

apse

performance networks seminar 2019

The Measure of Tomorrow

20 Years of Benchmarking



5 and 6 December 2019

Grand Hotel, Blackpool, FY1 2JQ (formerly The Hilton Hotel)

Thursday 5 December

9:00 Delegate registration

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

Chair: Councillor Mark Pengelly, APSE National Chair

Performance management in America

- Data-driven decision making
- Process and continuous improvement work
- Fostering a culture of innovation

Bertha Johnson, City of Durham Budget and Management Services Director, North Carolina, United States of America

Benchmarking the performance of councils in France

- How does this work and what are the priorities?
- Clean objective indicators
- Using the data for service improvement

Hervé Guillaume, Co-ordinator, Association Des Villes Pour La Propreté Urbaine

How are front line services in the UK performing?

- 20 years of data: how are we performing?
- What's the latest on performance networks?
- Your opinions on future developments

Debbie Johns, Head of Performance Networks, APSE

Latest opinion polls on local government front line services

- Climate Emergency - how the public view the role of Councils
- Priorities for spending
- How they view the performance of services

Paul Smith, Director for Government & Public Sector, Survation

12:00 *Tea and coffee*

12:15 **Thematic Forums**

Forum 1: Insourcing – the importance of benchmarking data to prove the case

- Halton's insourcing journey
- Using data and performance analysis for transformation
- Measuring the impact

Paul Wright, Open Space Services – Divisional Manager, Halton Borough Council and Mo Baines, Head of Communication and Co-ordination, APSE

Forum 2: Collaboration on Facilities Management

- Catering/menu bank
- Cleaning and FM
- Marketing
- Measuring success through performance

Jayne F Jones, Commercial Manager, Facility Services, Argyll and Bute Council and Louise Melville, Principal Advisor, APSE

Forum 3: Developments in performance networks

- Improvements with the LAMS App including the randomiser
- How this could be applied to inspecting building cleaning
- How is the corporate services module progressing?

Debbie Johns, Head of APSE performance networks and Ian Jones, APSE Associate

Forum 4: Award winning innovative approaches to service improvement

- Use of IT to transform grounds maintenance
- A 25% increase in productivity
- How this has improved service delivery elsewhere in the council

Paul Palmer, Project Manager – Environmental Operations, East Riding of Yorkshire Council and Paul O'Brien, Chief Executive, APSE

Forum 5: Commercialism and performance

- Retaining 100% of school contracts
- Developing a new customer base: Academies, Community Groups, Leisure Providers, Businesses and Residents in the North East
- Increasing external contracts from 52 to 267
- Developing Compliance Services; opportunities for new sources of income

Paul Burr, Building and Facilities Manager, Durham County Council and Andy Mudd, Head of APSE Solutions

Forum 6: The new code of practice and an asset management approach

- The emerging plan and progress to date
- Risk and performance measures
- Improving operational efficiency

Kully Boden, Highways Asset Team Leader, Derby City Council and Phil Brennan, Head of APSE Energy

13:00 *Lunch*

14:00 **Workshops**

Workshop A: Building cleaning

- Delivering an effective Cleaning Service
- Green Cleaning
- Waste Management in Schools
- Selling Services to Schools

John Feeney, East Renfrewshire Council, James Holmes, Knowsley MBC, Liz Carruthers, Stoke on Trent Council, Alison Kelso, South Lanarkshire Council, James Holmes, Knowsley MBC, and John Bedwell, APSE Associate

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

- Improving the quality of data collection
- Asset Management Strategies
- Changes to Building Regulations relating to high rise buildings
- The Service journey and improving performance
- Voids performance

Ross Grieve, Fife Council, David Whittam, Berneslai Homes, Ian Hanson and Steve Dobbins, Caerphilly County Borough Council, Phil Brennan, Head of APSE Energy and Colin McInnes, APSE Associate

Workshop C: Catering

- What's your USP?
- Reducing food waste
- Re-branding the catering service
- Increasing and sustaining school meal uptakes

Peter Gurney and Keally George, Rochdale Council, Michael Lamb, Gateshead Council, Mark Hunter, East Ayrshire Council and Vickie Hacking, APSE Principal Advisor

Workshop D: Cemetery and crematorium services

- An update on the Land Audit Management System
- Delivery of an effective cremation service offer
- Burial Ground Memorial Safety
- Meeting the Needs of Multi-Cultural Funerals
- Building a business case for a cremation facility

Alan Sheldon, Liverpool City Council, Peter Campbell, Sefton Metropolitan Borough Council, Andy Mudd, Head of APSE solutions and Peter Linsell, APSE Associate

Workshop E: Corporate services

- What is included in Corporate Services benchmarking?
- How to get value from Corporate Services benchmarking
- Engaging services areas in benchmarking - case study examples
- Future developments

Adrian Carlton, Knowsley MBC and Maria Kelly, APSE Associate

Workshop F: Environmental health and Trading standards

- Delivering an effective environmental health service
- Reducing the strength campaign – CIEH best environmental health project winner 2017
- The “Keep It Out” programme and its success in tackling illicit tobacco
- Developments to the Performance Networks modules

