

apse annual seminar 2009

9-10 September
Cardiff City Hall

Local government front line services:

*From recession to
progression?*

Seminar sponsored by
City Building Glasgow LLP



Wednesday 9 September

Tuesday 8 September

8:00pm

Pre-Seminar reception

APSE National Council invites all delegates to join them for a pre-conference reception with refreshments.

An excellent opportunity for delegates to network.

Wednesday 9 September 8:45am

Registration opens at Cardiff City Hall with refreshments in the exhibition hall

10:00am

Opening and Welcome

Opening and Welcome by The Rt. Hon The Lord Mayor of Cardiff, Cllr Brian Griffiths

10:05am

Session 1: Progressing from a recession

Chair: Cllr Arwyn Woolcock, APSE National Chair 2008/09

Key note Ministerial address:

Doing more for your money:

Dr. Brian Gibbons, Minister for Social Justice and Local Government Welsh Assembly Government

Where to next?

George Jones, Emeritus Professor of Local Government, London School of Economics and Political Science

Panel question and answer session

11:00am

Tea, coffee and exhibition viewing

11:30am

Session 2: Leading through a recession

Chair: David Stiens, APSE National Secretary 2008/09

Managing budgets; managing public expectations

Steve Thomas, Chief Executive, Welsh Local Government Association

Leadership in tough times

Martin Horton, Director, Solace Enterprises

Public service transformation: What about the workers?

Rachel McIlroy, Public Sector Policy, TUC

Wake up and smell the coffee!

Claire Fox, Director, Institute of Ideas

Panel question and answer session

1:00pm

Lunch and Exhibition viewing

2:15pm

Session 3: Opportunities from adversity; Lessons learned

Colin Jackson

Colin Jackson is one of the greatest British athletes of all time. During his time at the top he won twenty-five major championship medals and he still holds both the indoor 60 metre and outdoor 110 metre hurdle World Records today. Colin will discuss the importance of setting realistic goals and visualising and focusing on the end result, no matter what!

Question and answer session

3:00pm

Tea, coffee and exhibition viewing

3:30pm

Thematic sessions (1 to 5)

Thematic session 1: Performance management for Elected Members

A special forum looking at how elected members can utilise performance information and performance management effectively. **Includes a complimentary copy of a new research publication on performance management issues for Elected Members.**

Speaker: Alan Waters, Policy Analyst, LGIU

Thematic session 2: Environmental services

♦ Improving living streets and green spaces through community engagement

Richard Smith, Head of Business and Consultancy Services, Living Streets

♦ Love food, hate waste

Julia Falcon, Project Manager, Love Food Hate Waste, Wrap

APSE Facilitator: Debbie Johns

Thematic session 3: Healthy Communities

♦ European city of sport 2009. The big lottery way of life grant.

Culture, Leisure and Parks Operations, Cardiff Council

♦ Promoting healthy eating; controlling prices

Elin Cullen, Head of Business and Specialist Services, Carmarthenshire County Council

APSE Facilitator: Rob Bailey

Thematic session 4: Roads, highways and street lighting

♦ Improving road safety through highways and street lighting

Caroline Starrs, Research Analyst, EuroRAP

♦ Highways investment

Adrian Tatum, Editor, The Surveyor

APSE Facilitator: Pat Taggart

Thematic session 5: Housing and regeneration

♦ Sustainable communities in a downturn

Sarah Longsands, Director of policy, CLES

♦ New build social housing

Steve Warran, Head of Housing Services, Exeter City Council

APSE Facilitator: Phil Brennan

4:45pm

Seminar close

APSE Annual General Meeting 2009, Cardiff City Hall

6:30pm

Registration for AGM: City Hall

Welcome with the Pelenna Male Voice Choir

Having accompanied Kathryn Jenkins and other famous Welsh Stars the Pelenna Male Voice Choir epitomises one of the most famous and awe-inspiring Welsh traditions.

