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Performance networks seminar 2015

3 and 4 December, Hilton Hotel, Blackpool

Performing productively:

The Engine of the Council - evaluating frontline productivity in local government

Sponsored by:

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Day one: Thursday 3 December

9.00 Delegate Registration

10.30 **Session 1: Performance and perceptions**

Chair: Cllr Gerry Diver, APSE National Chair

Productivity v Quality: will this relationship last?

- UK-wide picture of service performance
- How have the challenges affected services and what can we expect?
- Maximising the potential from benchmarking

Speaker: Debbie Johns, Head of Performance Networks, APSE

Performing productively? Findings from the national research

- Have we increased productivity or just reduced service provision?

- What does the data tell us?
 - Case studies: key findings
- Speaker:** Mike Bennett, Director, Public Intelligence

Special guest speaker

Katharine Peacock, Managing Director, ComRes

The public's point of view: how does it feel for citizens?

- Change of political landscape: what does this mean to local government?
- The latest opinion polls
- Are public priorities still the same?

12.00 - 12.15 Tea and coffee

12.15 Innovation forums

Forum 1: Measuring value for money

- Drilling into the detail
- Assessing value for money for front line services
- Using the data to involve employees and stakeholders

Facilitators: Claire Cutforth, Operational Manager - Neighbourhood Services, Cardiff Council and Andy Mudd, Head of solutions, APSE

Forum 2: Communicating performance to stakeholders

- Means of communicating performance
- Reporting street services issues and gaining feedback
- Understanding your audience

Facilitators: Simon Dale, Street Services Assistant Director, Plymouth City Council and Paul O'Brien, Chief Executive, APSE

Forum 3: Dampening demand; improving performance

- Low performance because of high levels of demand?
- Nudge budge theories applied in a public sector context
- How can you use behaviour change sciences to control demand in your service?

Facilitator: Mo Baines, Head of communication and co-ordination, APSE

Forum 4: Data; A competitive edge or does it define what fence we sit on!

- Using data to understand our cost base and potential for development
- Making choices and transforming services
- Sustaining change

Facilitators: Ken Campbell, Facilities (Catering & Cleaning) Manager, North Ayrshire Council and Jan Kennedy, Head of training, APSE

Forum 5: Developing knowledge and cultural change in performance management

- Targeting reporting to internal and external stakeholders
- Creating a culture of performance improvement
- Reporting performance for enhanced service SLA's

Facilitators: Isobel Nicholson, Business Improvement Team Leader and Nicola Wardle, Business and Customer Support Team Leader, Northumberland County Council and Debbie Johns, Head of performance networks, 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:

Workshop A: Building cleaning

- Opportunities from facilities management
- Maximising productivity (input/output spec)
- Recruitment that works
- Equipment and material supply

Facilitator: Keighley Holliday, Operations Manager, Stoke Council, John Feeney, Cleaning and Janitorial Coordinator, East Renfrewshire Council, Anne Hanlon, Facility Support Services, North Lanarkshire Council, Rob Bailey, Principal Advisor, APSE

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

- Maintenance issue for new build
- Asset management and data
- Quarterly benchmarking for housing PIs
- Benchmarking matrix

Facilitators: Simon Marlow, Quality Systems and Improvements Officer, Nottingham City Homes, Kenny Gillespie, Property and Asset Manager, Falkirk Council, Phil Brennan, Principal Advisor, APSE, Colin McInnes, APSE solutions associate

Workshop C: Catering (including education and civic hospitality)

- Universal infant free school meals-how it started and where it is going
- Academies and competition
- Allergen labelling
- Recruitment that works
- Sharing data with clients and turning customer feedback into action

Facilitators: Elaine Long, Head of Services to Schools, Bolton Metropolitan Borough Council, Tim Blowers, Head of County Catering Service, Derbyshire County Council, Chris Ford, Catering Development Manager, Hull City Council, Michelle McGuinness, North Lanarkshire Council, John Bedwell, APSE solutions associate

Workshop D: Cemetery and crematorium services

- Income generation through memorialisation
- Coping with reduced burial space
- Providing an end-to-end service
- Topics and future direction for the advisory group

Facilitators: Andrew Bond, Bereavement Services Manager, Wigan Council, Gareth Wyn-Evans, Community Amenities Manager, Conwy County Borough Council and Peter Linsell, APSE solutions associate

Workshop E: Environmental Health

- A review of the public health section
- Results from Year 1 and the pilot
- Revisions to the model for Year 2
- Topics and future direction for the advisory and working groups

