apse Performance networks seminar 2014
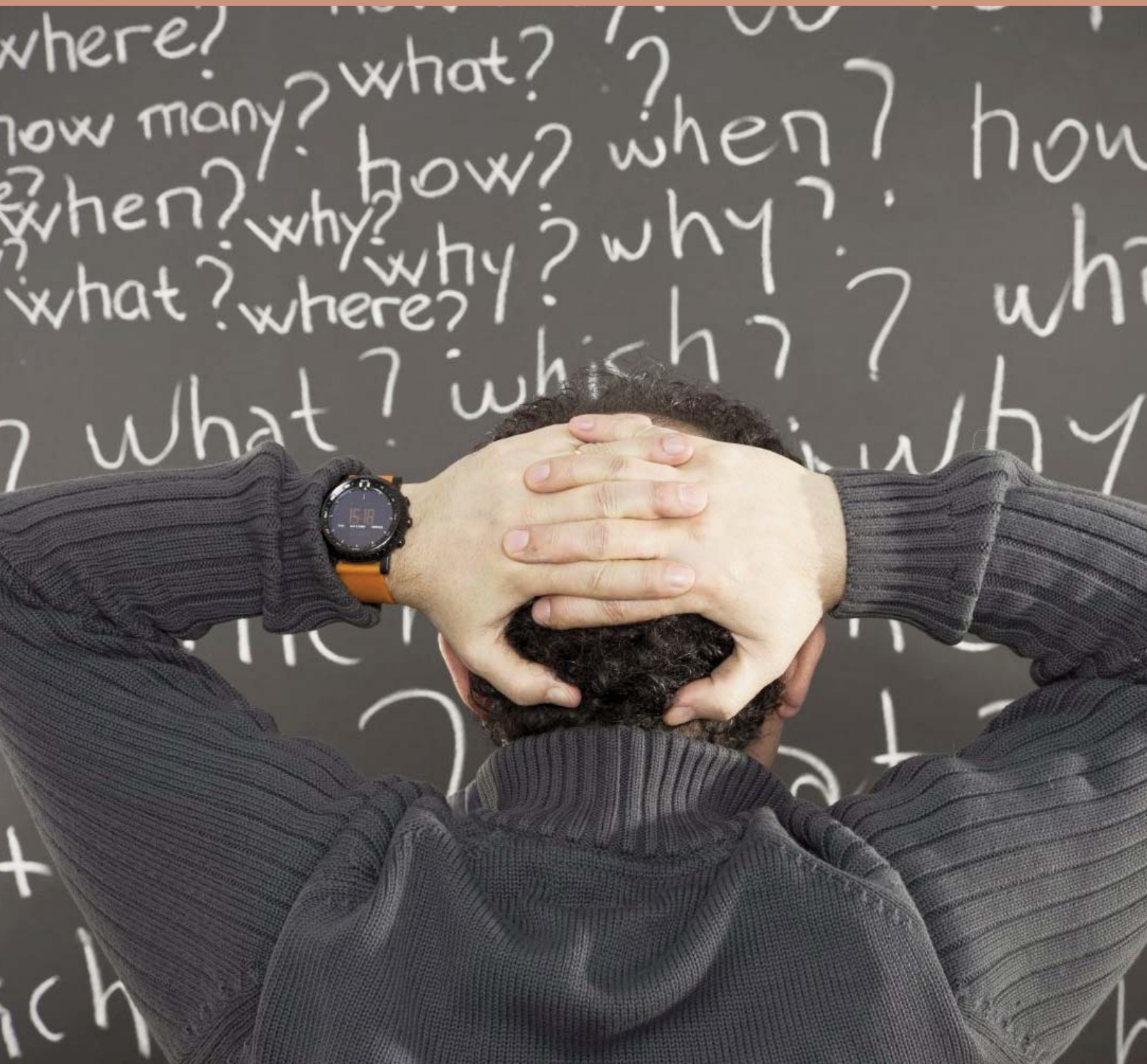
4 and 5 December, Hilton Hotel, Blackpool

Information is power:

Understanding performance to make critical decisions

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Day one: Thursday 4 December

9.00 Delegate Registration

10.30 Session 1: Putting data at the heart of transformation

Chair: Cllr Arwyn Woolcock, APSE National Chair

Accounting for change: using financial data in the transformation process
• Improving financial performance and productivity
• Forecasting future spend
• Successful approaches
Speaker: Mike Owen, CIPFA President

Unleashing the potential: how the economic climate has affected services
• What has changed in these services since the cuts?
• How has quality of service been affected and what should we be expecting now?
• Performance Networks' response to the changes ahead
Speaker: Debbie Johns, Head of Performance Networks, APSE

Special guest speaker
Ben Page, Chief Executive of Ipsos MORI

Perception v reality: what do the public think?
• How well have local government responded to the challenges?
• How has this affected satisfaction with services?
• What are their priorities?

