progress
 - We have a scientific method of assessing outcomes, which is portable to other areas
 - Some regions already using the outcomes to inform the future – E of E and Y&H
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Some early findings

- A strategy needs to be focused on ‘what matters’ and support actual change
 - A low score doesn’t signify improvement is required if it is not part of the core proposition
 - Tier 1 and Tier 2 authorities have different priorities and pressures and different development trajectories
 - Emerging commonality of future priorities between the regions
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Towards 2018 and beyond....

- The chance to:
 - make commissioning – procurement and contract management a core and integrated proposition
 - identify what matters to the sector and define and measure progression in a scientific way
 - make the profession mainstream by ideas and actions rather than words
 - set out transformational ideas
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A Vision for the 2018 Strategy

- Linked to exploiting opportunities such as – super authorities, revenue generation, Brexit, smarter market engagement
 - Focused on a few things but doing them really well [*this is emerging from the first regional workshops*]
 - Predefined BVCs with stages of development where progress can be measured year on year, quickly and effectively
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Thank you for listening.

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