Thriving in austere times
Efficiency, demand management and income generation

Workshop two: Environmental services
Programme

9.15 Start and introductions

**Thriving in austere times, efficiency, demand management and income generation**
Presentation and discussion

9.30 **How to make the best use of the resources we have through improving efficiency**
- Eliminating waste by identifying and removing failure demand
- Maximising productivity and work systems
- Optimising the use of assets

11.00 **Managing demand for better outcomes**
- Understanding demand for public services
- What is the demand and where does it come from?
- Taking a customer perspective
- Changing behaviour through reward

1.00 **Demand innovation for different outcomes**
- New and innovative methods of service delivery
- Sharing knowledge and good practice

2.30 **Tapping into opportunities for external income generation**
- Leadership and governance to support and build a commercial approach
- Identifying commercial opportunities
- Legal and financial considerations
- Developing a business case driven approach

4.00 Round up and summary

4.15 Finish

All sessions facilitated by the APSE Solutions Team

Aims and objectives:

- How to make the best use of the resources we have through improving efficiency
- Managing demand for better outcomes
- Demand innovation for different outcomes
- Tapping into opportunities for external income generation

APSE Solutions summer workshops offer the opportunity to take a proactive approach to managing services in austere times. The workshops will look at how service managers can balance a mix of efficiency savings, demand management and income generation to maximise the available resources. This workshop is aimed at senior managers and elected members with a view to taking a strategic overview across a range of service areas.

These workshops will be an opportunity to hear what works already and tap into the APSE network of good practice. Discussions will focus on pertinent issues within environmental services.

The APSE Solutions summer workshops are an opportunity to share the problems of working in a climate of austerity with colleagues from other councils. By working together, using innovative tools and techniques, delegates will gain new insight and understanding of how efficiency, demand innovation and exploring opportunities for external income generation can help us face the funding challenge.

Workshop numbers will be restricted to no more than 15 to ensure that delegates get full value so early booking is recommended.

The workshops will be led by APSE’s Head of Solutions, Andy Mudd, supported the Solutions in-house team and associates. The team has already helped a large number of council service providers to reduce costs by becoming more efficient and is now working with them to identify, analyse and change demand and explore opportunities for trading and charging.
**The Venue**

** Trafford Town Hall**
Talbot Road, Stretford, M32 0TH

**Driving directions**
Leave the M60 at Junction 12 M602 (Salford / Manchester). At the end of the M602 (Junction 3) follow signs for Salford Quays & Trafford Park. At the roundabout turn right onto Trafford Road (A5063). At the bridge over the Manchester Ship Canal, keep in the right hand lane, turn right and follow the road round to Chester Roa. Turn left onto Warwick Road (opposite Manchester United Football Club) and continue to your required car park.

**Public Transport**
The Metrolink service operates a frequent service from the City Centre (including Victoria & Piccadilly Stations) to Old Trafford station which is situated within a three minute walk of the Town Hall.

**Car Parking**
The easiest and nearest car park to the Town Hall is Lancashire Cricket Ground, which is directly opposite the Town Hall. This car park is charged at £4 per day. For those using a SatNav, the postcode is M16 0PX.
Booking form

APSE solutions summer workshops: workshop two, 14 August 2015

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 5 working days of sending your booking form, then please contact APSE on 0161 772 1810.

Payment information

What's included: The delegate place covers attendance, delegate documentation, lunch and light refreshments. Please note that hotel accommodation and travel costs are not included. A list of recommended hotels in the area is available on request.

**APSE members delegate fee:** £249 + VAT  
**Non-members delegate fee:** £349 + VAT

Please indicate preferred method of payment (tick):-

☑ Please find enclosed cheque (made payable to APSE)  
☑ Please invoice me

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

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Please return completed form to Alistair Holcroft, 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: aholcroft@apse.org.uk