

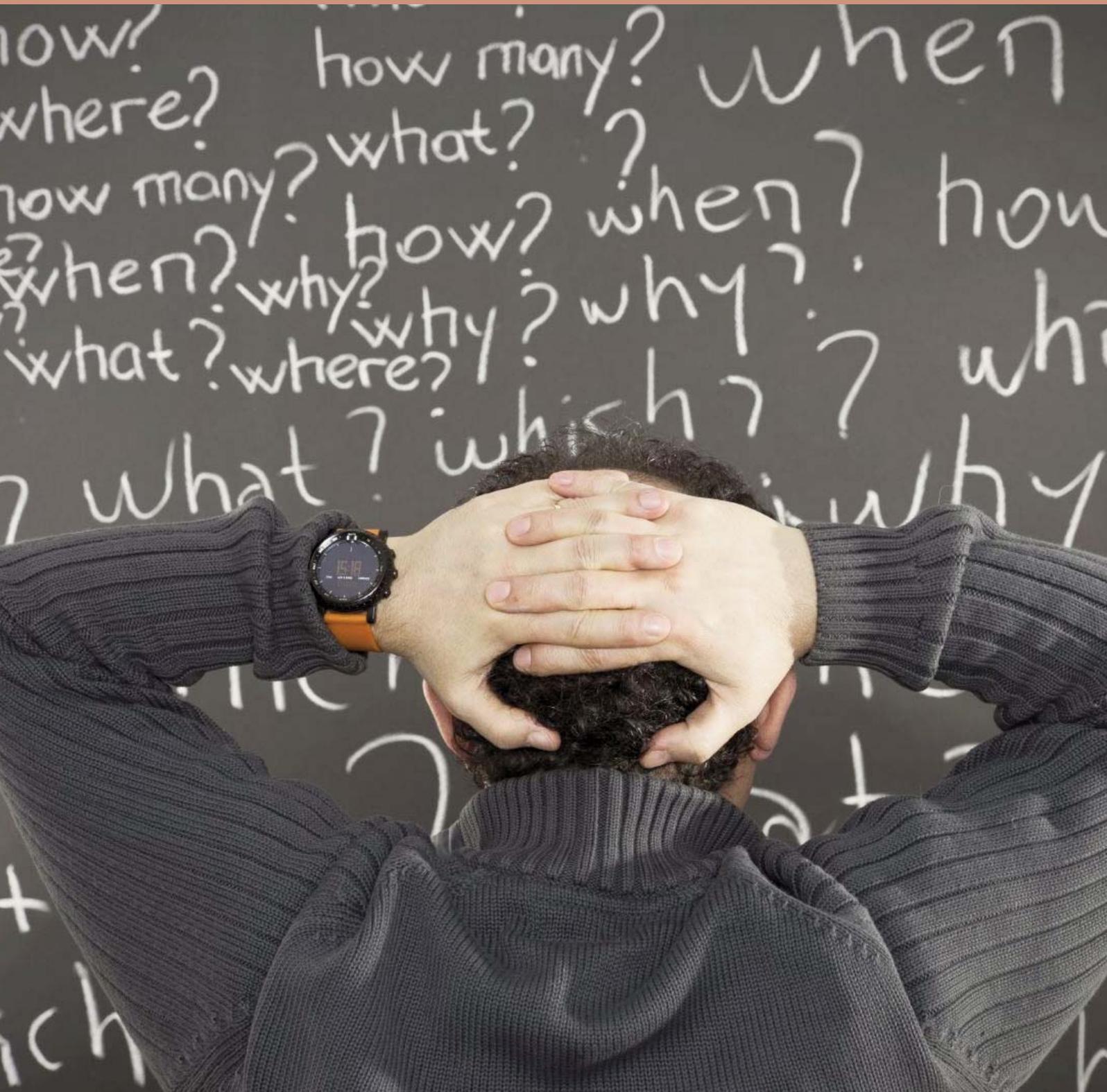
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**Performance networks seminar 2014**

