

Future Focus: Where next for Local Government Services?

A seminar exploring:

- Commercialisation and income generation
- Public Sector Transformation
- Demand Management
- New technologies
- Financial management
- Case studies and good practise

Featuring Innovation Hubs in Waste and Recycling, Renewables and Climate Change, Leisure and Cultural Services, Parks and Open Spaces, Transport and Vehicle Maintenance



Thursday 30th June 2016

Oxford Thames Four Pillars Hotel Henley Road, Sandford On Thames, Oxford, OX4 4GX

Programme: Thursday 30 June 2016

09.30 Delegate arrival and registration

10.00 **Session 1 – Strategic Perspectives – Panel Discussion**

Within this session, our speakers will present a varied mix of perspectives on the future of Local Government services, exploring finance, service delivery models, commercialisation and workplace culture and Oxford City Council will present their nationally recognised approach to ensuring the future of frontline services. The presentations will be followed by a panel discussion to which all are warmly invited to contribute.

The 21st Century Public Servant – redesigning public services from the ground up

- The benefits of co-location
- Creating the environment for cultural change across professional disciplines

- Focus on a joint approach to Place

Speaker: Rachel North, Deputy Chief Executive, Tewkesbury Borough Council

How will changes to Local Government finance affect essential Refuse, Street Cleansing, Parks and Leisure services?

- How is local government funding changing?
- What does business rate retention mean for local councils?
- What are the new finance skills we will all need in the future?
- What can we expect for operational services, both discretionary and non-discretionary?

Speaker: Adele Taylor, Director of Finance and Support Services, East Hertfordshire District Council

Commercialisation and Income Generation

- What drives the need for commercialisation and income generation?
- What are we learning as an Association? - Examples from across the UK
- How can we capture the entrepreneurial spirit and develop it within staff?
- How can APSE help?

Speaker: Paul O'Brien, Chief Executive, Association for Public Service Excellence (APSE)

Oxford City Council - APSE Overall council of the Year 2015 & MJ Best Achieving Council 2014

- Why are employee relationships key to coping with the changing context for public services?
- How can we be financially self-sustaining?
- Developing a culture of social entrepreneurialism
- Monitoring and improving productivity

Speaker: Tim Sadler, Executive Director for Community Services, Oxford City Council

11:30 Refreshments and Exhibition viewing

12.00 **Session 2 – Innovation Hubs**

Expertly led, roundtable discussions to cover future-shaping questions about delivery in your service area. Feel free to talk to your table host about what you would like to hear about from other local authorities represented in the room. A valuable opportunity to network and meet those developing solutions in their local area for the challenges we all face.

Innovation Hub 1 – Waste and Recycling Services

- Options for working weeks and shift patterns
- Raising recycling rates, reducing contamination rates – behaviour change and enforcement
- Lowering demand created by missed bin claims
- Three-weekly collections
- Using your customer base to promote the council's traded services

Facilitator: Colin Rowland, Head of Street Scene, Parks and Regulatory Services, Basingstoke and Deane Borough Council & APSE National Council representative

Innovation Hub 2 – Renewables and Climate Change

- Wind, Hydro and Solar – experiences and business models
- Progressing measures to increase energy efficiency
- Practicalities for Biomass schemes and the rules for their installation
- Community energy schemes

Facilitator: Cllr Van Coulter, Oxford City Council & Prospective APSE National Chair

Innovation Hub 3 – Leisure and Cultural Services

- New- build designs in leisure centres
- Charitable Trusts and Community Interest Companies – what role do they serve?
- Museum services – retaining in-house expertise and carrying them forward
- Good volunteer programmes
- Accessing new funding streams

Facilitator: Cllr Paul Gittings, Lead Councillor for Culture, Sport and Consumer Services, Reading Borough Council & Chair of the APSE National Sports and Leisure Management Advisory group

Innovation Hub 4 – Parks and Open Spaces

- Devising methods for visitor counts
- Event management and bookings systems
- What does a self-sustaining park of the future look like?
- Income generators you may not have tried
- Developing a commercial tree team or home gardening service

Facilitator: Zena Cooke, Corporate Director of Resources, London Borough of Tower Hamlets & APSE National Council representative

Innovation Hub 5 – Transport and Fleet Operations

- Ensuring compliance in working time
- Developing a business case for commercial operations
- Vehicle Leasing
- Double shifting vehicles
- Routes to safer and more fuel-efficient driving

Facilitator: Cllr Peter Brooks, Chairman of GS+ Board, Royal Borough of Greenwich & Chair of the APSE Vehicle Maintenance and Transport Advisory Group (SSW)

13.00 Lunch and Exhibition viewing

13:15 APSE South/South West Annual General Meeting

If you are attending from an APSE member council, we would be delighted if you would join us to hear about what has happened over the year within the APSE network, across the UK and share your views on how to take the Association forward in the year ahead.

14:00 Session 3 - Service Innovation - What is on the horizon within frontline services?

