Commissioning better outcomes with pam pam solution pack pam

It's time to act different...

Public service demand is increasing

Digital and social media channels are bringing people closer together, allowing them to communicate quicker than ever before.

Personal costs are also increasing as people feel the pinch of these tough economic times.

As a result, communities expect more from public service.

Ability to deliver it is reducing

Government agencies are under pressure to do more for less. They have less money to spend than ever before and this is reducing further each year.

Cutting more costs and delivering better services cannot be done through operating alone.

It's time to act different...

37% (14 million) of Briton's are at risk of poverty right now.... Cost of reoffending is £13bn

National audit office

£11.5bn of savings to come from government budgets now and a further £5bn in 2015-16

Spending round 2013

5700 Tweets

are sent every second. Communities have higher expectations than ever before. They expect quicker, better public services.

- Brickfish Corp



Tim Ridgway @ridgwaytim

💵 🐨 Follo

Overflowing bins in north laine #brighton due to unofficial industrial action. Seagulls v happy, residents less so... pic.twitter.com/KEispHY5vo

🛧 Reply 🔁 Retweet 🔺 Favorite 🚥 More

Joint commissioning

By working together, agencies can pool resources and design solutions that offer better value for money; they can joint commission.

Government supporting drive for partnership working

- ✓ £3.8 billion in a single pooled budget for health and social care services to work more closely together
- Innovation fund of up to £50 million for police forces to work jointly with each other and with local authorities
- ✓ £100 million to help local authorities to cover the initial costs of working with each other, such as new IT systems make the criminal justice system work together more effectively creating a fully integrated criminal justice system



Commissioning is a hot thing in government right now. Government has invested in commissioning academies to help commissioners and providers understand its importance.



- Spending review 2013

"This country needs more than ever effective commissioners able to deliver better outcomes for citizens and better value for money on ever tighter resources. Commissioners that will embrace new and innovative forms of delivery and build publics services that better reflect the needs of their user."

Frances Maude at the launch of the Commissioning Academy

Commissioning Academy





ACADEMY for JUSTICE COMMISSIONING

What's stopping partners working well together?







71%

of public service workers experience barriers to sharing information where it is a critical part of their day-to-day work.

- Guardian

Effective commissioning

- Effective commissioning is simply about delivering the best outcomes for your target group by harnessing the available resources from stakeholders that have an interest in that group's wellbeing.
- ✓ As financial resources become more limited we need to be more innovative and collaborative. This includes harnessing public, private and voluntary sectors to share assets and engage in practices that go way beyond the realm of traditional procurement.



As pressure continues to build on organisations to achieve more with less, partnering offers tremendous promise as a strategic solution. Mark Darby, Author of Alliance Brand and CEO of Alliantist, the organisation behind pam



Commissioning better outcomes with pam | Copyright © 2013 Alliantist Ltd | Version 1.0 | Public

Getting better outcomes: Commissioning with the 5 'Ps'

The People and Principles to work well together



Place and Practices to work well together

- Secure and Trusted 'always on' cloud up to IL3 pangovt accredited platform
- Collaborative tasking, discussions, document mgt, Updates, tracking, measuring learning
- Structured commissioning work plans, SMART, open team working, strong auditability
- Provider & partner relationship engagement with contacts, contracts, initiative mgt & alliances
- Transition (on/off) with delivery projects & programmes
- Scorecards and measurement
- Performance assessment
 Stakeholder mapping & m
- Stakeholder mapping & mgt Risk planning & treatment

- Stakeholders groups and workspaces to engage online
- Provider & partner selection
- Negotiation & asset exchange
- Partner & provider relationship assessment

Commissioning better outcomes with pam | Copyright © 2013 Alliantist Ltd | Version 1.0 | Public

٠

pam is powerful cloud software

It enables you to share information and benefit from new ways of working in a secure, trusted environment.

pam has all the features you expect from collaboration software. Unlike other generic services however it also equips teams with the dynamic tools, frameworks and pre-configured solutions that lead to even faster, more effective results, at lower cost.

We also stand out with the pam ecosystem, helping your organisation and its partners change for the better.

