

# Future Focus Seminar 2024

A sustainable future for front line services



**Tuesday 8 October 2024**

Broadway House, Tothill St, London, SW1H 9NQ

# Programme Overview

09:00 Registration and exhibition viewing

## 10:00 Session One: Strategic Perspectives

- **What lies ahead for local councils post the General Election?** Mo Baines, Chief Executive, APSE
- **Making Flexible Working work for your organisation and public** Claire Campbell, CEO, Timewise and Sheila Kerins, Culture Change Programme Lead (Employee Experience), Camden Council
- **A Review from the NAO: Learning from Commercial Activity in Local Government Over the Last Decade**, Abdool Kara, Executive Leader, Local Services, National Audit Office

*Audience question and answer session*

11:30 Refreshment break / Exhibition viewing

## 12:00 Service specific sessions

### Stream One: Neighbourhood Services

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This stream will feature:

- **Caroline Wheller, Commercial Development Manager, CSG**, on the topic of **“Commercial Approach to Deliver Social Value & Community Wealth Building”**.
- **Justin Galliford, CEO, Norse Group** on the topic of **“Partnership – removing the risk from income generation”**
- **Brenda Howard, Service Change Team Leader and Katie Hayes, Revenues and Benefits Projects Officer, Gravesham Borough Council** on the topic of **“GBC– Utilising Low Income Family Tracker (LIFT)”**
- **Amy Caldwell, Senior Training Officer, APSE** on the topic of **“The role of learning and development in frontline services”**.
- **A discussion session** facilitated by **Colin Rowland, Isle of Wight Council**

### Stream Two: Sustainability and Waste Management

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This stream will feature:

- **Adam Freeman, Decarbonisation & ESG Director**, on the topic of **“Is Sustainable Aviation Fuel from household waste the way forward to help cut UK carbon emissions?”**
- **Paul Naylor, Executive Head of Neighbourhood Services, Eastleigh Borough Council**, on the topic of **“Eastleigh making the case for greener fuels: Switching from a diesel to biofuel and electric refuse fleet”**
- **Emma Sharpe, Funding Manager for Climate Action Partnerships, Housing and Residents Services, London Borough of Brent Council**, on the topic of **“ Empowering local action on climate change – Brent’s Together Towards Zero Community Grant”**
- **Rachel Killian, Strategy & Commissioning Lead, Marketing and Communications, Warwickshire County Council**, on the topic of **“Sustainable Warwickshire Podcast: Taking action to reduce carbon emissions, support biodiversity and promote sustainability in the county”**
- **A discussion session** facilitated by **Cllr Graham McAndrew, Hertfordshire County Council**



# Stream One: Neighbourhood Services

09:00 Registration and exhibition viewing

## 10:00 Session One

### What lies ahead for local councils post the General Election?

- The messy public policy issues
- Will there be an increase in resources?
- What can we expect in terms of notable changes?
- What should we look out for?

**Speaker: Mo Baines, Chief Executive, APSE**

### Making Flexible Working work for your organisation and public

- How legislation is changing to encourage more flexibility
- The demand for flexible working and why the four-day working week trials have caught the public interest
- How flexible working and four day week can offered in frontline roles
- How Camden Council have been transforming their culture to create an inclusive approach to flexible working, for all people and in all roles

**Speakers: Claire Campbell, CEO, Timewise and Sheila Kerins, Culture Change Programme Lead (Employee Experience), Camden Council**

### A Review from the NAO: Learning from Commercial Activity in Local Government Over the Last Decade

- The Landscape of the last decade: outlining the financial sustainability of local government
- Looking at local authority commercial investment's emerging trends and patterns
- Outlining the implications for local authorities of the 'Levelling Up Agenda'
- Future challenges: the importance of good governance to managing risk

**Speaker: Abdool Kara, Executive Leader, Local Services, National Audit Office**

### Audience question and answer session

11:30 Refreshment break / Exhibition viewing

## 12:00 Session Two

### Partnership – removing the risk from income generation

- Exploring the benefits of joint ventures in Local Authority Partnerships.
- Using partnership working to help Councils improve their financial sustainability.
- Maximising the opportunities that can be provided by partnership working.

**Speaker: Justin Galliford, CEO, Norse Group**

### Commercial Approach to Deliver Social Value & Community Wealth Building

- Commercial Services Group approach to Community wealth building
- Ideas to take social values to action
- Community Wealth building – case study

**Speaker: Caroline Wheller, Commercial Development Manager, Commercial Services Group**

### Audience question and answer session

13:00 Lunch & Exhibition Viewing

## 14:00 Session Three

### Gravesham Borough Council – Utilising Low Income Family Tracker (LIFT)

- Identifying households that may have low affordability and/or high vulnerability in order to tailor council services to meet their needs.
- Ensuring residents who are potentially in financial need are receiving all of the support that they are eligible for.
- Identifying the poverty gap and unexpected positive outcomes.

