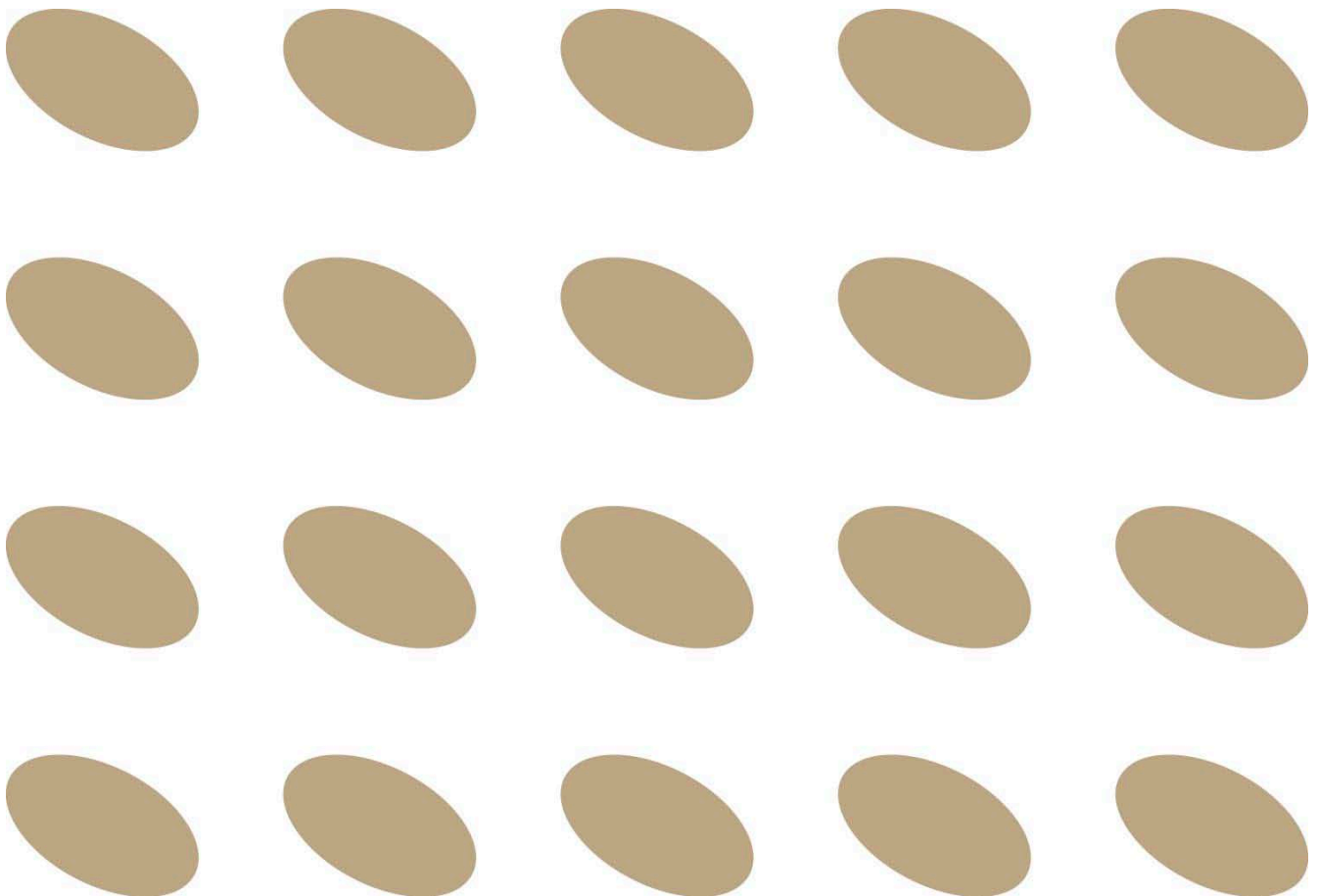


# **Tools for efficiencies and savings in street cleansing**

17 January 2012, Central London

15 February 2012, Manchester



# Tools for efficiencies and savings in street cleansing

## Introduction

APSE is please to offer a new event to local authorities who are trying to manage a more cost effective service in street cleansing.

