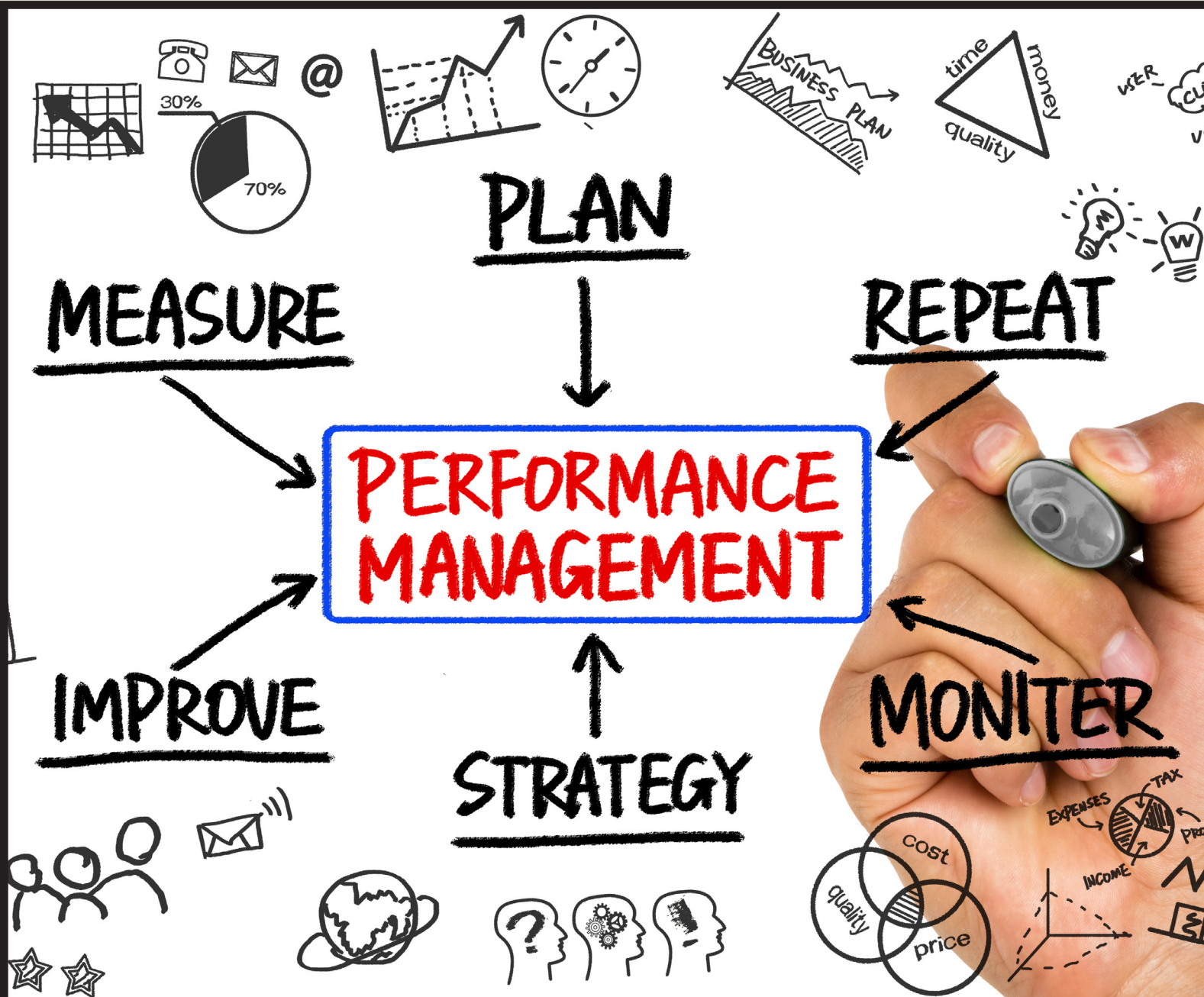




To measure is to know:

Managing austerity in environmental services



Wednesday 12 July 2017,
Thistle Euston Hotel, London

Programme

9:30 Registration

10:30 **Session one**

Liveable local areas: a future beyond austerity?

- The value of front line services to overall council objectives
- What challenges are environmental services facing?
- Protecting visible front line services
- Opportunities and solutions

Speaker: Colin Rowland, Head of Environmental Services, Basingstoke and Deane Borough Council

Demonstrating the impact of change

- What performance trends can be expected in the current climate?
- Quality inspections for streets and green spaces – what are the outcomes?
- Do the public trust us to deliver?