7:15pm

AGM: to be held in the Assembly Room, Cardiff City Hall

8:15pm

Exhibitor reception

Including a hot fork buffet – to be held in the exhibition area, Cardiff City Hall

8:45pm

'An audience with.....'

10.00pm

Event close

Exhibition and sponsorship opportunities 2009

For details of this years exhibition and sponsorship opportunities, contact **Louise McMillan**, Exhibitions and Sponsorship Manager on 01698 454 015 or via email at Lmcmillan@apse.org.uk

Thursday 10 September

9:00am

Registration opens. Exhibition viewing and refreshments

10:00am

Session 4: Models for future service delivery

Chair: Cllr Shaun Gallagher, Derry City Council

Commissioning services into the future

Prof. John Tizzard, Director, Centre for Public Service Partnership, Birmingham University

Can the private sector model deliver a public service ethos?

Brian Devlin, Business Director, AMEY PLC

The arms length approach; Is it an effective solution?

Nic Cox, Director, Solutions SK, a Stockport Council Company

Newcastle's in-house strategy. Service transformation as we would like to know it.

Kath Moore, Head of Change and Improvement, Newcastle City Council

Insourcing: We can deliver!

Paul O'Brien APSE, Chief Executive

Panel question and answer session

11:30am

Tea, coffee and exhibition viewing

12:15pm

Session 5: Greener shoots to recovery

Chair: Ellen Cavanagh, Derry City Council

Why carbon reduction will affect your front line services

Stephen Cirell, Head of Local Government, Eversheds

Rethinking ICT ; A tool for greener service delivery

Catalina McGregor, founder and chair of the Cabinet Office CIO/CTO Council, Green ICT Delivery Group

Sustainable investment in council housing

Sukvinder Kalsi, Assistant Director of Finance, Birmingham City Council

Panel question and answer session

1:15pm

Lunch and Exhibition viewing

2:15pm

Session 6: Be inspired

In our last plenary session we will host a special guest speaker to leave our delegates inspired to make change for the better happen!

Our guest speaker will be introduced by Julie Muscroft, Partner, Walker Morris Solicitors.

3:00pm

Tea, coffee and exhibition viewing

3:30pm

Excellence in delivery workshops (6 to 10)

6: Facilities Management

♦ Building a successful FM organisation; Developing your brand

Deborah Clarke, Strategic Manager, Metrofresh, Wigan Council

♦ State of the FM market, gearing up for challenges ahead

Ken Campbell, ASSIST

APSE Facilitator: Rob Bailey

7: Roads and street lighting

♦ Investing in winter maintenance services

Ian Hudson, Principal Engineer, Cardiff Council

♦ Moving towards dimming street lights

Richard Workman, Director of Technical Services, Carmarthenshire County Council

APSE Facilitator: Damian Walshe

8: Housing, building maintenance and construction

♦ Modernising a repairs and maintenance service

Alan Hill, Housing Maintenance Manager, Fife Council

♦ Embedding the principles of performance management

Allan Whyte, Head of Service - Shelter & Environment, Aberdeen City Council

APSE Facilitator: Phil Brennan

9: Environmental services

♦ Rapid improvement: Remodelling waste and recycling services

Cheryl Sloan and Sean Magee, Swindon Commercial Services, Swindon Council

♦ Accessing funding for Greenspace improvements

Matt Kelly, Head of Parks & Horticulture, Preston City Council

APSE Facilitator: Debbie Johns

10: Leisure and cultural facilities

♦ Dealing with cardiac referral programmes

♦ Securing funding pots through health streams

Joel Morgan, National Exercise Referral Coordinator Monmouthshire Council

APSE Facilitator: Pat Taggart

4:45pm

Seminar close followed by service awards dinner 2009

Annual Dinner and Service Awards 2009

sponsored by AMEY plc



6:45pm

Pre-dinner drinks reception at Cardiff International Arena

7:30pm

Annual Dinner

9:00pm

APSE Annual Service Awards 2009

introduced by Mai Davies, Sky News Presenter

10:00pm

Evening entertainment

11:45pm

Close and carriages

APSE annual seminar 2009

Local government front line services:

From recession to progression?

