

# **Celebrating performance: Using Data to Transform Frontline Services**

**Free of charge event to APSE members**



**Wednesday 21 June 2023**

Pavilion Mid Wales, Llandrindod Wells, LD1 5EY

# Programme

9:00 Registration - Tea and Coffee

10.00 Session 1: Local Government Performance Improvement

## Welcome

- Performance and planning
- Role of performance and data analysis in Caerphilly County Borough Council
- Raising the profile

**Christina Harrhy, Chief Executive, Caerphilly County Borough Council**

## Performance & Improvement across Local Government in Wales

- Overview of the performance duties under the Local Government & Elections (Wales) Act 2021
- Summary of challenges, risk landscape and priorities
- Value of sector-led improvement support

**Jo Hendy, Head of Improvement, Welsh Local Government Association**

## APSE performance matters

- Latest performance issues affecting Local Government
- What are the trends in UK?
- Measuring environmental sustainability and 'green' issues

**Debbie Johns, Head of performance networks, APSE**

11.00 Tea and coffee break

11.15 Session 2: Transformation and efficiency in the UK: case studies

## Performance and service transformation

- Using data to identify the starting position.
- Effective tools and techniques to transform services.
- UK-wide case studies

**Dave Henrys, APSE associate**

## Infuse- Innovative Future Services: Generating the mindset shifts required for data innovation in public services

- Public bodies seeking to innovate in their use of data should aim to be data-enabled, rather than data

driven.

- Creating the right conditions for data innovation.
- Using data with integrity to increase public confidence and trust.

**Owen Wilce, Infuse Programme Manager, Monmouthshire County Council**

## Data driven decision-making

- Our journey to date and growing our own
- How to implement and upscale
- Case studies and next steps

**Catherine James, Head of Transformation and Democratic Services, Powys County Council**

12.30 Lunch

13.30 Workshops

## Workshop 1: Environmental services, street scene and 'green' measures

- The Importance of Measuring 'Green' Progress – a case study - **Mike Cockburn, Assistant Director , Climate Emergency & Environment, Wirral Council**

## Workshop 2: Roads, highways and street lighting

- APSE winners of the 2022 best performer award for roads and highways services - **Martin Barton, Highway Inspections and Streetworks Manager, Wigan Council**

## Workshop 3: Catering and Cleaning services

- APSE winners of the 2022 best performer award for catering services - **Joanne Davidson, Catering Service Manager (Technical), Derbyshire County Council**

15.00 Close and departure

# Booking and Venue Information

## What's included?

*The booking covers attendance, delegates' documentation, lunches and light refreshments.*

APSE member delegate fee:

**FREE**

Non member delegates fee:

**£150 + VAT**

## Venue

Pavilion Mid Wales

Llandrindod Wells

LD1 5EY

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



