

'Digital Delivery – Opportunity or Threat'

Lancashire Police Headquarters once again hosted a very successful and well attended CIPFA northern section spring seminar. Around 50 delegates received a number of presentations on the very timely and topical area of "Digital Delivery – Opportunity or Threat"

CIPFA Syllabus and Apprenticeships

The speaker was Nicola Campbell the Head of CIPFA training delivery.

Nicola spoke about how CIPFA can help students make the most of their training journey



when working as an apprentice and how they are working with AAT to provide a seamless progression from level 3 to level 4 with their training provider CIPFA Education and Training Centre (CETC).

Nicola also provided an update on how CIPFA learning was going digital with online learning to be launched in autumn 2017. This would provide a move to a more flexible and accessible learning environment. In tandem with this an 'employer portal' will be made available to allow online access to information on student's results and progress.

Nicola also explained how CIPFA are working to change the current training programme into a

level 7 apprenticeship to enable employers to access and utilise the apprenticeship levy.

Transforming Services

Sue Holloway, Director of Strategy for Northgate Public Services provided a thought provoking presentation on the question 'Is digital delivery the answer?'

Sue spoke candidly about the journey of developing and implementing the system to support the introduction of the new Heavy Goods Vehicle Levy. She explained how research was carried out to understand the preferred methodology for payment of the levy by non-UK HGV road operators and how this unintentionally provided an update to the scope of the project.

Sue explained the pros and cons of digital delivery and how with full engagement with the process it allows us to challenge and change how we do things before moving to a digital system as opposed to just making a current ineffective system digital.



Systems Thinking: Thinking Differently: Challenging Assumptions

Superintendent Ian Whitehead and Police Sergeant Andy Doran from Lancashire Constabulary presented two sessions on systems thinking.



Ian and Andy delivered a very engaging presentation in the first session on how Lancashire Police had challenged the operation of their Multi Agency Safeguarding Hub (MASH). As part of the challenge they had taken a step back to understand demand and reflect on how

working to deliver and meet targets was not always producing the best results in terms of the outcome for the users.

Ian and Andy engaged delegates in a very competitive practical session to demonstrate the need to fully understand customer needs and requirements as opposed to delivering what was thought to be required.

In the second session Ian and Andy delivered an absorbing presentation which challenged the concept of efficiencies being driven from the standardisation of processes and the assumption that standardisation is cheaper but how this could then generate waste.

Andy explained the need to focus on delivering what is needed and the fact that waste can be prevented by getting it right in the first place which would in turn strip out waste and generate savings.

To enable this there was a need to focus on the customer perspective by putting yourself in their shoes and not underestimating the small decisions.

Cyber Security

The speaker was Oliver Stopnitzky, Technical and Development Advisor for the CIPFA Counter Fraud Centre

Oliver spoke about the emerging threats of cybercrime and how organisations needed to create resilience. He described the common types of cyber-attack with Malware being the number one threat.

Oliver described the need for a whole organisational approach to cyber security. This approach should include building security, people, processes and technology to prevent risk to organisations.

