

Oscar Krane

WE ARE ENGAGEMENT

EVENT PROGRAMME

Tuesday 12th & Wednesday 13th 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:

- Collaboration
- Citizen engagement and experience
- Managing cyber security risks
- Avoiding S114 notices
- Prioritising services
- Digital Transformation
- Developing online services
- How to work with Commissioners
- Staff retention and recruitment
- Shifting from on prem to cloud or visa versa
- What role does AI / Automation have to play?
- Delivering projects with little to no funding
- Understanding and using data to drive improvement



Shrigley Hall Hotel & Spa
Pott Shrigley,
Nr Macclesfield,
Cheshire,
SK10 5SB
United Kingdom

TUESDAY 12TH MARCH

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

18:45 – 19:30 REGISTRATION AND DRINKS RECEPTION

19:30 – 22:00 NETWORKING DINNER

WEDNESDAY 13TH MARCH

07:15 – 07:50 **REGISTRATION, TEA, COFFEE & PASTRIES**

07:50 – 08:00 **CHAIR'S WELCOME AND OPENING REMARKS**



Dave Lindsay, *Chief Digital Officer*



08:00 – 08:30 **MANAGING S114 AND COMMISSIONERS**



With the growing pressure on local authority budgets, an increasing number of authorities are facing severe challenges with some tipping into s114 territory and government intervention. While each authority's circumstances are unique there are some common factors. This session will explore some of these factors and will use Birmingham's experience to provide some approaches to avoiding s114 and if it does happen how to respond effectively.

Graeme Betts, *Strategic Director Adult Social Care*



08:30 – 09:00 **DIGITAL TRANSFORMATION – OUR JOURNEY SO FAR**



Kent County Council, like most of us, are in financially challenging times, further compounded by the challenges of our unique geographical location. We will talk about how we have begun our Digital Transformation journey, that puts 'Improving residents experience' at the heart of everything we do despite our challenges. We will discuss our journey so far, current priorities and our aspirations moving forward, reflecting on what's worked well but more importantly the lessons we have learnt so far.

Dave Lindsay, *Chief Digital Officer*
Emma Rudd, *Digital Services Transformation Manager*



09:00 – 09:30

ESTABLISHING A TARGET ARCHITECTURE TO ENABLE CULTURAL CHANGE AND TRANSFORMATION



During the session Jon will draw on research from innovators across the industry to show how cultural change is needed to adopt new technologies and ways of working. The establishment of a new Target Architecture for Manchester City Council will accelerate a shift from traditional Monolithic + Procurement + Waterfall approach to continual development using Agile + Product + Platform delivery.

Jon Burt, *Head of Enterprise Architecture*



09:30 – 09:55

AMBITIOUS STOCKPORT, OUR JOURNEY TO TRANSFORM THE BOROUGH



Stockport has big ambitions as a council and for the borough. These focus on being one of the best places to live a happy, healthy life, working together with partners to create opportunities for everyone.

In this presentation, Kathryn will talk about the progress made over recent years, from delivering regeneration schemes to supporting our communities through our nationally recognised Stockport Family and delivering an award winning approach to digital. She will also outline how the workforce has been put at the heart of this approach.

Stockport is now thinking further ahead and is about to launch One Stockport, One Future the next phase of the borough plan focussed on the delivery of 5 big things that will have the greatest impact over the next 15 years.

Kathryn Rees, *Director of Strategy*



10:00 – 10:30

OPTION 1

DELIVERING NEXT GENERATION WAN & SECURE CONNECTIVITY IN GOVERNMENT



Provide carrier-independent connectivity with improved bandwidth availability and WAN redundancy in the event of a network outage.

We will discuss how organisations can reduce reliance on expensive MPLS circuits with more economical broadband internet connections and dramatically improve the user experience and cyber resilience.

