

## Chair

### **1). Philip Dunne, Conservative MP**

Philip Dunne is currently a Conservative Whip and Deputy Chairman of the party's International Office and Conservatives Abroad. He returned the parliamentary seat of Ludlow to the Conservatives in 2005, overturning a Liberal Democrat majority of 1,630. Educated at Eton and Oxford, Mr Dunne had a twenty-year business career before becoming actively involved in politics.

His business career saw him working as an investment banker in the City and abroad, before turning his attention to the creation of the bookshop business, Ottakar's. During his 18 year involvement as co-founder and then Chairman of Ottakar's, eventually acquired by Waterstones, he helped it grow to a business employing over 2,500 people nationwide in nearly 150 shops.

Heavily involved in business, Philip is also past and current director of charities, including the Juvenile Diabetes Research Foundation, in addition to various local charities. He is a director of the cross-party Information Society Alliance (EURIM) and the parliamentary chair of its Information Governance group. He also chairs the All Party Parliamentary Groups on Corporate Governance and Rural Services, is Deputy Chairman of the APPG on Diabetes and London 2012 and is Secretary of the APPG on Post Offices.

## Speakers

### **2). Steve Bundred, Chief Executive, The Audit Commission**

Steve has been Chief Executive of the Audit Commission since 1 September 2003. Prior to joining the Audit Commission, Steve was Executive Director of the Improvement and Development Agency for local government and before that was for seven years the Chief Executive of the London Borough of Camden, having previously been its Director of Finance.

Steve has also previously worked for Lewisham and Hackney councils and London University's Birkbeck College. Steve has been a TEC Assessor, a member of the Higher Education Funding Council, and the Chair of the Higher Education Review Group. He has been awarded an honorary Doctorate of Science by City University, of which he was formerly Deputy Pro Chancellor, and is a fellow of the Royal Society of Arts.

### **3). Professor M J Norton, Vice President Professionalism, The Chartered Institute for IT**

Jim Norton is an independent director and policy adviser. He is an external member of the Board of the UK Parliament's Office of Science & Technology and council member of the Parliamentary IT Committee. Jim is a Non-Executive Director of F&C Capital & Income Investment Trust plc, where he chairs the Audit & Management Engagement Committee. He is a Board Member and Trustee of the Foundation for Information Policy Research, as well as a member of the 'Electronic Communications Expert Advisory Panel' for the Irish Commission for Communications Regulation. Jim chairs the Steering Group for the Secure Software Development Partnership of the Technology Strategy Board.

He was a founder member of the Cabinet Office Performance & Innovation Unit in 1999, a former Chief Executive of the DTI Radiocommunications Agency (the UK's radio spectrum manager 1993-1998) and has held senior positions in Cable & Wireless (Marketing Director C&W Europe 1990-1993), Butler-Cox (Director Vendor Consulting Practice 1987-1990), and British Telecom (Senior Manager International Business Development).

### **4). Michael Whitehouse, Chief Operating Officer, The National Audit Office**

Michael is CIPFA qualified and has had responsibility for a range of portfolios both as Assistant Auditor General (from 2002) and as Director (from 1990). Michael has extensive experience of value for money work across government including defence, foreign affairs and international aid, agriculture and economic regulation.

Michael spent 15 months working in New Zealand with the Office of the Auditor General. In 1992 he was seconded to the Ministry of Finance in Zambia where he led a nine month review of Zambia Consolidated Copper Mines. From 1994 to 1997, he was the UK Audit Commissioner for the European Space Agency. As well as having responsibility for strategy and the operational performance and capability of the NAO Michael leads the NAO's work on cross government systemic issues. Michael is an executive member of the NAO Board.

## Roundtable participants

### 1). Stephen Darvill – Government Regulations Director, Logica

Stephen Darvill has worked since 1969 in the ICT services industry. His experience covers all aspects of marketing, sales, implementation and support for both private and public sector customers in UK and overseas.

