

apse

performance networks

Data led intelligence

The key to decision-making in hard times

FREE

for APSE members



Wednesday 22 May 2024

Luton Town Hall

Programme / Booking

9:30 Registration

10:00 Session 1: Performance matters

Welcome

- Performance and planning
- Role of performance and data analysis in Luton
- Raising the profile

Robin Porter, Chief Executive, Luton Borough Council

Saving on the bottom line

- Cost benefit analysis in decision making
- How we use data as intelligence
- Local examples of service improvement

Mark Fowler, Deputy Chief Executive, Corporate Director – Population Wellbeing, Luton Borough Council

What's happening nationally?

- Latest performance issues affecting Local Government
- What are the trends in the UK?
- Developments for this year

Debbie Johns, Head of performance networks, APSE

10:45 Break

11:15 Session 2: Transformation and service improvement in the UK

Performance and service transformation

- Using data to identify the starting position
- Effective tools and techniques to transform services
- UK-wide case studies

Andy Mudd, Head of APSE solutions

Eastleigh: best performing council in the UK for street cleansing and parks

- Using the data to prove value for money
- Interpreting the data and creating a picture of

performance

- Practical use of the data at a local authority level
- Paul Naylor, Service Director, Neighbourhoods & Green Spaces, Eastleigh Borough Council

12:15 Lunch

13:15 Session 3: Case studies

Each case study will be followed by Q&A

Case study 1: Oxfordshire County Council: Catering Most Improved Performer – Gail Witchell, Operations Manager – Catering and Cleaning, Oxfordshire County Council

Case study 2: Kent County Council: Street Lighting Best Performer finalist – Sue Kinsella, Street Light Asset Manager, Kent County Council

Case study 3: Cambridge City Council: Parks Most Improved Performer finalist and using LAMS to provide intelligence about your service - Alistair Wilson, Strategic Delivery Manager, Cambridge City Council and Don Blair, Operations Manager, Cambridge City Council

14:15 Break

14:30 Session 4: Performance apps workshop – using technology to improve your service!

- Land Audit Management System
- Play Inspection Management System
- Memorial Inspection Safety Tool
- Cleaning Audit Management System

Workshop facilitated by Debbie Johns, Head of performance networks, APSE and Ian Jones, APSE associate

15:30 Seminar close

About the Event

Council Chamber, Luton Town Hall, George St, Luton LU1 2BQ

Free of charge event to APSE members

What's included?

The booking covers attendance, delegates' documentation, lunches and light refreshments.

APSE member delegate fee: FREE

Non member delegates fee: £184 + VAT

>> [Click here to reserve your place](#) <<