

Thursday 7 December

09:00 Delegate registration

10:30 **Session 1: Performance and opinions**

Chair: Councillor Archie Dryburgh, APSE National Chair

Benchmarking in America: how do they do it?

- Local government landscape
- Data reporting, analysis and visualization tools
- Key stats for front line services in the US
- How do we use the data?

Gerald Young, Senior Research Associate, International City/County Management Association (United States)

Maintaining or improving performance?

- Budgets, costs and income – financial performance outlook
- How is quality being affected?
- What can we expect?
- Demonstrating the impact of change

Debbie Johns, Head of Performance Networks, APSE

Has austerity bitten: what do the public think?

- Are the public noticing reductions in services?
- What do they want to prioritise?
- How well have local government responded to the challenges?
- Evidence from the latest opinion polls

Paul Smith, Director for Government & Public Sector, Survation

12:00 Tea and coffee

14:00 **Workshops**

Workshop A: Building cleaning

- Managing staff sickness and absenteeism
- Moving to more flexible contracts / SLA's – 52 week to term time cleaning
- Managing costs and maintaining standards
- Commercialising the cleaning service
- Brexit: impact on staffing

Facilitators: Kirsty Thomas, Business & Performance Team Leader, Caerphilly County Borough Council; Ken Campbell, Facilities Manager, North Ayrshire Council and Vickie Hacking, Principal Advisor, APSE

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

- New builds and property investment
- Recruiting and maintaining a skilled workforce - Opportunities from the Apprentice Levy
- Managing voids
- Retrofitting following safety inspections
- Salary options - consolidated pay, contract payments, price work
- Condensation issue and new regulations associated with energy / air tightness
- Surveyor mobile working

Facilitators: Heather Michael, Systems Officer, South Ayrshire Council; Paul Smythe, Housing Repairs Operation Manager, Caerphilly County Borough Council; Phil Brennan, Head of APSE Energy; and Colin McInnes, APSE Associate

Workshop C: Catering (including education and civic hospitality)

- Benchmarking uptake
- Reducing the impact of post Brexit food costs
- Brexit: impact on staffing
- Managing staff sickness and absenteeism
- Surviving without UIFSM funding
- Competitive tendering
- Making civic catering profitable

Facilitators: Tim Blowers, National Chair of LACA and John Bedwell, APSE Associate

Workshop D: Cemetery and Crematorium Services

- Is income generation acceptable at a time of distress?
- Natural burials are they really an option?
- Addressing funeral poverty
- Improving the APSE offer (data and outcomes)
- Creating a bespoke LAMS template

Facilitators: Andy Hopkins, Group Manager Information & Governance, North Lincolnshire Council; Harry Thomson, Head of Civic and Local Services, Dumfries and Galloway Council; Mark Graham, Public Spaces Officer, Stroud District Council; Peter Linsell, APSE Associate; and Jan Kennedy, Head of APSE Training

12:15 **Thematic Forums**

Forum 1: Opportunities from working innovatively

- Business Improvement Districts
- New ways of working
- New approaches to service delivery

Speaker: Andy Mudd, Head of Solutions, APSE

Forum 2: Managing assets in the current financial climate

- Funding and investment opportunities for council assets
- Invest to save approaches
- Are we fit for the future?

Speaker: Mike Hansford, Asset and Performance Manager, Dorset County Council and Phil Brennan, Head of APSE Energy

Forum 3: Benchmarking with European Cities on the Street Scene

- What lessons can be learnt?
- What methodology allows you to improve area standards and make efficiencies?
- The role of enforcement
- What types of litter are an issue, i.e. coffee cups, fast food?

Speaker: Vince Dignam, Jim Graham and Joe Kingston, City of London, Carole Noble, Keep Scotland Beautiful and Paul O'Brien, Chief Executive, APSE

Forum 4: Human Resources and performance management

- Effective leadership - a group exercise to identify the key skills required
- Motivation - a discussion point on the challenge of motivating individuals and teams in the current climate

Speakers: Mel Henley, APSE Associate and Jan Kennedy, Head of APSE Training

Forum 5: Developments in Performance Networks

- Corporate services: rolling out the project UK-wide
- International benchmarking comparisons for neighbourhood services
- Benchmarking indoor and outdoor markets
- Land Audit Management System – changes in the model and how do I get involved?