**Speakers: Brenda Howard, Service Change Team Leader and Katie Hayes, Revenues and Benefits Projects Officer, Gravesham Borough Council**

### The role of learning and development in frontline services

- Investing in the frontline - future proofing council capacity
- The method is the message – how people learn in different settings
- Horizon scanning - new developments and opportunities

**Speaker: Amy Caldwell, Senior Training Officer, APSE**

### Audience question and answer session

15:00 Refreshment break/exhibition viewing

## 15:20 Session Four Innovation Hub

### Discussion Topics Include:

- Simpler recycling collections
- New food waste collections
- Alternative fuels, issues and infrastructure.
- The future of decarbonisation in local authorities

15:50 Seminar close



# Stream Two: Sustainability and Waste Management

09:00 Registration and exhibition viewing

## 10:00 Session One

### What lies ahead for local councils post the General Election?

- The messy public policy issues
- Will there be an increase in resources?
- What can we expect in terms of notable changes?
- What should we look out for?

**Speaker: Mo Baines, Chief Executive, APSE**

### Making Flexible Working work for your organisation and public

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**Speaker: Abdool Kara, Executive Leader, Local Services, National Audit Office**

## Audience question and answer session

11:30 Refreshment break / Exhibition viewing

## 12:00 Session Two

### "Is Sustainable Aviation Fuel from household waste the way forward to help cut UK carbon emissions"?

**Speaker: Adam Freeman, Decarbonisation & ESG Director, London Stantstead Airport**

### Eastleigh making the case for biofuel: Switching from a diesel to biofuel refuse fleet.

- Bridging the gap while working on plans to switch all our vehicles over to electric, and other zero carbon equivalents by 2030.
- Lowering vehicle carbon emissions in the borough by 90%.

**Speaker: Paul Naylor, Executive Head of Neighbourhood Services, Eastleigh Borough Council**

## Audience question and answer session

13:00 Lunch & Exhibition Viewing

## 14:00 Session Three

### Empowering local action on climate change – Brent's Together Towards Zero Community Grant

- Empowering residents to take the lead on tackling the climate emergency.
- Bringing communities on the journey towards net zero.
- Working collaboratively to build greater local capacity with residents and communities.

**Speaker: Emma Sharpe, Funding Manager for Climate Action Partnerships, Housing and Residents Services, London Borough of Brent**

### Sustainable Warwickshire Podcast: Taking action to reduce carbon emissions, support biodiversity and promote sustainability in the county

- Raising awareness of climate change and biodiversity in the county.
- Showcasing action being undertaken by residents.
- Encouraging individuals to get involved themselves.

**Speaker: Rachel Killian, Strategy & Commissioning Lead, Marketing and Communications, Warwickshire County Council**

## Audience question and answer session

15:00 Refreshment break/exhibition viewing

## 15:20 Session Four Innovation Hub

### Discussion Topics Include:

- The cost-of-living crisis and it's impact on the provision of services
- Stretching the £, doing more for less. Local authorities Innovations to improve services
- Service provision in an uncertain future

15:50 Seminar close



# About the Seminar

## Seminar Objectives

### **A Sustainable Future for Front Line Services**

What does the future provision of local authority front lines services look like in the current climate?

This seminar will examine this question and more, shining the spotlight on Neighbourhood Services and Sustainability And Waste Management, looking at approaches being under taken in providing services for the future. We will be hearing from a panel of experts, learning through peer-to-peer learning and expertly led Innovation Hubs.

Open to all interested in the future of local government services, this is an ideal opportunity to meet and engage with like-minded colleagues exploring service specific issues and strategies for local authorities.

The seminar will be framed around two streams:

- Neighbourhood Services
- Sustainability and Waste Management

The day will also include Innovation Hubs to explore and share good practise among delegates across both strategic and operational matters.

## Who should attend the seminar?

- Council Leaders, Executive and Non-Executive members
- Chief Executives, Directors and Senior Management Team
- Corporate Policy and Strategic Leads
- Organisational Development and Transformation leads
- Finance Directors, Business & Commercial Development officers
- Service Development officers and Operations managers
- Waste and Street Cleansing Managers, Service Development officers and Operations managers
- Aspiring managers, Graduate Trainees, Apprentices
- Trade union representatives
- Academic researchers
- Contractors and suppliers

Teaming with ideas, forward-thinking initiatives and with the opportunity to network across a range of disciplines, we look forward to welcoming you to Broadway House, London for Future Focus 2024.

## Venue

**Broadway House,  
Tothill St,  
London,  
SW1H 9NQ**



# Booking Information

## Delegate Packages Exclusive of VAT

### What's included?

The delegate fee covers attendance, delegates' documentation, lunches and light refreshments.

APSE member delegate fee:	<b>£188 + VAT</b> (Per person)
Non member delegates fee:	<b>£284 + VAT</b> (Per person)
Commercial delegates:	<b>£408 + VAT</b> (Per Person)



**CANCELLATION & REFUND POLICY:** Reservation is a contract. Substitution of delegates is acceptable any time in writing by email to [adminsouthern@apse.org.uk](mailto:adminsouthern@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 nonattendance. 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 mode of delivery should this become necessary. If due to emergency action by UK Governments/Administrations or Public Agencies this event is postponed, for example for reasons of public health and safety, the organisers will transfer your booking to the replacement event or provide a credit voucher against a future event booking.



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- Not-for-profit consultancy

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