▼ Updates Commissioning € 41% Image: See all programmes See all programmes Image: See all programmes Trainutes age Image: See all programmes Image: See all programmes Image: See all p	ρ	pam		Search for Q Narrow sea		Narrow search	arch	
✓ KPIs Impact Actual Community Budget for transforming DA pilot E & & & & & & & & & & & & & & & & & & &	Но	me You -	Initiatives -	Community	X			
Impact Actual Community Budget for transforming DA pliot	Chan	ge my homepage						
Community Budget for transforming DA pliot	🖛 к	Pls		Task i	Discuss it			
Investment in current services € 94K Repeat Victims of DA (%) ● = 30% Forgerammes ✓ Updates ● 41% ● 41% Programmes ● 41% ● 41% ✓ Updates ● Projects ● Projects Ray Barton 17 minutes ago Created the KPI reading Nov 13 ● Community Budget for transforming DA pilot ● Overdue and upcoming to-dos Tim Jones 7 days ago ● Overdue and upcoming to-dos ● For ● Tim Jones 7 days ago ● Taik to Mike Smith about the updated Commercial	Comm transfo	rming DA pilot	€8K	Write you	r task description			
▼ Updates Commissioning ● 41% Ray Barton 17 minutes ago ● 41% Created the KPI reading Nov 13 ● KPI: Repeat Victims of DA (%) ● Projects Ray Barton 17 minutes ago ● Commissioning ● 41% Ray Barton 17 minutes ago ● Projects Ray Barton 17 minutes ago ● Commissioning ● 67% Service Transition Plan 0% Service Transition Plan 0% Tim Jones 7 days ago ● Overdue and upcoming to-dos ● For ● Tim Jones 7 days ago ● Talk to Mike Smith about the updated Commercide	Investr	nent in current services	🔵 🔺 £94K		imes	Health	Per	
Ray Barton 17 minutes ago Created the KPI reading Nov 13 KPI: Repeat Victims of DA (%) Ray Barton 17 minutes ago Created the KPI reading Nov 13 Competition KPI: Community Budget for transforming DA pilot Competition Tim Jones 7 days ago	v U	pdates		Commissioning			•	
Ray Barton 17 minutes ago Created the KPI reading Nov 13 Domestic Abuse Commissioning 67% KR: Community Budget for transforming DA pilot Service Transition Plan 0% Tim Jones 7 days ago 0% Updated the Activity Develop interview strategies for each of the main suspects Project: Operation Fusion 0 overdue and upcoming to-dos Tim Jones 7 days ago Talk to Mike Smith about the updated Commercing	<u></u>	Created the KPI rea	ding Nov 13	▼ Projects			2 - 1990a	
Tim Jones 7 days ago Updated the Activity Develop interview strategies for each of the main suspects Project: Operation Fusion Voerdue and upcoming to-dos Tim Jones 7 days ago Tim Jones 7 days ago	<u>_</u>	Created the KPI rea	ding Nov 13	Domestic Abuse Service Transitio	on Plan	6	67%	
Talk to Mike Smith about the updated Commerci policies	9	Updated the Activity strategies for each of	V Develop interview	- Overdue	and upcoming to-d	a de la companya de l	or ⊙	
strategy for main suspects 🗛 🇿 Arrange review meeting with Logica Logica	9	Tim Jones Updated the Activity	Prepare arrest			po		

pam can help you joint commission

dines N95 To-dos Took	Discussions	Descenterate	Unitation			
Change page						
Scorecard categories						
Results				Process		
DHR's	Σ2 m	0 (1)	= \Theta	DA call handling quality review	∑145 (100)	15 (1
Repeat Victims of DA (%)		30% (30%)		Call Handling Volume (Weekby)	∑3469 (mis)	80 m
Cost of DA 2012-15	∑E86M (n/a)	£19M (m/a)	=	Alpha City: New victims subject to MARAC	<u>Σ</u> 577 (m/a)	50 (n
Community Budget for transforming DA pilot	Σ£102.1K(£358)	C8.7K (0.05)	= 0	Bravo Borough: New victims subject to MARAC	∑163 (min)	9 (1-14
Organisation development	b),			Chesnut Diatrict New victims subject to MARAC	∑638 (m/a)	60 (n
Call Handling QA against key criteria		14 (10)	= 😐	Eimer Borough: Newsidima subject to MARAC	∑218 (rea)	21 (~
Number of users trained in DASH across the county	273 (75)	24 (21)	•	Franklin Borough: New victima subject to MARAC	∑729 (m/a)	75 (n
Stakeholder				Shires County: New victims subject to MARAC	2818 (min)	810
Victim Satisfaction 2012	∑1005% (teap %)	2.2.5.	= \varTheta	New victims subject to MARAC in	100 x 10 m	

Search:	Go Showing all 2	2 contacts		Expo
All contacts				
Name 🔿	Job title 🔿	Contacts details 🔿	Last updated 🕤	pam profile
Andy Green Go to record	Chief Executive	andy.green@logica.com 0118 965 9600 07836 775927	14/03/11	Not a user, contact your adm to request access.
Peter Wheelhouse Go to record	Head of MoJ Account.	peter.wheethouse@iogica.com	14/03/11	Not a user, confact your adm to request access.





