



## Towards An Excellent Service (TAES) For Parks and Open Spaces

### *In Pursuit of Excellence*

**'Implementing TAES' Course (Bishops Hull, Taunton 15 October 2009)**

**'Peer-Led Challenge Course' (Bishops Hull, Taunton 27 & 28 October 2009)**

#### The background

Towards an Excellent Service (TAES) for Parks and Open Spaces, is a parks specific version of the Excellence model that has helped transform the performance of cultural services and the perceptions about their impact on communities over recent years.

Using TAES can be the key to better representation in Comprehensive Area Assessments (CAA), Local Area Agreements (LAA), Multi Area Agreements (MAA), Regional Improvement and Efficiency Partnerships (RIEPS), and Regional Cultural Consortia and can help park and green space services compete with other cultural services in the political and economic arenas where the critical decisions about investment priorities are being made.

Following the success of last year's 'Implementing TAES' training courses, GreenSpace, supported by CABE Space and Communities and Local Government (CLG), can now offer further opportunities to access TAES Training. Discounts are available for IPGS and GreenSpace Forum members and for organisations wishing to attend both courses.

Please note that you will not be able to attend the Peer-Led Challenge course unless you have attended an Implementing TAES course.

To book a place or to receive further information, please contact Leanne Scholey on 0118 9469063 or [lscholey@green-space.org.uk](mailto:lscholey@green-space.org.uk).

Those organisations attending the 'Peer-Led Challenge' course will have the opportunity to become a member of a pilot 'TAES Improvement Network'. GreenSpace is seeking to establish two 'TAES Improvement Networks' in different English regions, linked to the GreenSpace Forums.

#### Implementing TAES 15 October 2009

##### The focus

This one day course will provide an overview of the parks and open space version of the business excellence framework and the skills and techniques required to implement it.

##### The objectives

By the end of the training day it is intended that participants should have:

- An understanding of the concepts of excellence and continuous improvement
- Skills for scoping and planning their self-assessment
- Basic skills to carry out self-assessment
- Basic skills to develop a self improvement plan
- Awareness of the options available for external validation

#### Peer-Led Challenge 27 & 28 October 2009

##### The focus

This two day course is designed to ensure that people have the skills to conduct robust, challenging and valuable Peer-led Challenge, and to play a lead role in their organisation's Self-Assessment workshops. The Peer-Led Challenge course follows on from and builds on the learning from the Implementing TAES course.

##### The objectives

The delegates will leave the course with the following:

- Enhanced insight to – and passion for - Excellence and continuous improvement
- A clear perspective on the goals of the TAES Programme
- Clarity in relation to conducting effective Self-Assessment
- Enhanced insight relating to the TAES Benchmark
- A clear understanding of the Peer-Led Challenge process and techniques
- The skills to conduct effective and robust Peer-Led Challenge
- An agreed Peer-Led Challenge structure (which London Borough will challenge which London Borough)

#### Who should attend?

TAES will be of interest to local authority park managers and performance managers.

#### Cost

|              | Implementing TAES | Peer-Led Challenge | Both Courses |
|--------------|-------------------|--------------------|--------------|
| IPGS Members | £150 + VAT        | £375 + VAT         | £500 + VAT   |
| Non-Members  | £200 + VAT        | £475 + VAT         | £625 + VAT   |

\*VAT at 15%

#### Booking information

By post: Complete and return the attached booking form to the address provided.

By fax: Complete and fax the attached booking form to 0118 946 9061.

By telephone: Call 0118 946 9063 to make a provisional booking.

By email: [lscholey@green-space.org.uk](mailto:lscholey@green-space.org.uk)

*Please note that all bookings must be accompanied by an official purchase order number or booking reference.*

*Due to the popularity of previous events you are advised to book early to avoid disappointment. GreenSpace reserves the right to alter the programme without notice. If for any reason you need to CANCEL your place on this course, your cancellation must be supplied in writing. Cancellation charges (the full course cost) will be applied if we do not receive your notice ten working days before the course date. Substitution of another delegate is possible at any time, but please let us know details in advance.*

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