



**Cooperative Councils'**  
Innovation Network

## EDUCATION & TRAINING



Innovation



Learning

## Public Service Transformation Academy (PSTA) working with Police and Crime Commissioners

### Contract Management Development Programme

The Contract Management Development Programme was designed to enhance the practical skills, confidence, and strategic insight of professionals responsible for managing contracts within public services.

The programme has brought together participants from a variety of organisations, including Offices of Police and Crime Commissioners (OPCCs), local authorities, charities, and service providers. A diverse range of perspectives is a real strength, enabling participants to examine challenges from both the commissioner and supplier viewpoints and to develop a shared understanding of what effective contracting entails.

#### A Practical Approach to Contract Management

Through interactive sessions covering the full contract lifecycle, the programme provides practical tools and frameworks for participants to:

- Understand the end-to-end contract management lifecycle
- Strengthen their ability to design, mobilise, and manage contracts effectively
- Improve performance and risk management approaches
- Navigate the complexities of public sector procurement and governance
- Build confidence to challenge and improve current practice

## Adapting to a Changing Environment

As the programme has developed through successive cohorts, the content has been refined based on participant feedback and the evolving operating environment of public services. The latest version of the programme has been streamlined and updated to emphasise “contracting through uncertainty,” reflecting the realities faced by many organisations, including financial pressures, shifting policy priorities, workforce constraints, and complex service delivery environments.

The updated programme explores issues such as:

- Changing operating environments
- Designing agreements to adapt to uncertainty
- Navigating political pressures and resource constraints
- Addressing incomplete contract lifecycles and legacy arrangements
- Strengthening relationships between commissioners and providers

## Building a Community of Practice

The programme has built an informal community of practice, linking professionals across OPCCs, local authorities, and provider organisations. Participants gain opportunities to share experiences, discuss common challenges, and learn from peers across the sector. A follow-up bonus session enables participants to reflect on how they have applied their learning and to collaboratively work through emerging issues.

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### For further information contact:

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