One of many pam solutions

Unlike other services, you can future proof your pam investment by using it for a wide range of general and specialist solutions. You can add these in as and when you need.

Multi-agency Operational Working

- MASH (Multi Agency Safeguarding Hubs) Working
- Integrated Offender Management
- Victim Contact Management
- Child Safeguarding & Sexual Exploitation Prevention
- Coordinating Care for Vulnerable Adults
- Organised Crime Group Management & Disruption
- Urban Street Gangs Management & Disruption
- Complex & Troubled Family Transformation
- Multi Agency Public Protection Arrangements (MAPPA)
- Restorative Justice Conference Planning & Delivery
- Domestic Abuse Prevention
- Multi Agency Risk Assessment Conference (MARAC)
- Place Based Management for ASB & Community
 Development
- Investigation Management with Partners (Complementary to HOLMES2)
- Serious Case Review (SCR's) & Serious Further Offence Reviews (SFO's)
- Community Safety Partnership Working

Strategic Change

- Change management and culture transformation
- Business plan delivery and benefits realisation
- Board working, stakeholder mapping and action
 management
- Strategic listening and delivery response (putting the "so what" into social media monitoring)
- Project and Programme delivery with outcome measurement

Organisational Growth

- Commissioning and lifecycle management
- Mergers, joint ventures and alliances
- Customer and partner planning, engagement and delivery
- Strategic sourcing, procurement, supplier and category management
- Contract management and provider delivery
- Internal organisation collaboration
- Information security management systems delivery and risk management
- Audit Committee engagement and resolution of recommendations
- ISO and BSI readiness, implementation and monitoring
- EFQM, IIP and UK Excellent Award preparation, assessment and monitoring

Trust and security

We understand your information is valuable and stakeholders need confidence in the service in terms of security, accessibility and reliability.

In order to comply with government policies on management of information and enable people to have the most flexibility in use, pam offers two platform options. These are simply described as pam for up to IL2 (PROTECT level working), and pam up to IL3 (RESTRICTED level working).

Pan-Government Accredited IL3 Service

pam is the first IL3 restricted information service of its type to receive pan-government accreditation meaning that agencies and their partners can trust the environment and quickly adopt the platform to get early benefits. It also saves the agencies themselves spending weeks or months of cost locally accrediting it.

Up to IL2 Service

The code base that runs on the IL2 service is identical to the IL3 service, as is the ISO 27001 and HMG SPF overarching system of management.

UKAS Approved ISO 27001

Alliantist, the organisation behind pam, and pam are UKAS approved ISO 27001. (Registration number ISM 1012806). Our key data centre partners have the same or equivalent accreditations too.

The pam ecosystem

pam has a rich ecosystem that goes beyond software and helps you achieve better results, together...

Solutions

Our solution packs are designed to help you deliver real value out of the box. Designed alongside subject matter experts our solution packs offer predefined processes and tools allowing you and your partners to see an

Customers and other users already on the platform, who share their experiences and help make the service even better for

everyone.



Collaborate

The core cloud environment that enables customers and their partners to work together in new exciting ways with considerable savings

Community Cloud

People from different organisations can engage together on 'community wide' shared interests at no additional cost.





Our trusted partners build and deliver a range of innovative solutions within parm and work intimately with your team to help you win more quickly.

f Academy

A learning service that enables people to build awareness around pam solutions. Get insight on changing behaviours.

Why pam for commissioning?

- ✓ Offers the philosophy and practices for commissioning success whether alone or with partners
- Enables strategic planning and operational delivery in one place
- Always on, secure and trusted; two versions, with the only pangovt accredited IL3 platform of its type
- Future proof your investment and subscribe to what you need when you want it



We have seen the power and potential of how it [pam] can join up the agencies to achieve great things together.

Martyn Underhill, Police and Crime Commissioner, Dorset



At last a product that really does address the selection and management of strategic relationships.

Tim Cummins, CEO IACCM

Can you pam it?

pam is available via G-Cloud, through the Sprint II framework or direct from Alliantist.

Want to learn more?

Call us: 01273 704500 Email us: enquiries@pam-it.com Visit our website: www.pam-it.com

pam is a service brought to you by Alliantist, an organisation registered in England and Wales, registration number 04922343, headquartered at Sussex Innovation Centre, Science Park Square, Sussex University, Brighton, BN1 9SB. Registered office 178-180 Cornelius House, Church Road Hove, BN3 2DJ.