

From data to service improvement

The UK's largest local government benchmarking conference



Thursday 7 - Friday 8 December 2023

Village Hotel Blackpool, East Park Drive, Blackpool FY3 8LL



9:00 Delegate registration

10:30 Session 1: Performance and opinions

Chaired by Mo Baines, APSE Chief Executive

Climate change benchmarking

- What's important and what's needed?
- Monitoring progress and comparing performance
- Identifying good practice and raising the profile of innovations

Patrick Allcorn, Head of Local Net Zero Delivery and Demonstration, Department for Energy Security and Net Zero (DESNZ)

Future-proofing the front-line

- APSE approach to benchmarking climate change
- A look at past and present performance
- Using data for the wider public services debate

Debbie Johns, Head of performance networks, APSE

Getting the best from digital tech for Frontline Services

- What upcoming innovations are there?
- How can frontline services embrace this?
- Overcoming barriers
- Not replacing jobs but enhancing work

David Ogden, Engagement Director, Society For Innovation Technology and Modernisation (SOCITM)

Public opinion on public service spending and the economy

- Trends in public satisfaction
- What do tax payers value?
- Key messages for decision makers

Damian Lyons-Lowe, Chief Executive, Survation

11:45 Tea and coffee

12:15 Thematic Forums

Forum 1: Applying digital solutions efficiently and effectively

- APSE best efficiency and transformation Initiative 2023
- Use of AI
- Improving interaction with residents
- Smarter, leaner ways of working

Gemma Hancox, Customer Contact Group Manager, Communities, Customer and Commercial Services, Telford and Wrekin Council and Andy Mudd, Head of APSE solutions

Forum 2: Monitoring climate change – about the APSE new benchmarking module

- What are we measuring?
- What are the benefits?
- How do I get involved?

Phil Brennan, Head of APSE energy

Forum 3: Workforce matters

- Big Workforce Survey
- Mental health and wellbeing
- Recruitment and retention

Sandy Anderson, Service Manager, Fife Council and Mo Baines, APSE Chief Executive

Forum 4: Learning for the front line: is lifelong learning still a valid concept?

- Types of workforce learning
- Using data to inform learning
- Investing in public service excellence

Fiona Sutton-Wilson, Head of APSE training

Forum 5: Inspection Apps and Power BI

- Cleaning Audit Management System (CLAMS)
- Land Audit Management System (LAMS)
- Memorial Inspection Safety Tool (MIST)
- Play Inspection Management System (PIMS)

Amanda Aitchison, Facilities Team Leader, Stirling Council, Steve Jones, Parks and Cemeteries Operations and Development Manager, Knowsley Council, Paul Naylor, Services Director - Neighbourhoods and Green spaces, Eastleigh Borough Council, Debbie Johns, Head of performance networks and Ian Jones, APSE associate

13:00 Lunch

14:00 Workshops

Workshop A: Building cleaning and catering

- APSE Performance Networks: Best Performer 2022 – Cleaning
- The evolution of the Facilities Operational Control Centre and Emergency Cleaning Team
- APSE Performance Networks: Best Performer 2022 – Catering
- Rebuilding our catering service: APSE most improved performer 2022
- Recruitment and retention of staff
- CLAMS app – Inspecting building cleaning

John Feeney, East Renfrewshire Council; Sandy McGinness, South Lanarkshire Council; Joanne Davidson, Derbyshire County Council; Gail Witchell, Oxfordshire County Council and Vickie Hacking, APSE principal advisor

Workshop B: Building maintenance (housing and non-housing)

- Adult apprentices and the need to have a multiskilled workforce in Local Authority industry
- Digitisation within building maintenance: front line applications and back office systems
- Reactive and planned maintenance repairs within buildings
- Electrical Installation Condition Report Certificate (EICR)
- Corporate Asset Management Plans and forward capital investment programmes

William Andrew, South Ayrshire Council; Ross Grieve, Fife Council; Charlotte Banks, APSE principal advisor and Colin McInnes, APSE associate

Workshop C: Cemetery and crematorium services

- Electric cremators and decarbonising the cemetery industry
- Dealing with the growth and problems with unauthorised memorials and other items left on graves
- Future cemetery planning
- Making space for nature in burial grounds (APSE research)
- Building Bereavement Services from scratch – what does excellence look like?
- MIST app – Inspecting memorials

Steve Jones, Knowsley Council; Ady Selby, West Lindsey District Council; Fiona Sutton-Wilson, Head of APSE training and Ian Jones, APSE associate



Workshop D: Parks, street cleansing and streetscene

- Budgets and how are we plugging the gap?
- Biodiversity net gain
- The Denbighshire drive to enhance biodiversity
- Glyphosate – is it still the only option?
- Using technology to build litter and flytipping data
- LAMS App – inspecting public space
- PIMS App – inspecting playgrounds