Speaker: Debbie Johns, Head of Performance Networks, APSE

Local authority case studies: Measurement for large-scale modernisation programmes

- Diagnosing what change is needed
- The role of research and benchmarking
- The case for change and reviewing success

Speaker: Simon Dale, APSE associate

11.30 **Coffee break**

11.45 **Session two**

Transforming City Clean Services - Performance & Analysis

- Service award winners 2016 – what did they do differently?
- Performance toolkits and market analysis
- Demand management

Speaker: Richard Bradley, Assistant Director, City Environment Services, Brighton & Hove City Council

Kettering's Improvement Journey in waste services

- Ingredients to achieving success
- Using the dashboard reports to improve performance
- Reducing contamination
- To charge or not to charge – that is the question

Speaker: Dela Moreland, Waste Education Refuse - Recycling Operations, Kettering Borough Council

12.25 Performance networks surgery – facilitated by Lorna Box and Debbie Johns

An opportunity to explore performance networks data sets including:

- Performance indicators on cost, quality and productivity
- Using the reports for service improvement
- London comparator report for parks

13.00 **Lunch and networking**

14.00 **Close of event**

About APSE performance networks

APSE performance networks is the largest voluntary public sector benchmarking service across England, Scotland, Wales and Northern Ireland. Used by over 200 local authorities it leads the way in local government benchmarking. Membership of APSE performance networks entitles you to the following benefits:

- Performance reports; displaying graphically performance indicator results for your family group
- Performance indicator standings tables; positioning information of each PI
- Performance at a glance report; dashboard of key performance indicators
- Direction of travel report; showing performance over the past 5 years
- Summary report; trend analysis across the whole service area
- Best practice case studies from the best performing and most improved authorities.
- Bespoke analysis - on request - reports by special comparator group

In addition to the performance information, APSE performance networks members receive additional benefits:

- Free support to guide you through the process - data completion training sessions, peer support program and one to one training
- Real opportunities to share best practice - facilitated through the advisory group meetings and events
- Performance awards - held annually for most improved performer and best practice

About the seminar

Local government is facing difficult and turbulent times with the prospects of ongoing financial constraints. The need for high quality performance information, so that services can demonstrate their competitiveness, efficiency and cost effectiveness, has never been greater.

The theme of this event is 'to measure is to know: managing austerity in environmental services'. Performance management is increasingly being used by public service providers as a mechanism to withstand austerity and demonstrate value for money to a range of internal and external stakeholders. As W. Edwards Deming stated:

"Without data, you're just another person with an opinion."

This seminar will provide insight into how data intelligence can help local authorities to identify achievable cost savings and innovative approaches to service delivery. The seminar focuses in on environmental services with case study examples on streetscene and public realm services; parks and green spaces; and waste and recycling. It will feature examples of how other local authorities are rising to the challenge and the impact that their service changes is having in terms of cost, quality, productivity and customer satisfaction levels.

This event will feature performance data and case studies drawn from APSE's benchmarking service, performance networks and will be of interest both to current members as well as authorities who have an interest in being involved. The event is subsidised for members of APSE and performance networks, who can attend the event free of charge.

Who should attend?

- Service Directors, Heads of Service and officers from:
 - Waste Management, recycling and refuse collection
 - Street scene and public realm
 - Street cleansing
 - Parks, open spaces, grounds maintenance and horticultural services
- APSE performance networks designated contacts
- Policy and performance officers
- Elected members
- Trade Union representatives
- Contractors and suppliers

Reserve your place now by completing the booking form and faxing it or emailing it to Darja Scukina at APSE on 0161 772 1811 or dscukina@apse.org.uk

The venue

Thistle Euston Hotel

Cardington Street
Euston
London



Booking form

Office use:

Del#

DB:

Conf:

APSE performance networks event, 12 July 2017, Thistle Euston Hotel

main contact name: _____ authority: _____

address: _____

postcode: _____

telephone: _____ fax: _____ email: _____

Please detail here any special delivery/access requirements for the delegates listed below:
.....**APSE issues a written confirmation for all delegates 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 and Performance Networks members. Non-APSE members may attend at a cost of £199. 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 14:00.

PN members: Free**APSE members:** Free**Non APSE members delegate fee:** £199 + VAT**Commercial organisations:** £299 + VAT

Please indicate preferred method of payment (tick):-

VAT registration number 519 286 915

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

CANCELLATION & REFUND POLICY: Reservation is a contract. Substitution of delegates is acceptable any time in writing by post, email to dscukina@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. No refunds can be given for cancellations received less than 10 working days before the event or for non-attendance. 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 Darja Scukina, 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: dscukina@apse.org.uk