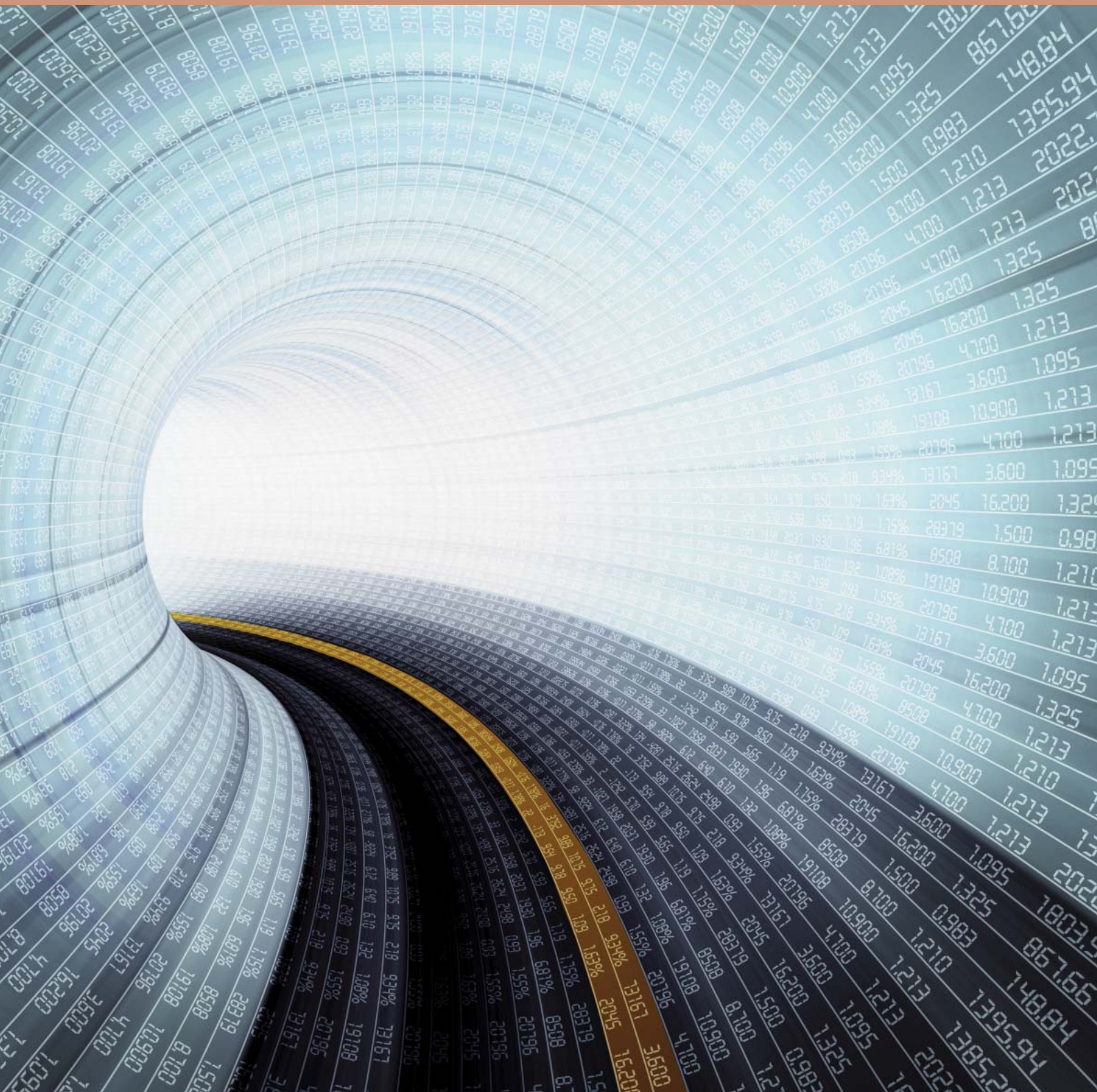


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Performance networks seminar 2013

5 and 6 December, Hilton Hotel, Blackpool

A brave new world: Benchmarking in the age of open data and open public services



Day one: Thursday 5 December

9:00am Delegate registration

11:00am **Session 1: Data transparency and open public services – opportunity or threat?**

Chair: Cllr Leon Unczur, APSE national chair 2013/14

Widening access to public sector information – the Shakespeare Review

- Using public data to enhance value to citizens
 - Improving access to data to promote efficiency
 - Data scientists – building capability to use and analyse data effectively.
- Speaker:** Stephan Shakespeare, CEO and Co-founder of Yougov plc (Invited)

Encouraging local government to open up public services and provide better information to residents

- The role of the ICO
- What are the implications of greater transparency and access to local public information?
- What should councils do to ensure greater accountability for local services?

Speaker: Graham Smith, Deputy Commissioner and Director of Freedom of Information, Information Commissioners Office (ICO)

Performance networks and the challenge of data transparency for front-line services

- Accountable to whom? – What is benchmarking data for and who should use it?
- Measures of success – What should we measure and why?
- Building the case for local public services through robust and consistent data.

