

ODS ROUND UP | December 2008

ODS Helps PCT Save £1.4m

Three recent contract wins have opened up new opportunities for ODS to develop bespoke leadership programmes for the public sector.

Already a leader in the field, ODS works with a range of clients to improve leadership skills and performance in support of organisational objectives.

We've now added two new health organisations to our list of partners - Southport & Ormskirk Acute Trust and Yorkshire & Humber Strategic Health Authority. And we have extended our existing leadership programme with Greater Manchester Police. All programmes will begin in the autumn.

At Southport & Ormskirk, we will spend a year working with 30 senior managers and clinicians using masterclasses, coaching and psychometric programmes to develop leadership competencies. We've already been talking to the trust's leaders to understand what they want from the programme and to create a benchmark from which to measure future progress.

Senior ODS Consultant Jackie Barringer comments: "Ultimately, the trust wants to develop its leaders as part of its talent management strategy, along with ensuring it consistently provides the standard of healthcare demanded by today's commissioners.

"By improving the skills, knowledge and performance of its leaders it also aims to improve the trust's ability to meet the expectations of its customers, to improve patient care and to better equip it to compete with the private sector."

At Yorkshire & Humber SHA, ODS has been appointed to deliver a 'public health leaders for world class commissioning' programme to over 50 public health consultants in the region.

The programme will equip consultants with the leadership skills to meet the rigorous requirements of the Department of Health's 'world class commissioning' programme. The programme addresses one of the biggest challenges currently facing PCTs and aims to transform the way health and care services are commissioned.

Donna Bradshaw, ODS Joint Managing Director, adds: "These new contracts are great news for ODS. They further cement our reputation as the provider of choice when it comes to high quality, bespoke leadership programmes for the public sector."

HR leaders face the future with confidence...



A unique ODS leadership programme has given local government HR managers in the North West the confidence to play a more strategic role in helping their organisations deliver change.

HR professionals representing more than one third of the region's local authorities took part in the Future Leaders programme, which was commissioned by North West Employers and funded by the North West Improvement and Efficiency Partnership.

The programme, part of a North West Employers' regional strategy to support HR development, set out to identify the challenges facing local government HR professionals during a period of unprecedented change.

The flexible, six-month programme included workshops and a focus on real life problem solving exercises.

Carol Brooks, Joint Managing Director of ODS, said: *"Ld us they were now working differently in their organisations as a result - using the skills and the confidence they had gained to introduce positive changes."*

Kelli Pickford, Director - Learning and Improvement at North West Employers, said: "When we commissioned ODS, we knew we would get something a bit different, and that's exactly what we wanted - something inspiring that would help create the confidence in our future leaders and develop their personal impact and thinking.

"This project was commissioned to support and compliment our regional approach; it was an excellent programme that met all of our objectives."

ODS becomes ILM centre

In a major coup for ODS, the company has won the seal of approval from the prestigious Institute of Leadership and Management (ILM).

Four ODS training programmes have been registered with the ILM. These are: the Human Resources Future Leaders programme, run for the North West Employers Organisation; a team development programme recently delivered for Ashton, Leigh and Wigan PCT's homeless and vulnerable person's team and Shire Hill Hospital's Clinical Management and Locality Team; the NHS North West Workforce Planning Programme and Coaching skills for managers.

"These are four very different programmes but each has been shown to meet the rigorous criteria laid down by the ILM," said Stuart Taylor, ODS Organisation Development Consultant.

"It was a tough and lengthy application process but the programme materials and teaching won excellent feedback from the ILM assessor. It really gives kudos to the courses and gives each of the students something of real weight at the end of them - certification from the ILM."

"For ODS to become an ILM centre is a great achievement. This is one of the most respected of all the qualifications and programme authorities in the country. We have ILM status for four years and also gain valuable support to add to our portfolio from an ILM verifier and quality assessor."

"An added benefit is that all those taking part in the programmes will have access to ILM as a student member. The benefits include the online Edge magazine, resource centre, articles on key management skills, reading lists, study guides, career development services, on line assessment of team leading skills and advice on presenting a professional image."

ODS sponsors Ghana hospital to improve staff training

ODS is supporting frontline in-service training for hospital staff in Ghana through a new sponsorship.

The sponsorship agreement, signed in May, will see ODS contribute towards the cost of the year-long programme - helping to improve patient care at the 250-bed Agogo Presbyterian Hospital in the Ashanti region of Ghana.

The training programme will help raise staff competency and clinical knowledge levels, as well as giving a boost to motivation, morale and communications.

The programme covers subjects including child nutrition and infection control, as well as broader issues such as motivation and quality assurance.

ODS has also funded a new computer and training materials to support the hospital's ongoing training programme. Felix Apiribu, Nurse-Educator at the hospital, says: "In-service training is an important component in any work situation because it reminds workers of all categories of what they need to know and helps improve their competence and knowledge level.

"It also assists in evaluating staff performance and patient satisfaction levels". In line with this, the Agogo Presbyterian Hospital has an in-service training department that organises a number of programmes every year including patient satisfaction surveys.

"I am particularly happy to be in contact with ODS who have decided to offer us sponsorship and I hope our contacts with them will yield even better things ahead."

Donna Bradshaw, ODS Joint Managing Director, says: *"We're delighted to be able to announce this sponsorship which will bring some of ODS's healthcare expertise to a rural part of West Africa."*

"We see this as the beginning of a long-term partnership. Hopefully, in addition to financial support, we may be able to provide some pro bono help by sharing some of our training materials and tools with the hospital. A consultant exchange with the UK and Ghana is also a possibility in the future."

Faced with a potential £15billion NHS budget deficit by 2011, staffing levels have come under the microscope again, with managers debating potential cuts.

Speaking at the recent NHS Confederation Conference, one foundation trust manager predicted a 15 per cent reduction in staff across the board in the next five years (source: [Health Service Journal](#))

Other delegates were a little more optimistic - suggesting that redeployment or relocation may help to meet the challenge.

Whatever the solution, it is clear that HR and organisational development teams must urgently recognise the reality of the funding situation - and show how they can help to deliver more efficient services going forward.

Despite the doom and gloom, I believe the current economic climate offers an exciting opportunity to demonstrate the value of strategic workforce planning.

Now, more than ever, managers will be open to new ideas for innovative service re-design, underpinned by evidence-based workforce plans.

A good example of this is the ambitious new urgent care service implemented by our client NHS Bedfordshire, which saved £1.4 million in its first year ([Bedford PCT Case Study](#))

The new service was a direct result of the Trust applying a 'blank canvas' approach to change, using our Population-Centric™ model. The model encourages organisations to abandon preconceptions and to start with a patient-centric view of how a new service might look.

As NHS Bedfordshire found, adopting such a radical approach can deliver powerful new services which are not only more efficient and cost-effective but which are also more convenient for patients.

This is just one of many inspiring examples of the vital role to be played by HR and OD professionals in taking the public sector forward into the brave new world ahead.

Carol Brooks