Frankie O'Rourke, Glasgow City Council; Liam Blazey, Denbighshire County Council; Kay Lennon MSc, Rob Jones, Cheshire West and Chester Council; Andy Mudd, Head of APSE solution; Matt Ellis, APSE principal advisor and Dave Henrys, APSE associate

Workshop E: Refuse collection, recycling and transport

- The changing face of refuse, recycling and streetscene vehicles
- Mandatory food waste recycling
- Decarbonisation of fleet
- Update on EPR and Deposit return scheme
- Recruitment
- Depot modernisation
- Waste management learning

Barbara Leach, Defra, Paul Gray, Aberdeenshire Council; Abi Ademiluyi, APSE principal advisor; Amy Caldwell, Senior Training Officer, APSE; Peter Kirkbride, APSE Associate and Pete Johnson, APSE associate

Workshop F: Roads/highways, winter maintenance and street lighting

- Challenges and opportunities facing the service
- Asset management within stretched budgets
- Gully programming
- Public engagement including complaints
- Digitalisation within roads
- The climate's changing our street lighting services
- Pavement Parking legislation

Theresa Mackin, Ayrshire Roads Alliance; Keith Benson, Wigan Council; Ian Lennox, East Lothian Council; Louise Melville, APSE principal advisor and Andrew Martin, APSE associate

Workshop G: Sports and leisure

- APSE and Sport England collaboration
- Swim strategy
- Rebuilding participation
- Recruitment
- Energy efficiency
- A commercial approach to leisure

Emma Bernstein, Sport England; Sally Cheeseman, 4Global; David Johnston, East Riding of Yorkshire Council; Rob Bailey, APSE principal advisor and Mark Allman, APSE associate

17:15 Seminar close

Evening Programme

The prestigious performance networks awards are a high-profile occasion where both the best performing authorities and the most improved are awarded for their achievements. There are dedicated awards for most service areas and finalists are selected based on those authorities who have participated in performance networks.

- 19:00** Pre-dinner drinks
- 19:30** Performance networks dinner
- 21:30** Performance networks awards

APSE is proud to once again be supporting Parkinson's UK as our event charity this year and hopes to add to the many thousands raised at our awards in recent years for this vital charity.



Friday 8 December

10:00 Measuring progress on climate change– how are we doing?

- Bringing climate ambitions to a neighbourhood services level
- How Lancaster are monitoring progress
- What will our climate ambitions mean for other city and coastal communities?

Mark Davies, Chief Executive, Lancaster City Council

10:30 Panel discussion

- Elected members perspective – **Councillor Tom Ross, Leader, Trafford Council**
- Chief Executive perspective – **Karen Bradford, Chief Executive, South Kesteven Council**
- Front line service perspective – **Paul Wright, Operational Director, Halton Borough Council**
- Expert advisor perspective – **Louise Marix-Evans, former advisor to the Committee for Climate Change and expert in decarbonisation**

11:30 Seminar close





Venue 2023

This year's performance networks seminar will be held at the Village Hotel Blackpool, East Park Drive, Blackpool, FY3 8LL.

Situated on the eastern edge of the town, the venue is easily accessible from the M55.

Delegate Packages Exclusive of VAT

What's included?

The delegate fee covers attendance on both days, delegate documentation, lunches, light refreshments, dinner and attendance at the performance networks award ceremony. Accommodation for Thursday 7 December is also included.

Performance networks corporate/service members: **£235+VAT**

Other performance networks member delegates: **£290+VAT**

Non performance networks member delegates: **£400+VAT**

Private/non Local Government delegates: **£535+VAT**

Accommodation Bookings allocated on 'first come, first served' basis

Accommodation for the night of Thursday 7 December is included in the delegate fee.

Accommodation will be allocated on a first come first served basis. Please note that APSE cannot guarantee that bedrooms at the Village Hotel will be available for late bookings.

Delegates wishing to book accommodation on any night other than 7 December must contact the hotel directly to do this.

Visit the [APSE Events page to book](#) [click here](#)

CANCELLATION & REFUND POLICY: Reservation is a contract. Substitution of delegates is acceptable any time in writing by email to MButterworth@apse.org.uk. Cancellations must be made in writing at least 10 working days before the event, and will incur a 20% administration fee. No refunds can be given for cancellations received less than 10 working days before the event or for nonattendance. 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 mode of delivery should this become necessary. If due to emergency action by UK Governments/Administrations or Public Agencies this event is postponed, for example for reasons of public health and safety, the organisers will transfer your booking to the replacement event or provide a credit voucher against a future event booking.