Stephen is Government Relations Director for Logica in the UK. He is Chair of Intellect's Professionalism Workstream, Industry Chair of the EURIM Information Governance Group, Council member of PITCOM and EURIM, a member of the BCS Professionalism Board and the IET IT Policy Panel. An engineering graduate from Cambridge University, Stephen also holds a Diploma in Management Studies, CEng and CIP status and is a Fellow of the IET and the BCS.

### 2). Dr Jennifer Dixon – Director, The Nuffield Trust

Jennifer is the director of the Nuffield Trust, a London-based foundation with a mission to promote independent analysis and informed debate on UK healthcare policy. She has researched and written widely on health care reform in the UK and internationally. She trained originally in medicine, practising mainly paediatric medicine, before a career in policy analysis. She has a masters in public health and a Ph.D. in health services research from the London School of Hygiene and Tropical Medicine.

Until January 2008 she was director of policy at the King's Fund. She was a Harkness Fellow in New York in 1990 studying the obstacles to comprehensive health reform in the U.S., was the policy advisor to the Chief Executive of the National Health Service between 1998 and 2000. She is currently a board member of the Audit Commission. She is visiting professor at both LSE and at Imperial College. Recent specific research interests have been in developing risk stratification and risk adjustment techniques for application in the NHS, in particular in resource allocation and identifying high risk patients for case management. She helped to design the evaluation of the DH funded 'whole system demonstrator' project, which is a large complex randomised controlled trial, and is leading a key theme – the impact of telecare and telehealth on service use and costs. She is also currently advising DH on how best to evaluate the proposed integrated care pilots.

### 3). Tony Ellis, CIO, The London Borough of Brent

Tony Ellis has worked in local government for over 20 years. Career experience includes serving as a front line officer before moving into IT. Currently serving as Head of IT at the London Borough of Brent. An acknowledged champion of the need for councils to improve the quality of their customer information. During his public sector career Mr. Ellis has been responsible for the building and implementation of two council wide master customer databases.

In 2006, Mr. Ellis established and chairs the Data Connects group which is the local government best practice group on customer data management. The aim of the group is to devise and share best practice on how local authorities can make better use of the data they hold.

#### **4). Martin Ferguson – Head of Policy – Socitm**

Martin is Head of Policy for the Society of IT Management (Socitm - Society of Information and Technology Management) - the professional association for people working in information and technology management in the public and third sectors and suppliers to these sectors in the UK. There, he leads the development and promotion of Socitm's policies and responses to major issues such as the collection and management of personal data and the efficient deployment of resources through shared services, partnerships, outsourcing, self service and flexible working. He sits on a number of national planning and programme boards, including the Implementation Steering Group for the Government's ICT Strategy.

Previously he was an Assistant Director at the Improvement and Development Agency, responsible for strategic support of local e-government and service transformation. He is a past president of Socitm. His local government career spans planning, housing, leisure and recreation, IT and information services. His interest in information management and the application of IT in public services developed through degree studies and research in geography, urban and regional planning, and business management at the University of Wales, University of Waterloo (Canada), University College London and University of Birmingham.

#### **5). Chris Greene, Head of Research and Statistics, CIPFA**

Chris Greene is Head of Research and Statistics at CIPFA, where he has worked for the last seven years. Chris is responsible for managing the survey framework for the CIPFAstats data series and the teams responsible for policy and social research assignments. He has additionally provided analytical expertise on a number of research projects across the public sector.

#### **6). Barbara Hurst, Director of Public Reporting NHS and Central Government, Audit Scotland**

Barbara has an English degree, a Masters degree in social research methods and a postgraduate diploma in information studies. Before becoming an auditor she had a varied career including teaching English as a foreign language, managing college library services and rape crisis counselling. She has also worked for the not-for-profit sector on social policy issues, and had a period as a freelance consultant.

Barbara has worked in audit for the last 18 years carrying out a wide range of value for money studies in the health, local and central government sectors. She is currently Director of Performance Audit in Audit Scotland with overall responsibility for national performance audit reports on local and central government and the NHS in Scotland.

