

apse seminars

APSE Northern Seminar

Managing the Local Environment: Performance and Service Delivery



A free event for APSE Northern Region Members

Friday 6 June 2014

Crown and Mitre Hotel, Carlisle

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10.00-10.30 - Delegate Registration with coffee and breakfast pastries

10:30am **Session one:**

Care for your area

- Stockton's Care for Your Area approach
- Delivery quality in waste and recycling services
- Making quality King!
- Improving customer satisfaction

Speaker: Richard Bradley, Care for your Area Manager, Commercial Services, Stockton on Tees Council

Flood prevention and flood management

- What are effective measures in flood recovery
- Emergency responses and council services
- What should a disaster recovery blueprint look like?
- Is your council prepared to act?

Speaker: Dr Les Tickner, APSE Solutions Associate

Cumbria Waste Services Company

- Why take a company approach
- What has two decades of trading taught us?
- Developing a commercial strategy
- Developing a new MRF facility

Speaker: Mike Bareham, Managing Director, Cumbria Waste, a wholly owned Cumbria County Council Company and Alan Ratcliffe, Assistant Director of Business Services, Cumbria County Council

11:30 am - 11:45 am Coffee Break

11:45 **Session 2:**

The Northumberland Journey

- Meeting our business objectives
- Making Northumberland to a cleaner, safer and greener place
- Developing performance reporting
- Meeting our business planning objectives and reporting on outcomes

Speaker: Nicola Wardle, Business Co-ordination Manager and Isobel Nicholson, Service Improvement Officer, Highways and Neighbourhood Services, Northumberland County Council

Blue Ocean Thinking - How can we apply the thinking to local services?

- What is blue ocean thinking?
- Can we radically change how we think about and deliver public services?
- How do we create uncontested market space by reconstructing public service boundaries?
- Reaching beyond existing demand
- Getting the strategic sequence right.

Speaker: Andy Mudd, Principal Consultant, APSE Solutions

The DG first approach

- Dumfries and Galloway depot rationalisation programme
- Reconfiguring your assets: The benefits for better working
- Developing fit for purpose sites and realising savings
- How has this benefitted our fleet, transport and environmental services?

Speaker: Ronnie Dempster, Head of Technical Services and Acting Director for DGFirst, Dumfries and Galloway Council

1.00 - 2.00 PM APSE Northern region complimentary lunch and networking

The venue

Crown and Mitre Hotel

English Street, Carlisle , Cumbria , CA3 8HZ

The Crown and Mitre Hotel is situated in Carlisle centre and is close to the many local attractions. The full address is The Crown and Mitre Hotel, English Street, Carlisle, Cumbria , CA3 8HZ (Sat Nav for car park CA3 8HB).

There is limited parking at the hotel charged at £6 per day but as parking can't be guaranteed alternative parking is available at West Wall Street, or many other local car parks within walking distance of the venue. See Carlisle City Council parking information pages .

The Venue is also well served by local rail and, road and public transport links.



About this event

This is a regional event which is free to attend for members of APSE's northern region. The event will provide an opportunity to discuss service innovation, performance issues and service delivery in local services and will be of particular interest to those with refuse, street cleansing, highways, parks and grounds maintenance service responsibilities or portfolio responsibilities.

As the event is fully funded by APSE northern region this event is free to attend and delegates will receive a full delegate pack, all refreshments including a hot fork buffet lunch.

Who should attend?

This event will be highly useful for Heads of Service, Service Directors, and Elected Members with responsibility for:-

- The local environment
- Neighbourhood services
- Waste, refuse and recycling
- Grounds maintenance and parks
- Service transformation
- Efficiency and performance management
- Service delivery models

As the event is free of charge this may prove to be a useful and cost effective team-building day for service teams to develop ideas and network with other authorities.

Booking and fees

Please complete the attached booking form and return as soon as possible to APSE as places are limited. Although there is no charge to attend APSE Northern reserves the right to charge a non-attendance fee if cancellation is not made in writing to APSE 10 working days prior to the event. This fee is £65.00.

For non-members of APSE the attendance fee is £125.00. Places will however be allocated on a priority basis to APSE Northern members in the first instance.

For more details please contact Mo Baines on mbaines@apse.org.uk



GB 11409



GB 11132



GB 14074



INVESTOR IN PEOPLE

Booking form

APSE northern seminar, Friday 6 June 2014, Crown and Mitre Hotel, English Street, Carlisle, CA3 8HZ

Office Use

Del#.....

DB:.....

Conf:.....

main contact name: _____ authority: _____

address: _____

post code: _____

telephone: _____ fax: _____ email: _____

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

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 0161 772 1810.

Payment information

This event is FREE to attend to APSE northern region members. Non-APSE members may attend at a cost of £125.00. The seminar includes a full delegate place and delegate pack, arrival coffee and registration, mid-morning break and a hot lunch. The seminar will allow delegates to network over lunch before the event closes at 2:00 pm.

APSE Northern members - Free to attend

Non-members delegate fee:- £125 + VAT

Please indicate preferred method of payment (tick):-

VAT registration number 519 286 915

- 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 vstarmer@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

Please return completed form to Vicky Starmer, APSE, 2nd floor Washbrook House, Lancastrian Office Centre, Talbot Road, Old Trafford, Manchester M32 0FP or fax direct to: 0161 772 1811 Telephone: 0161 772 1810 - E-mail: vstarmer@apse.org.uk