

Oscar Krane

WE ARE ENGAGEMENT

EVENT PROGRAMME

Wednesday 16th & Thursday 17th March



EXCELLENCE
IN LOCAL
GOVERNMENT



Doing more with less sounds like an advert for one of the high street supermarkets, but it's what every council across the United Kingdom is having to do. With less money being distributed by central government, councils are having to find innovative ways to save money, increase efficiency and generate income. Many councils are well on their way to achieving either or both of these things whether it be combining and sharing resources with another council, renting out office space to SME's or everything in between. Change is here and changes will continue to happen!

However, this isn't the end of collaboration and issues, with more powers continuing to be devolved to local councils and the creation of so called "super councils" but with no extra funding, it would appear that things will become more challenging before they get easier.

During this meeting, all attendees will be able to share their own experiences and the challenges they are currently facing. In addition, you will then have the opportunity to look at different ways of addressing these problems and an overall look at where we were, where we are and what needs to be done to get to where we need to be.

Topics to be discussed include:

Agility • Devolution • Digitalisation • Transformation • Economic growth • Data as an enabler • Organisational change • Which leadership model? • Technological enablement • Platform as a Service (Paas) • The role of AI and Chatbots • Managing cyber security risks • Demand / workforce management • The establishment of Unitary Councils • Customer service experience improvement



**DoubleTree by Hilton
Forest Pines Spa
& Golf Resort**
Ermine St, Broughton,
Brigg DN20 0AQ

WEDNESDAY 16TH MARCH

15:00 – 18:00 HOTEL CHECK-IN AND FREE TIME

19:00 – 20:30 REGISTRATION AND DRINKS RECEPTION

20:30 – 22:30 NETWORKING DINNER

THURSDAY 17TH MARCH

07:45 – 08:20 **REGISTRATION, TEA, COFFEE & PASTRIES**

08:20 – 08:30 **CHAIR'S WELCOME AND OPENING REMARKS**



Robert Walsh, *Head of Safe Strong Communities*



08:30 – 09:00 **ALL THINGS FOR ALL PEOPLE – THE CHANGING LANDSCAPE FOR LOCAL AUTHORITIES**



Local authorities have to be all things for all people. Services need to be delivered and in order to do this, plans have to be made but given how quickly things change how do you plan but also adapt? Mike will cover the following topic areas:

- COVID recovery
- Economic growth
- Transformation of the engine
- Devolution – How do we respond to this?
- How do we use data and for what purpose?
- Early prevention agenda for adults and children
- Driving programmes to improve customer experience

Mike Harris, *Deputy Chief Executive*



09:00 – 09:30 **ALL CHANGE PLEASE!**



Rob Huntingdon, Assistant Chief Executive and St Helens Council will discuss the following topics and how St Helens Council are approaching each of them:

- Organisation change
- Transformation
- The digital and data agenda

Rob Huntingdon, *Assistant Chief Executive*



St. Helens Council

09:30 - 09:55

ONE HOUNSLOW WORKFORCE TRANSFORMATION: LEADING WITH HEART



Steve Whitehead will cover the Council's transformation programme that led to the development of its values and behaviours. Hounslow co-created these with their people through a whole organisation conversation, and they continue to breathe new life through them in the delivery of its organisational wellness strategy, which is structured around four 'landmarks': Connect, Belong, Grow and Flourish. The London Borough of Hounslow have also recently tested how well it is living these values through the My Experience Matters survey, which has yielded a fantastically positive response from its people.



Steve Whitehead, *Director of HR and OD*

10:00 - 10:30

OPTION 1 YOU CAN ONLY ATTACK WHAT YOU CAN SEE - UNDERSTANDING WHAT ZERO TRUST REALLY IS



Switching to a zero-trust methodology is gaining traction across the industry with both NCSC and NIST in the US recommending the adoption of a trust no one model. This focus has shifted to protecting all resources with intelligent decision making rather than just your standard multi factor authentication. With so many voices in the industry talking about zero trust it is hard to understand the reality of what to do when adopting a zero-trust focus when protecting your data.

During the session we will look at defining Zero-Trust, its key concepts, the benefits and show how it is possible to deliver immediate value as you step through this architectural journey.