Facilitators: Frank Feechan, Performance and Strategy Manager, Dundee City Council, Louise Melville, Principal Advisor, APSE

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

- Asset management and performance management
- Managing highways revenue spending
- Long term future of lighting services

- Risk assessments and defect categorisation

Facilitators: Joe Smith, Senior manager, Roads and Transportation services, North Ayrshire Council, Mike Fawkes, Road Service Manager, Dumfries and Galloway Council, Raymond Smith, Roads Manager and Dorothy Reid, Area Roads Engineer, Falkirk Council, Jan Kennedy, Head of APSE training

Workshop G: Parks

- Rethinking parks and income generation
- Community involvement in parks
- Low v high maintenance bedding schemes
- Valuing green space assets
- Creating a methodology for counting visitor numbers
- Land Audit Management System

Facilitators: Phil Pritchard, Group Specialist, Neighbourhoods and Environment, Telford and Wrekin Council, Tim Ward-Dutton, Open Spaces Manager, Halton Borough Council, Wayne Priestley, Principal Advisor, APSE, Ian Jones, APSE solutions associate

Workshop H: Refuse collection

- Frequency of collections – impacts
- TEEP compliance
- Low emission vehicles
- Recycling – raising the level
- Review of the waste dataflow data
- Contamination

Facilitators: John-Paul Lovie, Head of Waste Services, Blackpool Council, Dela Moreland, Waste Education and Operations, Kettering Borough Council, Mo Baines, Head of communication and co-ordination, APSE, Peter Kirkbride, APSE solutions associate

Workshop I: Sports and leisure

- Evolving position of leisure in public health
- Membership retention and customer relationship management
- Efficient facilities and energy management
- Monitoring and using participation data

Facilitator: Dave Clark, Senior Facility Manager, East Riding of Yorkshire Council, Beverley Thompson, Sport and Leisure Manager, Wokingham Borough Council, Lorna Box, Principal Advisor, APSE, Sue Finnigan, APSE solutions associate

Workshop J: Street cleansing

- Successful enforcement strategies
- Impact of budgets on education
- Recycling – street sweeping arisings
- Land Audit Management System

Facilitators: Dave Wesson, Street Cleansing Manager, Dudley Metropolitan Council, Paul Naylor, StreetScene Manager, Eastleigh Borough Council, Dave Henrys, APSE solutions associate

Workshop K: Transport

- Driver responsibilities and compliance
- Commercial opportunities in collaboration
- To lease or not to lease?
- Double shifting vehicles
- Building a stable workforce

Facilitator: Andy Greig, ES Supervisor/ Technical Assistant, Renfrewshire Council, Pat Taggart, Fleet Development Manager, Falkirk Council, 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.

Hosted by special guest presenter, **Annabel Tiffin.**

Annabel is the main presenter and co-host of BBC Television's North West Tonight. She began her journalism career in newspapers, before moving on to radio. Annabel's career began on Birmingham Live TV and she has covered local and general elections for the BBC and has written, produced and presented items for North West Tonight, the Politics Show and Inside Out.



In 2011 Annabel, along with the Politics Show team, picked up the award for Best Current Affairs programme at the Royal Television Society's North West Awards.

19.00 Pre-dinner drinks

19.30 Performance networks dinner

21.30 Performance networks awards for best and most improved authorities

Day two: Friday 4 December

Chair: Paul O'Brien, Chief Executive, APSE

10.00 APSE Overall Council of the Year 2015: Oxford's improvement journey

- Evidence-based choices: the use of intelligence to make decisions
- Empowering staff and developing a performance culture
- Efficiency, service demand and innovative working

Speaker: Peter Sloman, Chief Executive, Oxford City Council

10.30 Performance data: The key to commercial success

An expert panel who will examine the latest issues surrounding income generation, commercialism, charging and trading and the role of performance data in commercial success.

Panel:

- David Bentley, Head of Asset Management, CIPFA
- Ronnie Dempster, Head of Technical Services, Dumfries and Galloway Council
- Andy Mudd, Head of APSE solutions

11.30 Close of seminar

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APSE performance networks seminar, 3-4 December 2015, The Hilton Hotel, North Promenade, Blackpool

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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 3 December 2015.

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 3 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 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. 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-K)	Accommodation Required
				Yes/No
				Yes/No
				Yes/No
				Yes/No
				Yes/No

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