

# Monitoring performance post-pandemic

The UK's largest local government benchmarking conference



**1 - 2 December 2022**

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



9:00 Delegate registration

## 10:30 Session 1: Performance and opinions

### Local government services: A view from Sweden

- About local government in Sweden
- Monitoring litter and waste management plans
- Engaging with citizens

**Johanna Ragnartz, CEO, Keep Sweden Tidy**

### Public opinion on public service spending and the economy

- The latest APSE / Survation Polling Results on Public Confidence
- What frontline services do the public value?

- The prospect of public service spending cuts v tax cuts

**Damian Lyons-Lowe, Chief Executive, Survation**

### Monitoring post-pandemic performance: have we recovered?

- Financial position
- Staffing changes
- Service demand and provision

**Debbie Johns, Head of performance networks, APSE**

Your opinions –live session!

11:45 Tea and coffee

## 12:15 Thematic Forums

### Forum 1: Managing demand post-Covid

- Impact of cost of living and cost of fuel
- Changing behaviours
- Different ways of working
- Case study: Liverpool's underground bin initiative

**Mike Brown, Chief Operating Officer, Liverpool Streetscene Services Ltd and Andy Mudd, Head of APSE solutions**

### Forum 2: Are 'green' indicators the most important?

- Monitoring and reporting performance
- Service progress to a council target
- Case study examples of frontline projects

**Lucy Nothey – Climate Emergency Manager, Wirral Council, Fiona Sutton-Wilson, Head of APSE training and Charlotte Banks, APSE Principal Advisor**

### Forum 3: Workforce matters

- Recruitment and retention
- Post-Covid office returns
- Pay rates benchmarking
- Future capacity including green skills

**Terry Pycroft, Head of Service (special projects) - Organisational Development, Leeds City Council and Mo Baines, Deputy Chief Executive, APSE**

### Forum 4: APSE council of the year 2022 – Eastleigh Borough Council

- Tackling climate and environmental emergency
- Creating healthy communities
- Case study examples of frontline projects

**Paul Naylor, Direct Services Manager, Eastleigh Borough Council and Paul O'Brien, Chief Executive, APSE**

### Forum 5: Inspection Apps for public spaces

- Use of dynamic reporting for LAMS
- Feedback from the Play Inspection Management System (PIMS) app pilot
- Feedback from the Memorial Inspection Safety Tool (MIST) app pilot

**Stuart Russo, Senior Technical Officer, City of Bradford Council, Debbie Johns, Head of performance networks and Ian Jones, APSE associate**

13:00 Lunch

## 14:00 Workshops

### Workshop A: Building cleaning and catering

- Promoting FM services and social media campaigns
- Sustainability and climate change
- Maintaining contracts and procurement
- Recruitment and retention
- Universal infant free school meals
- Cleaning Audit Management System (CLAMS) app and the new reports

**Jayne Jones, Argyll and Bute; Anne Goldie, South Lanarkshire Council; Gordon Scott and Stuart Nicol, East Ayrshire Council; Vickie Hacking, APSE principal advisor and Louise Melville, APSE Principal Advisor**

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

- Retrofitting / Net Zero (EPC ratings)
- Supply chains and procurement
- Recruitment, retention and skills

**Ross Grieve, Fife Council; Linda Mickleburgh-Benn, Wigan Council; Charlotte Banks, APSE Principal Advisor and Colin McInnes, APSE associate**

### Workshop C: Cemetery and crematorium services

- Creating more environmentally sustainable services (emissions/climate change/energy usage)
- Attracting new entrants to the service
- Memorial Inspection Safety Tool (MIST) app pilot - findings

**Steve Jones, Knowsley Metropolitan Borough Council; Fiona Sutton-Wilson, Head of APSE training; Peter Linsell, APSE associate**

### Workshop D: Parks, street cleansing and streetscene

- Funding and the cost of services
- Biodiversity net gain and the opportunities for parks services
- South Lanarkshire's new litter strategy
- Recruitment and retention including apprenticeships
- Training courses
- Update on Land Audit Management System (LAMS) and findings from the Play Inspection Management System (PIMS) app pilot

