

Data: The building blocks to building back better

A week-long celebration of benchmarking:
APSE Performance Networks Seminar 2020
An online event



Monday 30 November - Friday 4 December

A choice of plenary sessions, forums and workshops

Monday 30 November

10:00 – 11:45

Performance and opinions

International performance management in local government

- Perspectives on applying data to better management and decision making
- International applications
- Use of data in responding to COVID-19

Gerald Young, Senior Research Associate, International City/County Management Association (United States) and Dr. Alfred Ho, Professor, University of Kansas School of Public Affairs and Administration

Local government in Australia

- Introduction to local government
- Reporting framework
- Technologies used

Derek Madden, Chief Executive Officer, Moorabool Shire Council

Impact of Covid-19 on performance management in UK local government:

- What impact has this had on resource levels?
- How does this differ between different front-line services?
- Update on performance networks projects and developments

Debbie Johns, Head of performance networks, APSE

Public trust and confidence in councils post COVID-19

- The latest APSE / Survation Polling Results on Public Confidence
- Who do the public trust more in the fight against COVID-19?
- What frontline services do the public value and where do they want their taxes spent?

Paul Smith, Director, Government & Public Sector, Survation

12:45 – 14:30

Non-members and non-participants workshop

- Why we need performance data
- About the reports and awards
- How to get involved and support provided

Debbie Johns, Head of Performance Networks and Ian Jones, APSE Associate

12:45 – 14:30

Building cleaning

- Using data to improve service performance
- An overview of the BICS revised and updated cleaning outcomes
- Building Cleaning Inspections App – An update on the development of the App

Anne Hanlon, Operations Manager, North Lanarkshire Council, Chris Ryan, Head of Business Development, BICS, John Marsh, APSE Associate John Bedwell, APSE Associate and Vickie Hacking, Principal Advisor, APSE

14:45 – 16:30

Catering

- Developing a strategy for improving school meal uptake
- Root, branch and branding transformation delivers new business growth for Bradford

Group discussion:

- Impact of Covid-19 data collection findings
- Key findings from 2019-20 data collection
- Changes to the model required for 2020-21

Jayne Jones, Commercial, Argyll and Bute Council Norman Green, Business Development Officer, City of Bradford Metropolitan District Council, John Bedwell, APSE Associate and Vickie Hacking, Principal Advisor, APSE

Tuesday 1 December

9:00 – 10:45

Parks and open spaces

- How Gedling is using data to map and improve service performance
- Using performance data to help identify areas of income generation
- LAMS App – new randomiser and mapping developments
- New Streetscene template – “is this us?”

Melvyn Cryer, Section Manager PASC, Gedling Borough Council; Paul Naylor, Head of Direct Services, Eastleigh Borough Council; Ian Jones, APSE Associate and Louise Melville, Principal Advisor, APSE

11:00 – 12:45

Cemeteries and crematorium

- When is a cemetery not a cemetery?
- Opening Stockton's first crematorium
- Disruptive innovation in the bereavement market

Steve Jones, Development Manager Parks and Cemeteries, Knowsley Metropolitan Borough Council; Dale Rowbotham, Service Manager, Stockton-on-Tees Borough Council; Peter Linsell, APSE Associate and Andy Mudd, Head of APSE Solutions

13:30 – 15:15

Street cleansing

- Introducing an electric street cleansing fleet
- The need for a performance management framework to measure the success of strategies and communication campaigns – Barnsley's successful approach to reducing fly-tipping
- Productivity and cost/trend analysis and future developments for Performance Networks/ COVID data
- Driving performance through effective benchmarking

Matthew Ralfe, Innovation and Change Manager, Nottingham City Council; Melanie Fitzpatrick, Head of Service Waste, Recycling & Neighbourhoods, Barnsley Metropolitan Borough Council; Adrian Selby, Assistant Director of Operational and Commercial Services, West Lindsey Council; Dave Henrys, APSE Associate and Wayne Priestley, Principal Advisor, APSE

15:30 – 16:30

Innovation forum – Selling services to schools

- Selling services to schools
- Durham's Commercial Services
- Selling catering services to schools

John Hallam, Business Development Manager, Durham County Council; Andy Mudd, Head of APSE solutions and Vickie Hacking, Principal Advisor, APSE

Wednesday 2 December

9:00 – 10:45

Refuse collection

- How we managed to deliver our waste services during the pandemic: challenges faced and solutions developed
- Scottish Zero Waste latest update
- APSE Performance networks data trends emerging for 2020 analysis - Peter Kirkbride, APSE Associate, Abi Ademiluyi, APSE Principal Advisor

Andrea Yates, Head of Operations, Wigan Metropolitan Borough Council; Veronica Formosa-Hamilton, Waste Disposal Team Leader, Stirling Council; Peter Kirkbride, APSE Associate and Abi Ademiluyi, Principal Advisor, APSE

11:00 – 12:45

Environmental health and trading standards

- Dealing with the challenges of COVID - 19
- Managing new responsibilities for enforcement
- Advice to businesses

Morton Houston, Service Lead: Trading Standards and Environmental Health, South Ayrshire Council; John Marsh, APSE Associate and Wayne Priestley, Principal Advisor, APSE