Anthony Robinson, *Sales Engineering Team Lead - EMEA*



10:00 - 10:30

OPTION 2 ACCELERATING DIGITAL TRANSFORMATION: HOW TO MODERNISE YOUR DIGITAL IDENTITY SERVICES IN THE PUBLIC SECTOR



In today's dynamic workforce, people access applications from different locations using a variety of devices and at a time that works best for them. Organisations are modernising their services to meet the requirements of such a dynamic environment.

Join Stephen Bennett, Okta's Solutions Engineer to:

- Discuss the latest trends and adoption techniques
- Learn about the common challenges we are all faced with when it comes to securing a dynamic workforce
- Find out how some of our customer's have modernised and secured their digital services using an identity centric strategy.

Stephen Bennett, *Solutions Engineer*



10:00 - 10:30

OPTION 3

THE ROLE OF AUTOMATION IN LOCAL GOVERNMENT



Councils face increasing pressure of having to do more with less, alongside greater resident expectations. Automation plays a big role in addressing these challenges and is part of the ongoing transformation to increase efficiency, reduce costs and improve citizen experience. Customer use cases will show how digital workers including chatbots and AI can be successfully deployed to sit alongside the established workforce.

Amanda Hutchins, Director, Public Sector



10:30 - 11:30

TEA, COFFEE & NETWORKING BREAK

11:30 - 12:00

BALANCING AGILITY ALONGSIDE THE CYBER RISK



Cliff Dean will discuss the current challenges around agile working and cyber security, including:

- Cyber security – the colleague starting point
- Where we currently are
- The technical IT response
- How it may change in the future

Cliff Dean, Chief Information Officer



12:00 - 12:25

SUSTAINING AN AGILE CULTURE POST-COVID



Covid-19 has been a game changer for offices and the way we work. Working from home during the pandemic has brought in a new era of productivity, inclusiveness and connectedness. Donna Nolan, Managing Director of Watford Borough Council, will discuss how she has embedded agile working practices amongst Watford's staff and reimaged the council's future use of its civic accommodation. She will also talk about how Watford Borough Council is embracing trust, freedom and new leadership styles to ensure agile working is viable, inclusive and here to stay.

Donna Nolan, Managing Director



12:30 - 13:00

OPTION 1

CYBER ATTACKS - NO IT SYSTEMS FOR MONTHS - HOW WOULD YOU SURVIVE?



Join Richard Dawson and Chris McLaulan as they explore the ongoing and emerging threats to councils' data and share first-hand with you how they are helping other local authorities through these challenges.

We will cover why traditional backups and DR are not enough to provide you with the assurances you need.



Don't be the next organisation to suffer reputational damage, significant outage, and massive costs.

Richard Dawson, *Public Sector Sales Manager*
Chris McLaulan, *Business Development Manager*



12:30 - 13:00

OPTION 2

AUTOMATION & DIGITAL TRANSFORMATION WITH THE LATEST TECHNOLOGY FROM SCAN-OPTICS & PFU FUJITSU



A showcase in the latest Digital Transformation technology from Scan-Optics & PFU Fujitsu; An in depth look at the newest cutting-edge technology in Hardware and Intelligent Data Capture Software. And how these Digital Transformation solutions can help automate near any paper or digital process enabling the availability of important business documents anywhere at any time.



Matt Smith, *Channel Development Manager*
Ben Moralee, *Business Development Director*



12:30 - 13:00

OPTION 3

EXPLORE HOW DERBY CITY COUNCIL SAVED 60% ON THEIR DATA CENTRE PROVISION AND ACCELERATED THEIR CLOUD FIRST STRATEGY IMPLEMENTATION



Derby was committed to a Cloud First policy driving efficiencies across cost and performance. After an analysis to best leverage this and the impact of their legacy IT estate a recommendation was made to have a hybrid strategy. To achieve this the council chose to use Crown Hosting.



Crown Hosting is a joint venture between Cabinet Office and Ark Data Centres offering easy to buy, efficient, flexible, co-location hosting; allowing Derby to plan the implementation of a hybrid environment; enabling them to withdraw from existing contracts in a managed way.