4 and 5 December, Hilton Hotel, Blackpool

# **Information is power:**

## **Understanding performance to make critical decisions**



# Day one: Thursday 4 December

## 9.00 Delegate Registration

### 10.30 **Session 1: Putting data at the heart of transformation**

*Chair: Cllr Arwyn Woolcock, APSE National Chair*

#### **Accounting for change: using financial data in the transformation process**

- Improving financial performance and productivity
- Forecasting future spend
- Successful approaches

**Speaker:** Mike Owen, CIPFA President

#### **Unleashing the potential: how the economic climate has affected services**

- What has changed in these services since the cuts?
- How has quality of service been

affected and what should we be expecting now?

- Performance Networks' response to the changes ahead

**Speaker:** Debbie Johns, Head of Performance Networks, APSE

### **Special guest speaker**

Ben Page, Chief Executive of Ipsos MORI

#### **Perception v reality: what do the public think?**

- How well have local government responded to the challenges?
- How has this affected satisfaction with services?
- What are their priorities?

**12.00 - 12.15 Tea and coffee**

## 12.15 **Innovation forums**

### **Forum 1: Measuring value for money**

- Ways of responding to the challenges
- Role of performance measurement in demonstrating value for money
- A competitive continuum

**Facilitators:** Mick Lovatt, Corporate Director for Environment, Preston City Council and Paul O'Brien, Chief Executive, APSE

### **Forum 2: Communicating performance to stakeholders**

- Using a dashboard of indicators for the public
- Creating a platform for public sector, private sector and 3rd sector information
- Supporting Leeds City Council with Leeds Data Mill

**Facilitators:** Mark Barrett, Director of Data and Innovation, Hebe Works and Mo Baines, Head of communication and co-ordination, APSE

### **Forum 3: Environmental matters**

- Land Audit Management System (LAMS) for parks and street cleansing: measuring the quality of the environment as the public see it!
- Environmental health benchmarking pilot
- Outcomes from the pilots and developments for 2015

**Facilitators:** Ian Jones, Streetscene Manager, Wakefield MDC, member of Environmental Health Project team and Debbie Johns, Head of performance networks, APSE

### **Forum 4: Using data for service improvement**

- Using data to challenge assumptions
- Drilling down data
- Identifying lines of enquiry

**Facilitators:** Andy Waddell, Head of Roads and Neighbourhood Services, Glasgow City Council and Andy Mudd, Head of solutions, APSE

### **Forum 5: Developing knowledge and cultural change in performance management**

- Creating a culture of improvement
- Avoiding the pitfalls of performance management
- Ownership

**Facilitators:** Max Moullin, Director Public Sector Scorecard Research Centre and Jan Kennedy, Head of training, 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:** 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**

- Productivity revisited
- Marketing and tendering for services
- Controlling costs in facilities management
- Managing absence
- Training for Cleaners
- Future challenges facing the building cleaning sector

**Facilitators:** Craig Gillie, Facility Services Manager, Midlothian Council, Susan Hodson, Cleaning Services Manager, Warwickshire County Council, Rob Bailey, Principal Advisor, APSE and Pat Wherton, ABCD

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

- Comparing performance between 2 providers within an authority
- Welfare reform – any new data requirements?
- New build

- Materials procurement
- Quarterly benchmarking for key PIs
- Using a matrix to benchmark performance

**Facilitators:** Kenny Gillespie, Property and Asset Manager, Falkirk Council and Phil Brennan, Principal Advisor, APSE

### **Workshop C: Catering (including education and civic hospitality)**

- Universal free school meals
- Marketing and tendering for services
- Food hygiene
- Maximising meal numbers
- Academies

**Facilitator:** Nigel Craine, Senior Operations Manager, Lancashire County Council, Tim Blowers, Head of County Catering Service, Derbyshire County Council and John Bedwell, APSE solutions associate

### **Workshop D: Cemetery and crematorium services**

- Energy saving methods
- Developing wider-group feedback mechanisms
- Definitions and validating the data

