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Managing Risk in a Tough Financial Climate

Equipping the public sector with the tools to
manage risk in a changing future

Wednesday 24th November 2010, Central London

Expert contributions from:

Derrick Anderson CBE

Chief Executive
London Borough of Lambeth

Dr Lynn T Drennan

Chief Executive
Alarm

Peter Andrews

Corporate Risk Manager
Hampshire County Council

Gareth Kelly

Audit Manager & National External Lead -
Risk Management
Audit Commission

Rachael Tiffen

co-Head of Public Sector Fraud Team
National Fraud Authority

Attending this key conference will allow you to:

- Develop a successful risk management strategy for dealing with public sector cuts
- Understand the risk management processes used in innovative schemes such as 'easy' and 'cooperative' councils
- Learn how best to protect the reputation of your organisation despite an income reduction
- Review and understand the impact of the coalition government's proposed changes to halt the 'compensation culture'
- Effectively raise the profile of risk management throughout your organisation and improve employee buy-in

Plus! Don't miss:

Taking an integrated and intelligent approach to reducing the risk of fraud in the public sector Tuesday 23rd November 2010

- Learn transferable techniques from the private sector for successful fraud prevention
- Hear best practice for sharing data with public sector partners without risking the privacy of the public
- Discover the best tools and ideas for reducing the risk of fraud in your organisation

TO REGISTER:

www.lgc-risk.com

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Risk affects everyone.

It surrounds all local authorities and in times of financial austerity, the consequences of poor risk management will be more acute. The ability to manage significant risks effectively will be one of the main characteristics of the most successful and high performing organisations. All public sector organisations need to develop and implement effective mechanisms for identifying and evaluating their key risks.

To help you survive these tough times **Alarm**, *Local Government Chronicle* and *Health Service Journal* have collectively produced **Managing Risk in a Tough Financial Climate**. This timely event will give you invaluable guidance on risk management across the public sector.

Attend this conference to hear from expert speakers as they offer guidance on this complex subject, as well as best practice advice on a range of current and important issues, including:

- Raising the profile of risk management in your organisation and gaining staff buy in
- The risk management considerations behind innovative schemes such as the "Co-operative Council" scheme from London Borough of Lambeth
- Protecting the reputation of your organisation
- Creating a risk management strategy for dealing with public sector cuts and reducing their effects on front line services
- Reviewing best practice for dealing with large insurance claims and preventing fraud

Delegates from LGC and Alarm's Risk Management in Public Sector Partnerships said:

"Very informative and value for money"

K Dawson, Risk Manager, **London Borough of Redbridge**

"A steep learning curve"

C Penfold, Partnerships Manager, **Norwich City Council**

And from LGC's Fundamentals of Risk Management:

"Informative ... provided a good insight into embedding risk management in an organisation"

C Bage, Risk Reduction Manager, **Council Durham and Darlington FRS**

Who should attend?

Any staff working within local authorities, health trusts, fire and rescue, police and voluntary organisations dealing with risk, including:

- Heads of Risk Management and Risk Managers
- Audit Managers
- Chief Executives
- Directors of Corporate Risk
- Heads of Finance
- Service Managers
- Elected Officials
- Heads of Fraud, Anti-Fraud and Corruption

Sponsorship Opportunities

As an exhibitor or sponsor at this conference, you will have access to a market comprised of senior figures within the public sector. You can develop your business and brand by:

- Sponsoring the event
- Booking exhibition space
- Advertising in the delegate documentation package.

To enquire about these opportunities and more please contact **Samantha Harden** on **0207 728 3738** or email **Samantha.harden@emap.com**

Pre-conference Workshop

Taking an integrated and intelligent approach to reducing the risk of fraud in the public sector

Tuesday 23rd November 2010, Central London

- 09.45 Registration
- 10.30 Opening remarks from the Chair
Mark Babington, Director & Head of the Fraud Practice Network, **National Audit Office**
- 10.40 **Prevention is more effective than cure: An in depth study of private sector counter fraud measures and how they can be used in the public sector**
- Adopting proactive and preventative measures to combat fraud
 - Building an anti-fraud culture within your organisation
 - Training staff to take the right steps towards prevention
 - Developing procedures for effective investigation of fraud cases
- 11.10 Question and answer session
- 11.30 **Strengthening partnerships and the use of data sharing strategy to build an integrated approach to reducing the risk of fraud in the public sector**
- Creating a pro-active and responsive strategy
 - Developing robust and clear governance to mitigate and combat fraud across partnerships
 - Building strong relationships and clear anti-fraud procedures with your teams and partners
 - Ensuring that shared data is used appropriately and without risking the privacy of your constituents
- Rachael Tiffen**, co-Head of Public Sector Fraud Team
National Fraud Authority
- 12.00 Lunch
- 13.00 **Case Study: Understanding and reducing the risk of housing fraud occurring in local authorities and councils**
- Actions you can take to reduce the risk of social housing tenancy fraud in your organisation
 - Developing quicker detection of housing and council tax fraud
 - Transferring lessons on tackling housing fraud to other organisations and types of fraud
- Garry Coote**, Investigations Manager
London Borough of Hillingdon and Treasurer, **LAIOG UK**
Debbie Gibbons, Investigations Manager
Rushmoor Borough Council and Southern Vice Chair
LAIOG UK Executive Committee & LAIOG
- 13.30 **Case Study: Developing best practice to reduce internal fraud**
- To what extent does internal fraud impact your organisation?
 - Tools to combat and reduce internal fraud
 - Encouraging whistle blowing: Ensuring good processes to report and publicise the risk of fraud internally
- Nick Jennings**, Fraud Manager
Huntingdonshire District Council
- 14.00 Question and answer session
- 14.15 **Peer discussion: Tools and techniques to reduce the risk of fraud in your organisation**
- An information sharing session which offers the opportunity to discuss your approach to counter-fraud in groups. Share your recommendations and advice with colleagues. Consider the following:
- Practical methods for increasing prevention
 - Partnership co-ordination
 - Evidence and investigations
 - Supporting prosecutions
- 14.45 Feedback your top recommendations for combating fraud
- 15.00 Final remarks from the Chair and close of workshop