**Emma Berry, South Lanarkshire Council; Jimmy Unsworth, Halton Borough Council; Stuart Russo, Bradford Metropolitan District Council; Wayne Priestley, APSE Principal Advisor; Dave Henrys, APSE associate and Ian Jones, APSE associate**



### Workshop E: Refuse collection

- Extended Producer Responsibility
- Increasing recycling rates and reducing contamination
- Introduction of electric/zero carbon emission vehicles
- Driver shortages
- Impact of the hot summer on the service

**Barbara Leach, Defra; Steve Brown, North Warwickshire Borough Council; Abi Ademiluyi, Principal Advisor, APSE and Peter Kirkbride, APSE Associate; Uzman Aziz, Nottingham City Council**

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

- Sustainability/climate change PIs
- Resident fault reporting systems
- Reductions in carbon in relaying asphalt
- Latest issues affecting street lighting including energy usage
- Measuring residents' satisfaction

**Justin Blades, Institution of Lighting Professionals; Keith Benson, Wigan Council; Mo Baines, Deputy Chief Executive; APSE and Andrew Martin, APSE associate**

### Workshop G: Sports and leisure

- Recovery from Covid and the future of leisure
- Workforce planning
- Reducing emissions
- Monitoring Diversity
- Working with sports bodies on benchmarking data

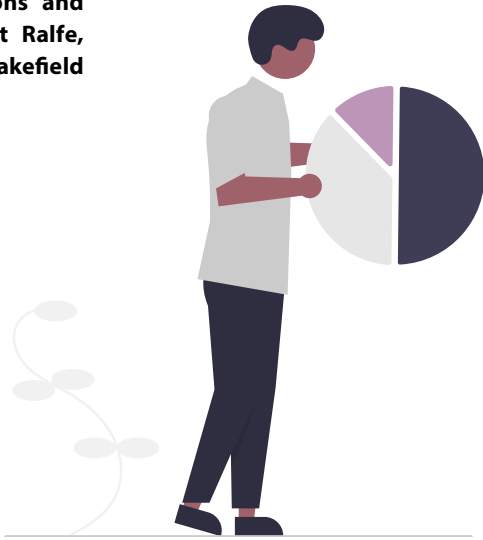
**Emma Bernstein, Strategic Projects Lead, Sport England; Andrew Wilesmith, Ipswich Borough Council; Rob Bailey, APSE principal advisor and Mark Allman, APSE associate**

### Workshop H: Transport

- Recruitment and retention
- Electric fleet and greening the fleet
- Re-evaluation of vehicle life for changing fleet
- Efficiencies in the workshop

**Andy Mudd, Head of APSE solutions and Pete Johnson, APSE associate; Matt Ralfe, Nottingham; Blaise Mulholland, Wakefield Council**

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 2 December

### 10:00 Cost of living and inflation crisis – impact on front line services

- Impact on neighbourhoods and staff
- Working with communities
- The value of performance management

**Paul Bellotti, Executive Director of Communities and Environment, East Riding of Yorkshire Council**

### 10:30 Panel discussion

- Anita Brown, Service Manager - Catering & Building Cleaning, Stockton-on-Tees Borough Council
- Paul Wright, Operational Director, Halton Borough Council
- Fiona Horgan, Senior Design Engineer Manager, Doncaster Council
- John-Paul Lovie, Head of Waste Policy and Partnerships, Blackpool Council

11:30 Seminar close





## Venue 2022

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 1 December is also included.*

Performance networks corporate/service members: **£230+VAT**

Other performance networks member delegates: **£280+VAT**

Non performance networks member delegates: **£389+VAT**

Private/non Local Government delegates: **£520+VAT**

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

Accommodation for the night of Thursday 1 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 1 December must contact the hotel directly to do this.

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

## APSE Performance Networks Seminar 2022

**CANCELLATION & REFUND POLICY:** Reservation is a contract. Substitution of delegates is acceptable any time in writing by email to [MButterworth@apse.org.uk](mailto: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.