**Facilitator:** Peter Linsell, APSE solutions associate

### **Workshop E: Civic, cultural and community venues**

- Maximising usage at centres
- Income generation
- Managing expenditure

**Facilitator:** Jan Kennedy, Head of training, APSE

### **Workshop F: Environmental health**

- This workshop will look at the outcomes from the pilot 2013-14 and future developments

**Facilitator:** Louise McMillan, Principal Advisor, APSE

### Workshop G: Roads/Highways, winter maintenance and street lighting

- Using PN data to improve performance
- Year-on-year reports on asset management
- Changes made to help deliver efficiencies
- Column structural testing
- Planned Maintenance treatment contract rates

**Facilitators:** Stephen Finley, Senior Engineer, Rotherham MBC, Joe Smith, Senior Manager - Roads and Transport, North Ayrshire Council, Dave Williamson, Service Manager and Mike White, Group Manager, East Riding of Yorkshire Council, Lorna Box, Principal Advisor, APSE and Dave Knapman, Managing Consultant, IQSS

### Workshop H: Parks

- Parks asset management and replacement
- Engaging volunteers and community groups
- Safety inspections for users of parks and play areas
- Income generation in parks

**Facilitators:** Ian Jones, Streetscene Manager, Wakefield MDC and David Ramsbottom, Principal Advisor, APSE

### Workshop I: Refuse collection

- Review of waste dataflow data
- Frequency and method of residual and recycling collections
- Quality of recyclates and income from recycling streams
- Collections from HMO's and flats
- Trade waste collections

**Facilitators:** Dela Moreland, Waste Education Refuse - Recycling Operations, Kettering Borough Council, Mo Baines, Head of Communication and Co-ordination, APSE and Peter Kirkbride, APSE associate

### Workshop J: Sports and leisure

- Developments in the leisure model
- Membership retention and customer relationship management
- Public health: an increased role for leisure?
- Using performance networks

**Facilitator:** Dave Clark, Senior Facility Manager, East Riding of Yorkshire Council and Sue Finnighan, APSE solutions associate

### Workshop K: Street cleansing

- Achieving efficiencies in street cleansing
- Review of frequencies and specifications
- Changing working hours and shift patterns
- Apprenticeships

**Facilitators:** Paul Naylor, Street Scene Manager, Eastleigh Borough Council, Dave Wesson, Street Cleansing Manager, Dudley MBC and Dave Henrys, APSE solutions associate

### Workshop L: Transport

- A review of the reported performance indicators
- Attracting external work
- Contributing to efficiency savings
- Driver responsibilities/compliance

**Facilitators:** David Burnie, Transport Manager, Renfrewshire Council and Andy Mudd, Head of solutions, APSE

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 Natalie Anderson, the Emmerdale star is well known for portraying the character 'Alicia Metcalfe' in the hit soap.



**19.00** Pre-dinner drinks

**19.30** Performance networks dinner

**21.30** Performance networks awards for best and most improved authorities

## Day two: Friday 5 December

10:00 **Session 2: Big data and transparency**

*Chair: Paul O'Brien, Chief Executive, APSE*

### Using data and public intelligence at a local level

- Flintshire's 'Big Budget Conversation' to gauge public views
- The role of data in establishing a baseline for tough choices
- Service transformation and the use of performance intelligence

**Speaker:** Colin Everett, Chief Executive, Flintshire County Council

### Big data: opportunities for local government

- Using big data to make faster, smarter decisions
- Securing efficiencies through big data
- Challenges around the big data agenda in the public sector

**Speaker:** Steve Williams, Director-IT Audit, National Audit Office

### Improving transparency and accountability through open data

- Unleashing the potential of open data
- What has been achieved so far?
- Drawing on local authority case studies

**Speaker:** Stuart Harrison, Open Data Institute

11.15 Close of seminar

**LOCAL SERVICES  
LOCAL SOLUTIONS**



# Booking form

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**APSE performance networks seminar, 4-5 December 2014, 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 4 December 2014.

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 4 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](mailto: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-L)	Accommodation Required
				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](mailto:vstarmar@apse.org.uk)