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Wednesday 24th November 2010, America Square Conference Centre, Central London

8.30	Registration	13.30	Maintaining the reputation of your organisations despite a smaller budget <ul style="list-style-type: none">■ Examining how to conduct relations with the media when potentially damaging incidents occur■ Reassuring your community to prevent damage to your organisation's reputation■ Increasing community input and cohesion to build trust in your organisation■ Using local media outlets and social media to educate residents about the realities of public sector cuts and how it could affect service delivery Craig Campbell , Local Risk Manager Norfolk Fire and Rescue
9.30	Opening remarks from the Chair Dr Lynn T Drennan , Chief Executive, Alarm	14.00	Developing an intelligent approach to highlighting fraud as a risk to your organisation and how to tackle it <ul style="list-style-type: none">■ Exploring why fraud will be a new and emerging risk in an economic downturn■ The financial risks of internal and external fraud to your organisation■ Sharing data with other services and partners to help you prevent fraud■ Working within the Data Protection Act to safeguard users and prevent prosecution■ Summary of key conclusions from yesterday's workshop Rachael Tiffen , co-Head of Public Sector Fraud Team National Fraud Authority
9.40	Communicating the benefits of risk management to your organisation <ul style="list-style-type: none">■ Raising awareness of risk management to increase good practice throughout your workforce: Developing a strategy to create cultural change■ Making risk a central part of your organisation's performance plans■ Ensuring there is a large appetite for risk management from top to bottom Mandy Knowlton-Rayner , Principal Risk Officer Norfolk County Council	10.40	Idea sharing and feedback session: How to cope with the risks associated with a bigger demand for financially stretched services <p>20 minutes of idea sharing with your peers followed by a 20 minute feedback session. Topics you may want to discuss include:</p> <ul style="list-style-type: none">■ Ways to deliver cost effective services without risking the service quality■ Barriers to success and how to overcome them
10.10	Developing a risk management strategy for dealing with public sector spending cuts <ul style="list-style-type: none">■ Identifying risks created by a loss of income and how to deal with them■ Ensuring the best use of your risk register and maintaining it as a live document■ Analysing the risks associated with outsourcing services■ Examining the risks inherent within shared services and offices and how to overcome them■ Mitigating the risks behind reorganising your workforce and identifying financial opportunities Peter Andrews , Corporate Risk Manager Hampshire County Council	11.20	Morning refreshments
10.40		11.20	
11.20		12.30	
TRANSFERABLE RISK MANAGEMENT LESSONS FROM INNOVATIVE SCHEMES			
11.40	Examining the risk management process behind London Borough of Lambeth's "Co-operative Council" <ul style="list-style-type: none">■ Overview of the Co-operative Council Scheme■ Outlining the risks associated with this scheme and how they were dealt with■ Ongoing risk management as plans become reality Derrick Anderson CBE Chief Executive London Borough of Lambeth	12.30	Lunch
12.00	Comparing and contrasting the risk management practice behind the different models of service delivery <ul style="list-style-type: none">■ How will the proposed ideas affect front line services and what are the risks associated with them?■ Fitting risk management into radical service restructuring Gareth Kelly , Audit Manager & National External Lead - Risk Management, Audit Commission	13.30	
12.30		14.30	Question and answer session
		14.40	Afternoon refreshments
		15.00	Maintaining your insurance portfolio to safeguard your assets in difficult economic conditions <ul style="list-style-type: none">■ Investigating why difficult economic circumstances increase the need for secure insurance cover■ Are you effectively covered for everything that you should be? Looking across your organisation, finding and filling insurance gaps■ Examining the advantages and disadvantages of setting up captive insurance for your organisation■ Effectively dealing with large insurance claims
		15.30	Reviewing the coalition government's plans to halt the growth of compensation culture <ul style="list-style-type: none">■ Investigating concerns over applications and perception of health and safety legislation■ What will the implications of a new policy mean for how you manage your organisational and operational risk?■ Exploring the transition of policy and how it affects your organisation
		16.00	Closing remarks for the Chair
		16.10	End of conference

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