Craig Sharp, Preston City Council, John Hardwick, Wirral Council, Paul Lambert, Leeds City Council, John Marsh, APSE Associate and Wayne Priestley, APSE Principal Advisor

Workshop G: Parks

- The Evolution of Telford’s Green Spaces: The Green Network and The Green Guarantee
- Glyphosate – what are local authorities doing?
- Developing digital applications for Quality Audits
- Innovating in a time of austerity
- Optimising volunteer opportunities

Mark Latham, Telford and Wrekin Council, Louise Melville, APSE Principal Advisor and Ian Jones, APSE Associate

Workshop H: Refuse collection

- Contaminated waste
- Waste and Resources Strategy Symposium
- Repair and Reuse
- The case for underground bins
- Developing green indicators

Dela Moreland, Corby/Kettering Borough Council, Andrew Kendall, Eastleigh Borough Council, Ben Parsons, Senior Consultant, APSE, Abi Ademiluyi, Principal Advisor, APSE and Peter Kirkbride, APSE Associate

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

- Well Managed Highways Infrastructure
- Taking a risk based approach to Asset Management
- Insourcing: Rebuilding Capacity the Case for Insourcing Public Contracts
- Customer Satisfaction Surveys
- Climate Change Mitigation and Adaptation Strategies

Ian Newport, Dorset Council, Richard Hayes, Institute of Highways Engineers, Keith Benson, Wigan Council, Dot Reid, Falkirk Council and Mo Baines, Head of Communication and Co-ordination, APSE

Workshop J: Sports and leisure

- Increasing facility utilisation through wellness activity
- Local Authority trading company - it’s not just about tax
- Salt Ayre – The Journey
- Recruitment and retention of front line staff
- Has the budget gym bubble burst?

Simon Cheyette, Lancaster City Council, Dave Clark, East Riding of Yorkshire Council, Chris Laxton-Kane, Liberty Leisure Ltd, Broxtowe Borough Council and Sue Finnigan, APSE Associate

Workshop K: Street cleansing

- Delivering an effective street cleansing service
- Involving volunteer groups
- Use of technology in improving service delivery
- Development of prevention methods

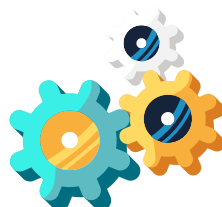
Dave Wesson, Dudley MBC, Phil Bates, Stafford Borough Council, Paul Naylor, Eastleigh Borough Council and Dave Henrys, APSE Associate

Workshop L: Transport

- New Initiatives to Improve the Delivery of Fleet Management & Maintenance
- Maximising depot efficiency
- Skilling the Workforce
- Future Focus – Vehicle Technology Update

Carl Gillyon, East Riding of Yorkshire Council, Tom Henderson, Fife Council, Paul Gray, Aberdeenshire Council, and Rob Bailey, APSE Principal Advisor

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 most service areas 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 6 December

Chair: Paul O’Brien, APSE Chief Executive

10:00 **Climate change emergency and funding the gap**

- What is the current situation?
- How are front line services responding?
- What performance measures are needed?

Dr Peter Kenway, Director, New Policy Institute

10:30 **Panel discussion – How can front line services respond to climate emergency?**

Panel members:

- Anita Brown, Service Manager, Stockton-on-Tees Council
- Glynn Humphries, Service Director, Wakefield Council
- Owen Jenkins, Director of Community Operations, Oxfordshire County Council
- Dela Moreland, Waste Collection and Recycling Manager, Corby/Kettering Borough Council

11:30 Close and lunch

Contact details

Contact name Authority

Address

Postcode

Email Telephone

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

Delegate Packages Exclusive of VAT

What's included?

The delegate fee covers attendance on both days, delegate documentation, lunches, light refreshments, dinner and attendance at the performance networks award ceremony. Accommodation for Thursday 5 December is also included.

Performance networks corporate/service members: **£230+VAT**

Other performance networks member delegates: **£280+VAT**

Non performance networks member delegates: **£389+VAT**

Private/non Local Government delegates: **£520+VAT**

Accommodation Bookings allocated on 'first come' basis

Accommodation for the night of Thursday 5 December is included in the delegate fee.

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 5 December must contact the hotel directly to do this. All accommodation at the conference venue is allocated on a first come first served basis

Payment details

Please find enclosed cheque made payable to APSE

Please invoice me
(if required please include purchase order number)

VAT registration number 519 286 915

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

Delegate details

Please circle

Delegate name	Position	Email	Forum choice 1-6	Workshop choice A-L	Accommodation required
					Y / N
					Y / N
					Y / N
					Y / N

Please confirm that you are happy for APSE to retain your details so that we can send you information relevant to your area of interest. Your data will be used for sign in sheets, delegate lists and hotel lists (where relevant). If you are making a booking on behalf of other delegates please confirm that you have their permission to be included on our database. Our GDPR policy is available on our website: www.apse.org.uk.

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

Register for the seminar:

1

Online form:
www.apse.org.uk

2

Email this form to:
vstarmar@apse.org.uk