12.00 - 12.15 Tea and coffee

12.15 Innovation forums

Forum 1: Measuring value for money
• Ways of responding to the challenges
• Role of performance measurement in demonstrating value for money
• A competitive continuum
Facilitators: Mick Lovatt, Corporate Director for Environment, Preston City Council and Paul O'Brien, Chief Executive, APSE

Forum 2: Communicating performance to stakeholders
• Using a dashboard of indicators for the public
• Creating a platform for public sector, private sector and 3rd sector information
• Supporting Leeds City Council with Leeds Data Mill
Facilitators: Mark Barrett, Director of Data and Innovation, Hebe Works and Mo Baines, Head of communication and co-ordination, APSE

Forum 3: Environmental matters
• Land Audit Management System (LAMS) for parks and street cleansing: measuring the quality of the environment as the public see it!
• Environmental health benchmarking pilot
• Outcomes from the pilots and developments for 2015

Facilitators: Ian Jones, Streetscene Manager, Wakefield MDC, member of Environmental Health Project team and Debbie Johns, Head of performance networks, APSE

Forum 4: Using data for service improvement
• Using data to challenge assumptions
• Drilling down data
• Identifying lines of enquiry
Facilitators: Andy Waddell, Head of Roads and Neighbourhood Services, Glasgow City Council and Andy Mudd, Head of solutions, APSE

Forum 5: Developing knowledge and cultural change in performance management
• Creating a culture of improvement
• Avoiding the pitfalls of performance management
• Ownership
Facilitators: Max Moullin, Director Public Sector Scorecard Research Centre and Jan Kennedy, Head of training, APSE

13.00 - 14.00 Lunch

Please note forum numbers are limited to 50 attendees per forum. Places are allocated on a first come first served basis.

14.00 Workshops: Common themes include trend analysis and what the data is telling us about managing reduced budgets, how to use performance data effectively, best practice case studies, and problem solving surgeries.

Workshop A: Building cleaning
• Productivity revisited
• Marketing and tendering for services
• Controlling costs in facilities management
• Managing absence
• Training for Cleaners
• Future challenges facing the building cleaning sector
Facilitators: Craig Gillie, Facility Services Manager, Midlothian Council, Susan Hodson, Cleaning Services Manager, Warwickshire County Council , Rob Bailey, Principal Advisor, APSE and Pat Wherton, ABCD

Workshop B: Building maintenance (housing and non-housing)
• Comparing performance between 2 providers within an authority
• Welfare reform – any new data requirements?
• New build
• Materials procurement
• Quarterly benchmarking for key PIs
• Using a matrix to benchmark performance
Facilitators: Kenny Gillespie, Property and Asset Manager, Falkirk Council and Phil Brennan, Principal Advisor, APSE

Workshop C: Catering (including education and civic hospitality)
• Universal free school meals
• Marketing and tendering for services
• Food hygiene
• Maximising meal numbers
• Academies
Facilitators: Myles Bremner, Director of the School Food Plan-England, Ken Campbell, Manager, Catering and Cleaning, North Ayrshire Council, Nigel Craine, Senior Operations Manager, Lancashire County Council, Tim Blowers, Head of County Catering Service, Derbyshire County Council and John Bedwell, APSE solutions associate

Workshop D: Cemetery and crematorium services
• Energy saving methods
• Developing wider-group feedback mechanisms
• Definitions and validating the data
Facilitator: Peter Linsell, APSE solutions associate

Workshop E: Civic, cultural and community venues
• Maximising usage at centres
• Income generation
• Managing expenditure
Facilitator: Jan Kennedy, Head of training, APSE and Emily Murtha, Performance and Projects Officer, Broxtowe Borough Council