The APSE annual seminar is a unique date in the local government calendar as the only major seminar dedicated to those involved in the strategy or delivery of front line services. If you work in or have responsibility for these services then this is a conference you can't afford to miss. Whether attending the full conference or as a day delegate, packages exist to accommodate your needs.

The seminar creates a great opportunity for those involved in developing and delivering local authority services to explore new areas of policy as well as learning about examples of excellence, opportunities and innovation in front line service delivery. A range of experienced speakers will explore various key issues.

Service specific breakout sessions will explore key themes and also allow for excellent examples of best practice to be showcased. A national council reception on Tuesday evening provides a warm welcome to delegates whilst the now famous APSE Service Awards, that recognise the very best in local authority services from across England, Wales, Scotland and Northern Ireland, provides the perfect end to the event.

Booking form (photocopies accepted)

Office Use

Del#:

DB:

Pkg:

Hotel:

Conf:

APSE DB:

APSE annual seminar 2009, 8 - 10 September, City Hall, Cardiff. Sponsored by City Building Glasgow LLP

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.

Seminar delegate fees (exclusive of accommodation costs)

Package 1: Full seminar attendance including evening functions.
APSE member: £389 + vat / Non member: £549 + vat

Package 2: Day delegate seminar only - **Wednesday** or **Thursday**
APSE Member: £199 +vat / Non member: £279 +vat

Package 3: Day delegate **Wednesday only** including evening function.
APSE Member: £229 +vat / Non member: £325 +vat

Package 4: Day delegate **Thursday only** including evening awards
APSE Member: £285+vat / Non member: £395+vat

APSE Main Contacts and National Council members rate

APSE main contacts and National Council members are entitled to a special rate for full seminar attendance.

Main Contact Package 1: £350 + vat

If you are unsure who your authority's main contact is, call the APSE secretariat on 0161 7721810 or email enquiries@apse.org.uk for details.

Hotel Accommodation*

Bookings will be allocated on a 'first come' basis - please tick the required accommodation option below.

A list of nearby hotels is available from APSE for delegates wishing to arrange their own accommodation.

Option A: 3 nights special rate accommodation. Dates: 8, 9 + 10 Sept 2009. **Cost (B&B): £198+vat* for 3 nights**

Option B: 2 nights special rate accommodation. Dates: 9 and 10 Sept 2009. **Cost (B&B): £132+vat* for 2 nights**

(*) APSE will invoice delegates for the B&B costs at the appropriate rate. All extras must be paid direct to the hotel on departure.

Please note that all hotel bookings at this event must be reserved via APSE as the hotel will not accept any direct bookings at the above special rate.

Please indicate preferred method of payment (tick):-

VAT registration number 519 286 915

- Please find enclosed cheque (made payable to APSE)
- Please invoice me, my purchase order number is:.....

CANCELLATION & REFUND POLICY: Reservation is a contract. Substitution of delegates is acceptable any time in writing by post, email to kadair@apse.org.uk or fax to 0161 772 1811. Cancellations must be made in writing at least 10 working days before the event (**before 5pm on 25 August 2009**) 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	Main Contact?	Thematic/ Workshop choices		Delegate package (please circle)	Accommodation (please circle)
			Wed 9 Sept	Thurs 10 Sept		
		<input type="checkbox"/>	1 2 3 4 5	6 7 8 9 10	1 2 3 4	Option A / Option B
		<input type="checkbox"/>	1 2 3 4 5	6 7 8 9 10	1 2 3 4	Option A / Option B
		<input type="checkbox"/>	1 2 3 4 5	6 7 8 9 10	1 2 3 4	Option A / Option B
		<input type="checkbox"/>	1 2 3 4 5	6 7 8 9 10	1 2 3 4	Option A / Option B

Please return completed form to Keisha Adair, 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: kadair@apse.org.uk