Speaker: Mark Bramah, Assistant Chief Executive, APSE

12:30pm Lunch

1:30pm **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

- Realising maximum efficiency
- Cleaning options and their effect on productivity
- Developing a commercial offering

Facilitators: Jan Kennedy, Principal Trainer, APSE, Julie Pickering, APSE Associate, Norman Cato, Business Manager, Midlothian Council

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

- How to overcome damp/condensation
- Impact of welfare reform on maintenance
- Managing demand for services

Facilitators: Louise McMillan, Principal Advisor, Kenny Gillespie, Property and Asset Manager, Falkirk Council, Colin McInnes, Commercial Manager, East Dunbartonshire Council

Workshop C: Catering (including education, civic hospitality and welfare)

- Gearing up for universal free school meals
- Food for life charter mark (Scotland)
- Commercial costing and competitive markets

Facilitator: John Bedwell, APSE solutions associate, Donalda Williams, Head of catering and Cleaning, Cheshire West and Cheshire Council

Workshop D: Cemetery and crematorium services

- Benchmarking fees and charges
- Memorial management
- Development of new cemeteries

Facilitator: Peter Linsell, APSE solutions associate

Workshop E: Civic, cultural and community venues

- Maximising the use of community assets
- Income generation and developing partnerships
- The impact of community venues being transferred to management groups

Facilitators: Ashley Marriott, Head of Leisure, Broxtowe Borough Council, David Russell, Glasgow City Council

Workshop F: Highways, winter maintenance and street lighting

- Asset management developments
- Sustainability and local energy management

Facilitators: Phil Brennan, Principal Advisor, APSE, Dorothy Reid, Road Asset Management Officer, Falkirk Council,

Workshop G: Parks, open spaces and horticultural services

- State of the UK Parks research
- Using fees and charging for added services
- Local Audit Management System (LAMS)

Facilitators: Helen Burkhalter, Principal Advisor, APSE, Damian Woods, Service Manager, Fife Council, Paul Wright, Divisional Manager, Halton Borough Council, Ian Baggott, Director Community First Partnership

Workshop H: Refuse collection

- Maximising trade waste
- Re-profiling the service to meet funding constraints
 - Waste data management (Systems and techniques)

Facilitators: Mo Baines, Principal Advisor, APSE, Peter Kirkbride, APSE Associate, Graham Sykes, Operations Manager, North Lincolnshire Council, Dave Knapman, IQSS

Workshop I: Sports and leisure facility management and culture, leisure and sport

- Funding options for leisure
- Embedding health and well-being in the leisure service
- Using leisure centres more efficiently
- Delighting the leisure customer

Facilitators: Rob Bailey, Principal Advisor, APSE

Workshop J: Street cleansing

- Developing the street scene approach for performance networks
- Combatting fly-tipping

Facilitators: Debbie Johns, Principal Advisor, Dave Henrys, APSE solutions associate and Dave Wesson, Dudley Metropolitan Borough Council

Workshop K: Transport operations and vehicle maintenance

- Fleet Information System (FIS)
- MOT testing facilities

Facilitators: Andy Mudd, Principal Consultant, APSE solutions; Pete Johnson, Transport Services Manager, Wakefield MDC

5:00pm Close of seminar day one

Evening programme

7:00pm Pre-dinner drinks

7:30pm Performance networks dinner

9:30pm Performance networks awards

Hosted by Catherine Tyldesley



Day two: Friday 6 December

10:30am **Session 2: How services add value – Audit, impacts and outcomes**

Chair: Paul O'Brien, Chief Executive, APSE

VFM: Knowing your performance, finding the savings opportunities

- The NAO role in local public audit
- How councils can evidence VFM?
- Adding value by providing an 'end to end' view of policy impacts

Speaker: Angela Hands, Director – Value for Money, Communities and Local Government, National Audit Office (Invited)

Using performance information to demonstrate the public and social value of front-line services

- Developing an Asset Management approach to Green Space services
- Using performance information to transform services
- Evidencing health and community outcomes

Speaker: John Flaherty, Director of Neighbourhood Delivery, Knowsley Metropolitan Borough Council

Benchmarking in local government - A Welsh perspective

- Local government performance improvement framework in Wales
- Challenges and issues
- Where next?

Speaker: Andrew Stephens, Executive Director, Data Unit Wales

11:45am Close of seminar

Seminar objectives

This working seminar is an essential part of the performance networks timetable and is an excellent shared learning opportunity. The seminar will include the year 15 (2012/13) data collection results as well as issues affecting service performance. The workshop sessions will feature a range of topics including approaches to asset management, using performance data to redesign services facing spending cuts and developing a commercial approach. There will be an opportunity in each workshop to discuss issues of local concern and develop solutions with colleagues through problem solving surgeries.

Most improved and best performer awards and dinner 2013

Hosted by Catherine Tyldesley

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. The 2013 performance networks awards will be presented by Catherine Tyldesley. Catherine is an actress and model, known for playing the role of Eva Price in Coronation Street. Catherine's television credits include Coronation Street, Holby City, Sorted, Florence Nightingale and Red Riding.

Who should attend?

We expect the seminar to be heavily subscribed and this year places have again been limited. The seminar will benefit nominated contacts, those with performance management responsibilities generally and those with direct involvement in the performance networks process. Reserve your place now by completing the booking form overleaf and faxing it back to Vicky Starmer on 0161 772 1811.

The venue

Hilton Hotel, North Promenade, Blackpool, FY1 2JQ

The seminar venue is the Hilton Hotel, Blackpool. Additional accommodation has been secured and will be allocated on a first-come-first-served basis. Please note that APSE cannot guarantee that Hilton Hotel accommodation will be allocated for late bookings.

The Hilton Hotel, Blackpool is a modern 4-star hotel located centrally on Blackpool's North Promenade. The hotel is easily accessible by road, rail and air and is a 15 minute walk from Blackpool's lively town centre.

APSE welcomes delegates to the event from across England, Northern Ireland, Wales and Scotland and it is our hope that you will be able to attend and participate in what should be a highly stimulating and interactive conference.



Booking form

Office use

Del#.....

Db:.....

Conf:.....

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APSE performance networks seminar, 5-6 December 2013, 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 5 December 2013.

Performance networks corporate/service contacts - £199 + VAT

Other performance networks member delegates - £249 + VAT

Non performance networks member delegates - £349 + 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 6 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	Workshop session choice (A-K)	Accommodation required (please circle)
			Yes/No
			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