We'll be looking at new approaches in Frontline services. We'll be considering charitable foundations to raise funding through legacies and the latest developments in Ultra Low Emission vehicles. We'll also be hearing about Underground waste systems in the UK and abroad. To open the session, we'll be hearing about how we can apply behavioural sciences to our frontline work with customers to reduce demand for services, reduce costs and increase efficiency.

How can we learn about what's best for our citizens and customers?

- What do behavioural sciences have to teach us?
- Devising randomised control tests to measure the impact of communications methods
- Tests to try – How can you reduce demand through differently designed services?

Speaker: Toby Blume, Cooperative Council Implementation Lead, Lambeth Council

Underground Waste – Case studies from the UK and abroad

- Types of Systems available
- The advantages of going underground
- What is happening abroad and within the UK?

Speaker: Patrick Knowles, Senior Consultant, APSE

14:50 Refreshment and Exhibition viewing

15:10 Session 4 - Service Innovation - What is on the horizon within frontline services?

The Ultra Low Emission Vehicles Guide 2016

- What qualifies as an Ultra Low Emission vehicle? What fuel technologies are in use and what is being developed?
- What are the costs and benefits of procuring an ultra low emission vehicle?
- Operational matters – vehicle range, speed, re-fuelling (charging) and servicing

- How can local authority fleet managers support the 'Go Ultra Low' initiative?

Speaker: Jonathan Hawkings, Senior Policy Manager, The Society of Motor Manufacturers and Traders Ltd. (SMMT)

Re-thinking Parks – Bournemouth's Coastal Parks and Garden Foundation

- Future Funding models for Parks – where are we now?
- What have we learned from establishing a Coastal Parks and Garden Foundation?
- Using smartphone and other digital technologies to harness public support and funding
- What should the sector trial and implement next?

Speaker: Michael Rowland, Head of Parks Development, Bournemouth Borough Council

16:00 Seminar close

Seminar objectives

What will the future of Local Government Services look like? What are the key skill sets of the 21st century public servant? How can we capture the entrepreneurial spirit? This seminar will examine all these questions and more, facilitating peer-to-peer learning through expertly led Innovation Hubs.

Open to all interested in the future of local government services, expect to meet and engage with like-minded colleagues from across the South of England exploring both cross-cutting and service specific issues including cultural transformation, technological change, service innovation, managing demand for services and strategies for income generation.

APSE South/South West Annual General Meeting

Within the lunch hour of this seminar, we will be holding the Annual General Meeting for the APSE South/South West region. At this meeting, we will elect the Regional Chair and Secretary as well as other representatives on APSE National Council for the year ahead. We will take a look at what has happened over the year in the region and at what's happened within the APSE network, across the UK and gather views on how to take the Association forward in the year ahead.

Who should attend?

- Council Leaders, Executive and Non-Executive members
- Chief Executives, Directors and Senior Management Team
- Corporate Policy and Strategic Leads
- Organisational Development and Cultural Transformation leads
- Finance Directors, Business & Commercial Development officers
- Environmental Services Managers
- Leisure and Cultural Services Managers
- Energy Managers

Reserve your place now by completing the booking form and faxing it or emailing to Mary-Anne Kamau at APSE on 0161 772 1811 MKamau@apse.org.uk

The Venue

Oxford Thames Four Pillars Hotel
Henley Road
Sandford On Thames
Oxford
OX4 4GX

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Booking form

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Future Focus – Where next for Local Government Services?, Thursday 30 June, Oxford

main contact name: _____ authority: _____

address: _____

post code: _____

telephone: _____ fax: _____ email: _____

Please detail here any special dietary/access requirements for the delegates listed below:

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APSE issues a written confirmation for all delegate bookings received. If you have not received your confirmation letter within 5 working days of sending your booking form, then please contact APSE on 01865 749365.

Payment information

What's included: The delegate place covers attendance, delegate documentation, lunch and light refreshments. Please note that hotel accommodation and travel costs are not included. A list of recommended hotels in the area is available on request.

APSE members delegate fee:- £169

Non-members delegate fee:- £249

Commercial Organisation:-£ 360

Please indicate preferred method of payment (tick):-

- Please find enclosed cheque (made payable to APSE)
- Please invoice me

CANCELLATION & REFUND POLICY: Reservation is a contract. Substitution of delegates is acceptable any time in writing by post, email to mkamau@apse.org.uk or fax to 0161 772 1811. Cancellations must be made in writing at least 10 working days before the event, and will incur a 20% administration fee. In the unlikely event of cancellation by the organisers, liability will be restricted to the refund of fees paid. The organisers reserve the right to make changes to the programme, speakers or venue should this become necessary.

Delegate name	Delegate position	Delegate email	Innovation Hubs <i>Please circle one option</i>
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Please return completed form to:

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Reserve your place now by completing the booking form and e-mailing to mkamau@apse.org.uk