Speakers: Graham Wilson, Chief Executive, NABMA; Ian Jones, APSE Associate; and Debbie Johns, Head of Performance Networks, APSE

Forum 6: Northern Ireland benchmarking project

- Developing a framework of indicators
- Reporting requirements
- Update on the APSE Northern Ireland project

Speakers: Lynn McCracken, Local Government Policy Division, Department for Communities; Ellen Cavanagh, Derry City & Strabane District Council; Mo Baines, Head of Communication and Co-ordination, APSE

13:00 Lunch



Workshop E: Environmental health and Trading standards

- The importance of performance management systems to improving service quality
- Awards – do they really change behaviour?
- Bringing Trading Standards into the fold.
- Review of public health and enforcement data collection
- Impact of Brexit on regulations

Facilitators: Frank Feechan, Performance and Strategy Manager, Dundee City Council; and Garry Lee, Acting Principal Advisor, APSE

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

- Dealing with Developers (lighting standards and road adoption)
- Challenging the norm in road maintenance
- Planned v reactive maintenance
- Innovation in winter maintenance
- Effective inspection regimes
- Street lighting; replacement & conversion of remaining columns

Facilitators: Owen Jenkins, Director for Infrastructure Delivery, Oxfordshire County Council; Campbell Dempster, Acting Senior Manager (Networks), North Ayrshire Council; Lorna Box, Principal Advisor, APSE

Workshop G: Parks

- What type of information do we need to collect to prove the value of parks?
- Volunteers - how much can we ask them to do?
- How do we get Health and Well-Being Boards to support parks?
- Developing appropriate quality standards
- LAMS – 2 years on

Facilitators: Ian Jones, APSE Associate, and Wayne Priestley, Principal Advisor, APSE

Workshop H: Refuse collection

- Income generation
- Collection frequency and size of residual bins
- Are we asking too much of the public regarding waste separation?
- Increasing recycling rates – public engagement and new collection systems

Facilitators: Ruth Hunter, Waste & Recycling Manager, Wyre Borough Council; Peter Kirkbride, APSE Associate, Mo Baines, Head of Communication and Co-ordination, APSE

Workshop I: Sports and leisure

- Effective partnerships to deliver sports & leisure
- Technical innovation and staffing numbers
- Ensuring leisure facilities remain relevant and well attended
- Developing a health message that translates into facility usage
- Making a strategic case for leisure
- Contributing to healthy lifestyles
- Developing measures for health and well being

Facilitators: Jude Taylor, Strategic Lead, Staffordshire County Council; and Sue Finnigan, APSE Associate

Workshop J: Street cleansing

- Monitoring litter in Scotland – new developments
- National Litter Strategy for England: communicating performance through a dashboard
- Binrastructure: litter strategies
- Higher fixed penalties for littering offences – will they work?
- Land Audit Management System: 2 years on

Facilitators: Phil Bates, Area Co-ordinator, Stafford Borough Council; Jamie Fry, Project Manager – Litter and Flytipping, Zero Waste Scotland; Andrew Woodend, Waste and Resource Statistics, Environmental Quality Directorate, Defra; and Dave Henrys, APSE Associate

Workshop K: Transport

- Electric vehicles – the coming revolution and its consequence
- MOT Testing and council taxi policy
- Optimising the use of maintenance facilities (discussion)
- Grey Fleet options and policy

Facilitators: Carl Gillyon, Fleet Services Manager, East Riding of Yorkshire Council, and Rob Bailey, Principal Advisor, APSE

Workshop L: Markets

- Benchmarking indoor and outdoor markets: About the project
- Results from the pilot
- Revisions to the model for Year 1
- Topics and future direction for the working group

Facilitators: Graham Wilson, Chief Executive, NABMA and Andy Mudd, Head of APSE Solutions

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.

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 8 December

10:00 **Panel discussion:**

Can commercialisation and innovation overcome the impact of the budget cuts?

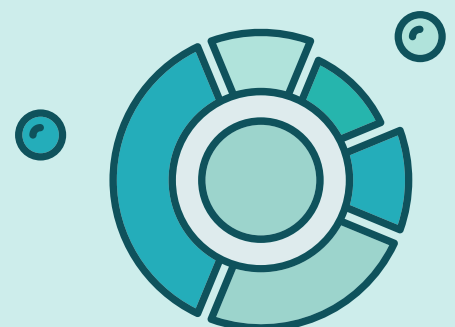
- What are the commercial opportunities in front line services?
- Can these address the funding gap?
- Are certain services easier to commercialise and what are the ingredients to success or quick wins?
- What innovative ways of working are emerging?

Richard Auton, Director, Walker Morris

Pete Johnson, Services Manager (Transport), Wakefield Metropolitan District Council

Louise McErlain, Nutritionist, Manchester City Council

Ronnie Dempster, Head of Enterprising Services, Dumfries and Galloway Council



Booking form

APSE Performance Networks Seminar, 7-8 December 2017, Blackpool

contact name: authority:

address:

..... postcode:

telephone email:

Please detail any special dietary or access requirements for the delegates listed below (including vegetarian/vegan)

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

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 7 December 2017.

Performance Networks Corporate/Service Contacts £219 +VAT

Other Performance Networks Member Delegates £269 +VAT

Non Performance Networks Member Delegates £369 +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, my purchase order number is:

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 7 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 & REFUND POLICY:

Reservation is a contract. Substitution of delegates is acceptable any time in writing by post or email to dscukina@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 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	Thematic Forum choice (1-6)	Workshop choice (A-L)	Accommodation (please circle)
					Y / N
					Y / N
					Y / N
					Y / N
					Y / N

Please return completed form to Darja Scukina at
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