- By opting for multiple network links (e.g., broadband, 5G/LTE), organisations can optimise performance and lower connectivity cost.
- Optimise public services security: Council staff frequently deal with highly sensitive data, such as data about vulnerable people. Our approach helps protect this and all other data, providing least-privileged access while reducing risk with continuous trust and threat verification.
- Drive agile, responsive citizen services delivery: Staff can connect safely from anywhere. Pivot at pace to ensure the uninterrupted delivery of social care, housing, schools, and other vital services.
- Ensure exceptional user experience: Council staff can connect quickly and securely to the network, accessing Office 365 and any other permitted applications in a rewarding hybrid environment.

Paul Scudamore, *Systems Engineer*



10:00 – 10:30

OPTION 2

INTRODUCING COPILOT FOR MICROSOFT 365 IN GOVERNMENT



After its general release at the beginning of November, Copilot for Microsoft 365 has been on the minds of organisations that are looking at AI as the future. With its ability to streamline workforces, achieve tasks more efficiently, and improve productivity, the potential for Copilot for Microsoft 365 in local, regional, and central government is immense.

For government organisations specifically, Copilot for Microsoft 365 will allow you to:

- Enhance public service delivery by introducing automation with AI, streamlining previously lengthy processes.
- Transform administrative processes using assistive AI.
- Optimise workflows to increase productivity and increase service success and retention.
- Forecast financial changes, improving budget usage to result in cost savings.

Join us and our specialists as we introduce you to the world of generative AI and explore the benefits of Copilot for Microsoft 365 for your organisation.

Lewis Thomson, *Customer Success Team Leader*



WORK IN PROGRESS – THE LATEST IN READING'S DIGITAL TRANSFORMATION JOURNEY



For Reading Borough Council, digital is a critical enabler of the change needed to deliver service improvement and its strategic objectives. Like many other authorities, they are charting and navigating a course through the challenge of achieving change in the face of competing pressures and increasing constraints on both time and money. Martin will set out where the organisation is on that journey, including some lessons learned from where it has been, and his current view on where it is going.

Martin Chalmers, *Chief Digital Information Officer*



WELLBEING AT WREXHAM – ONE DOOR TO A RANGE OF SUPPORT SERVICES



This will be an opportunity to share learning from an exciting project recently implemented at Wrexham County Borough Council. In collaboration with colleagues from Children's Social Care, Health and third sector partners the Digital team have developed an early intervention referral system that enables service users to only tell their story once!

Removing technical barriers between organisations a shared services portal has been created that enables referrals to be fast-tracked to the organisation that can offer the best support. This has created efficiencies and removed paper processes while transforming the user experience.

Kay O'Flaherty, *Head of Service Digital*



12:30 – 13:00

OPTION 1

SIMPLIFYING SECURITY MANAGEMENT: BOXXE & BITDEFENDER SUCCESSIONS IN LOCAL GOVERNMENT DEPLOYMENTS



Bitdefender keep our customers cyber resilient and protected against modern day ransomware. We have been established in the endpoint security marketplace for over 20 years with an organic solution that we are ever evolving and developing to ensure we are offering the best of breed resilient technology.

Our GravityZone platform consolidates an extensive security technology stack that has been proven in major independent tests to have the highest efficacy against advanced persistent threats and to block most attacks before execution.

With specific use cases in the Local Government field, we are able to share insights from peers and colleagues who carefully selected Bitdefender as the technology of choice within their organisation to prevent breaches, manage their network of endpoints and proactively threat hunt.

Michael Dardes, *Account Executive*

boxxe

Bitdefender

12:30 – 13:00

OPTION 2

EMPOWERING EMPLOYEES AND RESIDENTS TO EMAIL SECURELY



We hear the same challenges from cyber security professionals from Local Authorities, day in, day out: there is an ever growing need to empower employees and users in making the right security decisions within hybrid working environments; compliance requirements are constantly changing, and budgets can only stretch so far. As much as you'd like to be, you can't be everywhere, all the time, to protect every communication channel – so how can you do more, for less?