13:30 – 15:15

Transport

- Return from the brink, York's journey
- Facilities overview, performance and renewal
- Impact of Covid-19 data collection findings

Ian Hoults, Head of Fleet, York City Council, Robert Bowdler, Transport Manager, Dudley Council; Pete Johnson, APSE associate and Rob Bailey, Principal Advisor, APSE

15:30 – 16:30

Innovation forum – Climate change

- Measuring your carbon footprint
- Public sector decarbonisation fund
- Reducing emissions for front line services: practical examples

Phil Brennan, Head of APSE energy and Charlotte Banks, Energy Research and Project Officer, APSE

Thursday 3 December

9:00 – 10:45

Roads, highways and street lighting

- Using Communications to Manage Public Expectations on Highways Services
- Road use figures: Myths and Facts post the COVID lockdown
- What the data is telling us for future service planning in Highways and Street Lighting

Paul Binks, Highways Assets Manager, Lancashire County Council; John Williams, Highways Asset Manager, Wigan Council; Adrian Worthington, Technical and Design Officer for Highway Structures, Wigan Council and Andy Martin, APSE Associate and Mo Baines, Head of Communication and Co-ordination, APSE

11:00 – 12:45

Building maintenance

- Flintshire's in-house adaptations service
- Restarting Fife's apprenticeship programme post COVID-19

Ian Peters, Senior Maintenance Manager, Flintshire County Council Ross Grieve, Commercial Manager, Fife Council, Colin McInnes, APSE Associate and Phil Brennan, Head of APSE Energy

13:30 – 15:15

Sports and leisure

- Future of Leisure, implications of Covid.
- Delivering around health and wellbeing
- Facilities overview and performance

Chris Strong, Service Manager, GO Gateshead and Rob Bailey, Principal Advisor, APSE

15:30 – 16:30

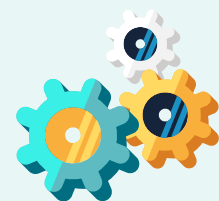
Innovation forum – Technological developments

- Improved decision-making and risk management through technology
- Developments in Apps to support inspections
- Artificial intelligence

Mo Baines, Head of Communication and Co-ordination, APSE and Debbie Johns, Head of Performance Networks, APSE

What we do:

APSE performance networks is the largest voluntary public sector benchmarking service across England, Scotland, Wales and Northern Ireland. Used by over 200 local authorities it leads the way in local government benchmarking. The size of our membership gives added benefits to members by being able to offer a wide variety of comparator groups. [Visit our website](#) to find out more about what we can do for your council.



Friday 4 December

10:00 – 11:30

How can front line services respond to the new normal?

Panel includes:

Karen Bradford, Chief Executive, South Kesteven District Council:

- Financial recovery
- Wellbeing/employee recovery
- Returning to business as usual

Terry Collins, Chief Executive, Durham County Council:

- Overcoming adversity and building strong communities
- Neighbourhood services: how can they respond?
- Innovation and technology

Jacqui Dixon, Chief Executive, Antrim and Newtownabbey Borough Council:

- The importance of frontline service continuity throughout COVID-19
- How we responded to communities in a time of crisis
- Embedding a culture of employee engagement in spite of the threats to jobs and services
- Ensuring high performance on the frontline

Fiona Lees, Chief Executive, East Ayrshire Council:

- Empowered Teams
- Strong and Vibrant Communities
- Local Leadership of Change

Our expert panel will be joined by Geraldine Girvan, Director of Operations at Antrim and Newtownabbey Borough Council to take part in our panel and audience Q&A

11:45 – 12:45

Motivational Session

Inspirational Leadership in times of uncertainty

The ability of an organisation to perform and thrive, is heavily influenced by the qualities of its leaders. In the current climate of global unrest, what does it really take to be an effective leader?

Today, a common challenge faced by leaders is the need to nurture a culture of pro-activity to ensure the sustained success of their organisation.

Join us for our inspirational leadership forum with renowned Australian leadership guru, Trudy MacDonald, Director of Talent Code HR and multiple award winning keynote speaker and presenter

In this session Trudy will cover:

- The role of leaders in times of uncertainty
- Focus & agility in times of uncertainty
- Accountability in times of uncertainty

About the Seminar

With ongoing restrictions on conferences and events we want to ensure we keep you updated with our plans for APSE performance networks seminar 2020.

There are no changes to our reporting timescales so you will get the same reports, allowing you to look at your service performance for cost, quality and productivity and, new this year, our special service looking at the impact of Covid-19 on your services, with bespoke reports and a detailed APSE analysis for frontline services.

[Check your data submission deadlines using this link.](#)

This online event will include a great selection of plenary speakers, professional practice forums looking at the key policy issues within the sector and workshops will still take place across the full week enabling you to network with others in your specific sector.

Click [here](#) to reserve your place on this event

A non-member authority?

You are invited to a workshop on Monday 30 November 12:45 – 14:30 which will include an introduction to performance networks to get you up-to-speed. Should you decide to register for the service, you can then get involved in the weeklong celebration of benchmarking and the workshops/forums.

To register for this workshop, please click [here](#).