#### **7). Rhion Jones, Director, The Consultation Institute**

Rhion Jones is Programme Director of The Consultation Institute and is an acknowledged authority on customer service, citizen participation and e-government. He is the author of CRM in the Public Sector, and over 30 other thought-leadership White Papers and Briefings. In his role with the Institute, Rhion has pioneered a comprehensive portfolio of training courses for those involved in public and stakeholder consultations, so that the Institute can now offer its Certificate of Professional Development.

He has also developed new techniques of evaluating the effectiveness of consultations and works closely with the Royal Institute of Town Planning on the implementation of Statements of Community Involvement. In addition to providing services and support for consultors, the Institute has developed a training event for consultees called Responding to Consultations, and Rhion is particularly keen to see hard-to-reach and other disadvantaged groups given more assistance to participate in public engagement exercises.

**8). Jill Kirby, Director, Centre for Policy Studies**

Jill Kirby was appointed Director of the Centre for Policy Studies in 2007. A writer and policy analyst, her CPS publications include [The Nationalisation of Childhood](#) (2006), [Who Do They Think We Are](#) (2008), [What's Wrong with 50p](#) (2009) and [The Reality Gap](#) (2009). Topics she has covered include taxation; welfare reform; childcare and early education; women and work; pensions; fertility and demography.

She has also written on privacy and data-sharing, examining the balance of the relationship between the individual and the State. Jill is a contributor to the national press, with articles appearing in The Times, Sunday Times, The Daily Telegraph and Daily Express, and is frequently interviewed on the BBC and other national and local broadcast media.

**9). James Morris, Chief Executive, LOCALIS**

James was educated at the University of Birmingham where he studied English Literature and then undertook postgraduate research at Oxford University. He also has an MBA from Cranfield School of Management where he won the Venture Capital Report prize for entrepreneurs.

James has been a successful small businessman having established a number of software companies. He also has a strong track record as a policy maker and campaigner as the Director of the innovative campaign group Mind the Gap in 2003. He was appointed CEO of Localis in March 2008.

**10). Thomas Oppe, Data Protection Manager, Information Commissioner's Office**

Thomas Oppe is Data Protection Promotion Manager in the Information Commissioner's Office policy team. As the lead on the ICO's implementation of Privacy Impact Assessments, he has worked on their introduction to organisations across all sectors. Thomas has spoken about privacy and data protection issues at several national policy workshops and conferences, and produced guidance on related topics.

Previous to taking up a policy role, Thomas worked on the case handling side of the ICO investigating and resolving data protection complaints.

**11). Lucy Parsons, Senior Economics Researcher, REFORM**

Lucy Parsons is a senior economics researcher at Reform. She joined Reform in January 2008, having spent three and a half years working in International Tax at Deloitte and Touche during which time she qualified as a chartered accountant. Lucy studied Politics at Bristol University.

**12). Joanne Shaw, Chair, NHS Direct**

Joanne has chaired NHS Direct since August 2008 having served on the board since its inception in 2004. She is Chairman of Datapharm Communications, a leading provider of digital medicines information to the NHS, the pharmaceutical industry and the general public. She was recently appointed a director of the British Board of Film Classification.

Until August 2008 she was a Trustee for the Long-term Conditions Alliance and chaired the not-for-profit company behind 'Ask About Medicines'. Joanne has a strong interest in the use of new communication channels for health and medicines. After serving on the management board of the Audit Commission, she became Director of Medicines Partnership, a Department of Health initiative to improve the use of medicines in the NHS. She previously worked internationally as a strategy consultant with the Boston Consulting Group.

**13). Andrew Sheffield, Central Government Head, Experian**

Experian is the leading global information services company, providing data and analytical tools to clients in more than 65 countries. In the UK we work in partnership with the public sector, helping organisations improve policy, understand customers better, optimise communication and realise the potential of services.

Andrew Sheffield joined the Group at the start of the year. His role takes him across a wide range of central and local government organisations, supporting them in finding new ways of tackling public service challenges. Prior to that he worked in the Public Service Reform Group in the Cabinet Office where he led work on innovation in public services.

