

Week 1	AM	PM
Day 1	Welcome and introductions <ul style="list-style-type: none"> – Overview of public services in the UK – Citizens' rights and responsibilities – Options for reforming the public sector 	International comparisons <ul style="list-style-type: none"> – Participants' informal presentations – Introduction to action planning
Day 2	Developments in central government reform <ul style="list-style-type: none"> – <i>Visit to the Office of Public Service Reform, Cabinet Office</i> – Chartermark awards – Consultation procedures 	Changing the public sector <ul style="list-style-type: none"> – Change management programmes – Organisational culture – Improving public service standards – Practical exercise
Day 3	Consulting the public <ul style="list-style-type: none"> – UK Government consultation policy – Surveys and opinion polls 	Partnerships <ul style="list-style-type: none"> – <i>Visit to a non-government organisation</i> – The role of non-government organisations – Influencing government
Day 4	Managing performance <ul style="list-style-type: none"> – Performance indicators – Benchmarking techniques – Continuous improvement programmes 	Partnerships <ul style="list-style-type: none"> – <i>Visit to a private sector organisation involved in delivering public services</i>
Day 5	When things go wrong: putting things right <ul style="list-style-type: none"> – Managing complaints – Improving services 	Providing for diversity <ul style="list-style-type: none"> – Services for minority groups and people with special needs
Week 2	AM	PM
Day 6	Developing customer service techniques and standards <ul style="list-style-type: none"> – Panel discussion with users of the Institute of Customer Service 	Case studies: practical work
Day 7	Modernising local government: setting the scene <ul style="list-style-type: none"> – <i>Visit to a local authority</i> – Customer service and the modernisation agenda 	Delivering local services <ul style="list-style-type: none"> – <i>Visit to a local authority</i> – Improving efficiency – Best value and performance assessment – Changing the culture
Day 8	Delivering local services <ul style="list-style-type: none"> – <i>Visit to a local authority</i> – Using information technology – E-services: advantages and disadvantages 	Action planning
Day 9	Citizens as customers? <ul style="list-style-type: none"> – A health service perspective 	Citizens as customers? <ul style="list-style-type: none"> – Cases and practical exercises
Day 10	Planning for the future <ul style="list-style-type: none"> – Presentation and review of action plans 	Strategic overview <ul style="list-style-type: none"> – The future of public service delivery – Review, feedback and scope for follow-up

We reserve the right to change the programme as necessary.