Considering all costs involved in moving to Crown Hosting; Derby saw a ROI of less than 24 months and now benefit from like for like savings of 60%, as well as the flexibility to enable them to continually rationalise their estate.

Join Alistair and Jamie to explore Derby's journey to Crown Hosting and the potential benefits for your own organisation.



Jamie Whysall, *Client Engagement Manager, Local Government*
Alistair Taylor, *Project and Change Manager, IT Services*



13:00 - 13:45

LUNCH

13:45 - 14:15

TEA, COFFEE & NETWORKING BREAK

14:15 - 14:45

LEADERSHIP IN LOCAL AUTHORITIES: EXPERIENCE OF DIFFERENT MODELS



Ian will be sharing his experience of working in the standard model of a Chief Executive and Directors and what is known as the Executive model where there is no Chief Executive and two or three Executive Directors share the role of Chief Executive. He will also reflect on the switch back to a Chief Executive model after three years of the Executive Model.

Ian Knowles, *Chief Executive*



14:45 – 15:10

UNITARY COUNCILS – LESSONS LEARNT AND HOW TO WORK WITH THEM?



Helen Ball will discuss the lessons learnt in establishing a town council as part of the creation of Shropshire Unitary Council and what the ongoing relationship looks like between the two newly formed organisations.

Helen Ball, *Town Clerk*



15:15 – 15:45

OPTION 1 FROM SECURITY STRESS TO EMPOWERING PEOPLE: HOW TECHNOLOGY IS CHANGING DIGITAL COMMUNICATIONS SECURITY FOR THE BETTER



Regulatory reforms, digital transformation, hybrid working... The business landscape continues to evolve and the need for secure and compliant digital communications solutions is higher than ever. The current state of communications security cannot keep pace.



Amir Khan, Public Sector specialist at Zivver, and Barry Moulton, DPO will investigate how public sector organisations are utilising smart digital security technologies to ensure data protection and empower employees, without disrupting existing workflows. We'll consider the compliance challenges confronting the sector today, and the opportunities presented by smart technologies in supporting improved communications across integrated care systems, whilst driving security and avoiding digital fatigue.

Join us to gain actionable insights on how best to affect a digital security lifestyle across your organisation in our increasingly digital and data regulated world.

Amir Khan, *Public Sector Account Specialist*
Barry Moulton, *Data Protection Officer*



15:15 – 15:45

OPTION 2 HELPING YOU MAKE A DIFFERENCE TO PEOPLE'S LIVES POST COVID



During the pandemic digital transformation accelerated and we have now reached an inflection point. In the past organisations have used rigid structures to drive efficiencies and deliver value to a limited range of stakeholders. The future however is about flexible workplaces, back-office optimisation and processes that must be more firmly oriented around people. Please join us to discuss with examples, what are the priorities and new themes that will build a stronger and more resilient society, shape the way we will work as well as services into the future.

Jonathan Hull, *Business Development Director Public Sector*



15:45 - 16:30

TEA, COFFEE & NETWORKING BREAK

16:30 - 17:00

USING A PLATFORM APPROACH



How a Platform as a Service approach is providing a modern and genuinely integrated environment to host our CRM, resident account and line of business systems. It is ensuring that work gets to the right business area, being fully traceable, removing the reliance on old processes for a joined up customer experience. Using a PaaS is allowing a fresh approach to development and allowing the breakdown of department silos and unifying with a true golden customer record.

James Battle, *Head of IT*



17:00 - 17:30

DIGITAL TRANSFORMATION - IT'S ALL ABOUT THE PEOPLE



This presentation shares some reflections on, and insights into, how transformation is delivered at Bracknell Forest Council, and the exceptional response by the workforce to the challenges of Covid. You'll hear stories of the really diverse group of people involved in making things happen, how those on the receiving end of changes responded (good and bad), how we kept key stakeholders on board – and how we dealt with those who got in the way! You'll probably recognise some of these people from your own organisations and hopefully pick up a few ideas to help you get the best out of them.

Bobby Mullheir, *Assistant Director: Customer Experience, Digital & ICT*



17:30 - 17:40

CHAIR'S CLOSING REMARKS AND EVENT FINISH