**14). Philip Virgo, Secretary General, EURIM**

Philip has been associated with EURIM since it was relaunched in January 1994 . He was the first executive officer to be appointed and has carried the designation Secretary General since 1996. He was an LCC scholar at Dulwich College, an exhibitor at Peterhouse, Cambridge and was subsequently the first graduate trainee programmer for STC's Microwave and Line Division in Basildon. He then moved to ICL where he re-wrote and decimalised the Group Sales Ledgers before they sponsored him on the MSc programme at the London Business School. On return to ICL he ran the tri-partite (ICL-DTI-DoE) planning exercise to produce Computing Development plans for the Regional Water Authorities. After a year as Business Planning and Modelling Consultant in the Management Sciences Unit of ICL he then served as Comptroller and Business Development Manager for Public Corporation Sector.

In 1977 he changed career and moved to the Wellcome Foundation as Corporate Planner responsible for R&D, Export Division and the European Subsidiaries. At Wellcome he became involved in national IT Policy issues, helped draft the technology policies of both main parties for the 1979 election and in 1981 was the founding "Industry Vice-Chairman" of the Parliamentary Information Technology Committee.

In 1982 he returned full-time to ICT and joined the National Computing Centre to handle National Issues and set up a Technology Assessment Service. Shortly afterwards he was given responsibility for the NCC Microsystem Centre: the flagship "awareness programme" of the day. From 1983-1989 he ran the City C3 Club, bringing together high tech investors and fund-seekers. He helped found the Federation Against Software Theft in 1984, ran the NCC studies into reasons for the IT Skills Crisis of the mid-1980s and actions likely to be effective and also provided inputs to ministers on how best to advise small firms and encourage investment in innovation. After leaving NCC in 1986 he was retained as an advisor until 1992 and was on the South East regional committee as a member for several years afterwards.

Philip was Finance Executive of PITCOM from 1982-2006 and remains on the Council and Programme Committee. He was an external advisor to the High Tech Unit of Barclays Bank (1983-89), Campaign Director for the Women in IT Campaign (1989-92), IT Skills Advisor to the West London TEC (1991-2, a Specialist Advisor to the Information Committee of the House of Commons (1993-4), has been Strategic Advisor to the Institute for the Management Information Systems (IMIS, previously IDPM) since 1993 and has served on various advisory boards and committees. He has written extensively on the social and economic impact of new technologies and how to handle them, whether from a political or business perspective.

**15). Amelia Walker, Head of Centre for Service Transformation, LGiU**

Amelia Walker is the Head of Centre for Service Transformation at the LGiU, a leading thinktank for local democracy. The Centre has a wide brief covering health and social care, crime and justice and social housing, and focuses on challenging existing thinking by developing local ideas into policy of national significance.

She is currently joint lead for the LGiU's Sustainable Social Care Learning Network, and the nominated expert for an EU Committee of the Regions opinion on health inequalities. She is a regular commentator in the press and represents the perspective of local government to national bodies. Before joining the LGiU she worked in local government and the civil service.

**16). Dave Waltho, Head of Government Affairs, SAS UK**

Dave's career has given him a perspective from both sides of public sector procurement. Before joining SAS, the largest privately owned software company in the world and the market leader in Business Analytics, Dave was a senior executive at Royal Mail Group for 20 years and then spent over 3 years as Director for Central Government with EDS, the largest supplier of IT and services to the UK public sector.

His current role with SAS includes advising senior politicians and civil servants on information-led transformation and ensuring that SAS solutions are aligned with and support policy goals and delivery priorities. Although his role is UK based, he is a sought after speaker at international events, including recent engagements in Estonia and Denmark.

**17). Peter Wilkinson, Managing Director, Policy Research and Studies, Audit Commission**

Peter is currently Managing Director of Policy, Research & Studies at the Audit Commission. Prior to April 2006 he was Managing Director (Strategy & Resources) responsible for a wide range of the Commission's strategic and support activities including strategic planning, policy, auditor appointments, technical support, finance, legal and IT. Peter has been at the Audit Commission since 1990, and a Director since 1995. He has worked in the local government, health and police sectors and has particular interests in knowledge management, and in performance management and measurement in the public sector.