Workshop G: Roads/Highways, winter maintenance and street lighting

• Using PN data to improve performance
• Year-on-year reports on asset management
• Changes made to help deliver efficiencies
• Column structural testing
• Planned Maintenance treatment contract rates
Facilitators: Stephen Finley, Senior Engineer, Rotherham MBC, Joe Smith, Physical Environment (Roads & Transportation), North Ayrshire Council, Dave Williamson, Service Manager and Mike White, Group Manager, East Riding of Yorkshire Council, Lorna Box, Principal Advisor, APSE and Dave Knapman, Managing Consultant, IQSS

Workshop H: Parks

• Parks asset management and replacement
• Engaging volunteers and community groups
• Safety inspections for users of parks and play areas
• Income generation in parks
Facilitators: Ian Jones, Streetscene Manager, Wakefield MDC

Workshop I: Refuse collection

• Review of waste dataflow data
• Frequency and method of residual and recycling collections
• Quality of recyclates and income from recycling streams
• Collections from HMO's and flats
• Trade waste collections
Facilitators: Dela Moreland, Waste Education Refuse - Recycling Operations, Kettering Borough Council, Mo Baines, Head of Communication and Co-ordination, APSE and Peter Kirkbride, APSE associate

Workshop J: Sports and leisure

• Developments in the leisure model
• Membership retention and customer relationship management
• Public health: an increased role for leisure?
• Using performance networks
Facilitator: Dave Clark, Senior Facility Manager , East Riding of Yorkshire Council and Sue Finnighan, APSE solutions associate

Workshop K: Street cleansing

• Achieving efficiencies in street cleansing
• Review of frequencies and specifications
• Changing working hours and shift patterns
• Apprenticeships
Facilitators: Paul Naylor, Street Scene Manager, Eastleigh Borough Council, Dave Wesson, Street Cleansing Manager, Dudley MBC and Dave Henrys, APSE solutions associate

Workshop L: Transport

• A review of the reported performance indicators
• Attracting external work
• Contributing to efficiency savings
• Driver responsibilities/compliance
Facilitators: David Burnie, Transport Manager, Renfrewshire Council and Andy Mudd, Head of solutions, APSE

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 each service area and finalists are selected based on those authorities who have participated in performance networks.

Hosted by Natalie Anderson, the Emmerdale star is well known for portraying the character 'Alicia Metcalfe ' in the hit soap.

19.00 Pre-dinner drinks

19.30 Performance networks dinner

21.30 Performance networks awards for best and most improved authorities

Day two: Friday 5 December

10:00   **Session 2: Big data and transparency**
Chair: Paul O'Brien, Chief Executive, APSE

Using data and public intelligence at a local level
• Flintshire's 'Big Budget Conversation' to gauge public views
• The role of data in establishing a baseline for tough choices
• Service transformation and the use of performance intelligence
Speaker: Colin Everett, Chief Executive, Flintshire County Council

Big data: opportunities for local government
• Using big data to make faster, smarter decisions
• Securing efficiencies through big data
• Challenges around the big data agenda in the public sector
Speaker: Steve Williams, Director-IT Audit, National Audit Office

Improving transparency and accountability through open data
• Unleashing the potential of open data
• What has been achieved so far?
• Drawing on local authority case studies
Speaker: Stuart Harrison, Open Data Institute

11.15 Close of seminar

Booking form

APSE performance networks seminar, 4-5 December 2014, The Hilton Hotel, North Promenade, Blackpool

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 10 working days of sending your booking form, then please contact APSE on 0161 772 1810.

Payment information

What's included: the delegate fee covers attendance on both days, delegates' documentation, lunches, light refreshments, dinner and attendance at the performance networks awards ceremony and accommodation on the evening of Thursday 4 December 2014.

Performance networks corporate/service contacts - £209 + VAT
Other performance networks member delegates -   £259 + VAT
Non performance networks member delegates -   £359 + VAT
Private / Non Local Government delegate -   £499+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: Purchase order number: ....

For group bookings of 5 or more delegates attending the whole seminar, a 10% discount will be deducted from your invoice.

All personal charges incurred at the Hotel are payable upon departure by the delegate.

Please note that all hotel bookings at this event must be reserved via APSE as the hotel will not accept any direct bookings.   Delegates wishing to book accommodation on any night other than 4 December must contact the hotel directly to do this. All accommodation at the conference venue is allocated on a first come first served basis

Cancellation and 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. 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	Innovation forum choice (1-5)	Workshop session Choice (A-L)	Accomodation Required
				Yes/No
				Yes/No
				Yes/No
				Yes/No
				Yes/No