



Measure for change

Money doesn't grow on trees!! Controlling cost, quality and productivity in environmental services



Thursday 16 June 2016,
Thistle Euston Hotel, London

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10:00 Registration, coffee and pastries

10:30 Session one

Sustainable local government finance and liveable local areas. Can we survive to 2020?

- Pressure on local government services and the jaws of doom
- Liveable local areas in an age of austerity
- What can be done?

Speaker: Paul O'Brien, APSE Chief Executive

Improving productivity and making efficiencies – how can performance management help?

- Is your service following the national trend?
- What productivity gains and efficiencies can be expected?
- Quality inspections for streets and green spaces

Speaker: Debbie Johns, Head of Performance Networks, APSE

Maintaining high quality streetscene services in challenging times of austerity

- Quality – service delivery
- Staff – training, retention and morale
- Residents satisfaction

Speaker: Paul Naylor, Street Scene Manager, Eastleigh Borough Council

11:30 Coffee break

11:45 Session two

How can we recognise success in meeting the challenges for parks and green spaces?

- Research and consultation
- Managing increasing demand
- Measuring success

Speaker: Paul Van Damme, Parks and Green Spaces Manager, Chelmsford City Council

Oxford's improvement journey in waste and recycling

- Productivity expectations
- Moving to a 4-day week and optimising rounds
- Use of technology

Speaker: Stuart Pohler, Recycling and Waste Operations Manager, Oxford City Council

12:25 Performance networks surgery

Facilitated by Lorna Box and Debbie Johns, APSE

An opportunity to explore performance networks data sets including performance indicators on cost, quality and productivity. Learn about the performance reports and how to utilise these for service improvement.

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

As local authorities continue to focus on efficiency, demand management techniques, income generation and innovative working to meet the challenge of austerity, performance measurement and management continues to be at centre stage. This seminar will provide insight into how performance management 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.

The theme of this event is 'measure for change' as any effective service change needs to be underpinned by data intelligence, to establish a starting point and to identify future targets. 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.

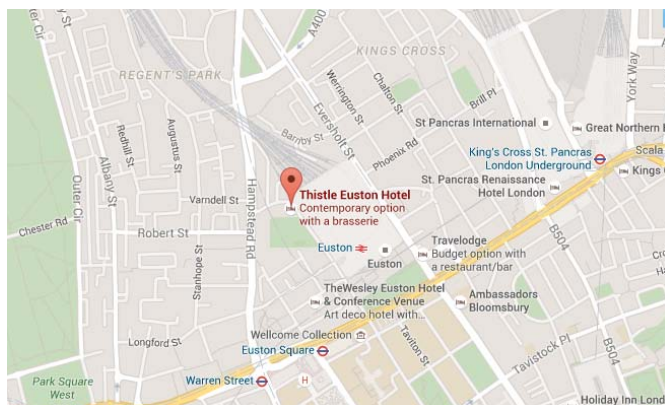
This event will feature performance data and case studies drawn from APSE's benchmarking service, performance networks and will be of interest both to current members as well as authorities who have an interest in being involved. The event is subsidised for members of APSE and performance networks, who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

The venue

Thistle Euston Hotel
Cardington Street
Euston
London
NW1 2LP



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

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APSE Performance Networks seminar: Measure for Change , Thursday 16 June 2016, Thistle Euston Hotel, Cardlington Street Euston, London, NW1 2LP

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 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 me

CANCELLATION & REFUND POLICY: Reservation is a contract. Substitution of delegates is acceptable any time in writing by post, email to vstarmar@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: vstarmar@apse.org.uk