In this session, Amir will be joined by Mathew Crinchley, Head of Cyber Security at Manchester City Council as they explore these challenges and more, investigating the solutions to the biggest cybersecurity headaches in local authorities to identify how you can protect your organisation's sensitive data, effortlessly.

Amir Khan, *Head of UK Sales*

Mathew Crinchley, *Head of Cyber Security*

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 **MANCHESTER
CITY COUNCIL**

13:00 – 13:45

LUNCH

13:45 – 14:15

TEA, COFFEE & NETWORKING BREAK

14:15 – 14:45

INNOVATION IN LOCAL GOVERNMENT, IMPROVING OUTCOMES FOR RESIDENTS



Tim will discuss how Oxfordshire County Council are improving outcomes for residents by innovating and transforming in order to improve the services it delivers for residents thus increasing engagement and satisfaction levels.

Tim Spiers, *Director – IT, Innovation, Digital
and Transformation*



14:45 – 15:10

TAKING A LOCAL APPROACH TO LEVELLING UP



Buckinghamshire overall is an affluent county with good outcomes, however within the county there are areas where residents are experiencing significant hardship. To address this, Buckinghamshire is delivering the 'Opportunity Bucks' programme as a local response to the national levelling up agenda.

Matt will share learning from the Opportunity Bucks programme, including how data was used to inform and shape the programme, progress to date and the challenges & mitigations of delivering this type of work.

Matt Everitt, *Director of Business Intelligence
and Community Support*



15:15 – 15:45

OPTION 1 THE NEXT GENERATION COUNCIL



The proposition of the Next Generation Council builds on the significant digital transformation that local government has already completed. It provides a roadmap of how existing best practices can be combined with cloud technologies to create a local authority that meets the increasing expectations and needs of its citizens.

Jason Nemits, *Territory Manager, UK*



15:15 – 15:45

OPTION 2 MITIGATING THE HUMAN ELEMENT IN EMAIL SECURITY



Focus:

- Phishing threat landscape
- Mitigating human error in email security
- Why security awareness training isn't sustainable over a long period of time

Ansu Subedi, *Account Executive*



15:45 – 16:30

TEA, COFFEE & NETWORKING BREAK

16:30 – 17:00

USING THE WHITE HEAT OF TECHNOLOGY TO REGENERATE AND REIMAGINE A PLACE



When considering the key components of the Runcorn Town Deal and levelling up, Halton Council wanted to ensure that as well as reimagining the public spaces and buildings of the town it ensured technology sat at the heart of its vision. Ensuring that strong links existed between developments in the town centre and the world class technologies at Sci-Tech Daresbury and the Heath bringing job opportunities to our most disadvantaged communities along the way.

This session explains the work Halton Council are doing with their Town Deal and how they wanted to do much more than just regenerate the place but also to regenerate people and communities taking advantage of the technological advances in the town maximising innovation to tackling unemployment and disadvantage.

Wesley Rourke, *Executive Director – Environment and Regeneration*



17:00 – 17:30

TRANSFORMING PROCUREMENT – DELIVERING POLICY THROUGH PROCUREMENT



This session will highlight Surrey County Council's procurement journey in a time of increased demand for public services and a decrease in resources. The team have been transforming their operating model for public sector procurement to deliver enhanced value and reduce procurement risk, as well as demonstrating a forward-thinking approach by implementing a 'Policy through Procurement' Framework. This framework brings together a myriad of policy objectives and strategies to ensure responsible and sustainable procurement practices are embedded from the start whilst seeking to eradicate modern slavery from their supply chains and meet the dynamic needs of their community.

Darron Cox, *Director of Procurement and Fleet*
Anne Epsom, *Head of Policy and Improvement*



17:30 – 17:40

CHAIR'S CLOSING REMARKS AND EVENT FINISH