This one day event aims to gives delegates an understanding of the challenges that local authorities are facing, together with practical tools and techniques to achieve the efficiencies and savings required.

Delegates will leave with a “toolbox” of tried and tested methods that can be used directly from the event.

## Who will benefit?

Anyone responsible for a street cleansing service and dealing with budget constraints, and who needs to maximise efficiencies in the current climate

## Outcomes

- Understanding why councils need to be more efficient – today’s “big picture”
- Changing your approach – why is this necessary?
- Reviewing current methods
- DMAIC, SIPOC, KANO – how can they help
- Real life examples in practice
- Applying the learning – case study work

## Duration

1 day event:

9:30am Start                      4:30pm Finish

## Trainer

The sessions will be delivered by Dave Henrys from APSE Solutions supported by Jan Kennedy.

## **Jan Kennedy**

Jan Kennedy is the Principal Trainer for APSE and has responsibility for the learning, skills and development arm of the Association - APSE training. Jan has a background in training and development, firstly as an executive training officer in central government where she gained her CIPD in Training & Development.

She moved to local government in 1999 where she joined Liverpool City Council as a member of the corporate training team. Jan has experience of managing and delivering a wide range of training and development including Liverpool's One Stop Shop training programme.

Prior to joining APSE Jan managed the Lifelong Learning Employability curriculum in Adult and Community Education. Jan holds a Certificate in Post 16 Education and a CLAIT Advanced in ICT.

Jan is also qualified in level A and level B psychometric testing.

Since joining APSE Jan regularly delivers training on a range of topics including Project Management, Leadership, Supervisory skills (across service sectors), Managing Change, Negotiation Skills, Time Management, Marketing, Lean Thinking, and Service Level Agreements. Jan works in partnership with Hull University to deliver training modules to lunchtime supervisors. Jan also co-delivers on the current Master Classes on Health and Safety Issues, Public Sector Scorecard and Prince2 overview for Senior Managers.

Jan can be contacted at e-mail address at: [jkennedy@apse.org.uk](mailto:jkennedy@apse.org.uk) or by telephoning her on either 0161-772-1810(Office) or 07764-252-107 (Mobile)

## **What's included?**

Course fees include delegates' documentation and course material including case studies, suggested practices and appropriate toolkits and templates, lunch and refreshments. Please note that the fee does not include hotel accommodation. Hotel information is available from the APSE secretariat on request.

The courses are intensive one day training programme days, which utilises a number of delivery mechanisms including: lecture; group discussion; group and individual exercises; and case studies to enable participants to take away learning and tools that can make a difference.

## Programme

9.15 – 9.30 am	Tea & Coffee/Registration
9.30 – 9.45 am	Introduction and Domestics <ul style="list-style-type: none"> <li>• Ice Breaker</li> </ul> Programme Objectives <ul style="list-style-type: none"> <li>• Background to the event</li> </ul>
9.45 – 10.45 am	The changing face of public service <ul style="list-style-type: none"> <li>• The current picture</li> </ul> A new approach <ul style="list-style-type: none"> <li>• How can local authorities respond</li> </ul>
10.45 – 11.00 am	Tea & Coffee Break
11.00 – 12.30 pm	Methodologies <ul style="list-style-type: none"> <li>• Traditional?</li> <li>• A new suite of tools and techniques DMAIC, SIPOC, KANO</li> </ul>
12.30 – 1.30 pm	Lunch
1.45 – 3.00 pm	Real life situation <ul style="list-style-type: none"> <li>• A local authority example</li> </ul>
3.00 – 3.15 pm	Tea & Coffee Break
3.15 – 4.15 pm	Action learning <ul style="list-style-type: none"> <li>• Case study group work</li> </ul>
4.15 – 4.30 pm	Programme Summary <ul style="list-style-type: none"> <li>• Do and don'ts</li> <li>• Using the toolbox on site</li> </ul>
4.30 pm	Certificates and Close

