Oscar Krane

WE ARE ENGAGEMENT

EVENT PROGRAMME

Tuesday 14th & Wednesday 15th March

EXCELLENCE
IN LOCAL
GOVERNMENT

BJM IG Privacy Ltd   Birmingham City Council   Lambeth   Bury COUNCIL   WIRRAL

Norfolk County Council   GMCA GREATER MANCHESTER COMBINED AUTHORITY   THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA   STOCKPORT METROPOLITAN BOROUGH COUNCIL

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

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

TUESDAY 14TH 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 15TH MARCH

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

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

Barry Moult, *Director*

BJM IG Privacy Ltd

08:30 – 09:00   BE BOLD BE BIRMINGHAM – SMART CITY, SMART COUNCIL

Birmingham is the largest city outside of London and the largest local authority in Europe. The City recently delivered the most successful Commonwealth Games ever, which has positioned it as a City on the global stage. How did they turn around an outdated strategic IT partnership into a leading Digital Council? From smart city aspirations for inclusive growth to getting the IT team digital transformation ready, this is a bold journey of change for Birmingham embracing the use of technology, data and digital to improve outcomes for their citizens.

Peter Bishop, *Director of Digital & Customer Service*

Birmingham City Council

09:00 – 09:30   LEGACY SYSTEMS AND CLOUD MIGRATION –
LOCAL GOVERNMENT MONEY GRAB

Nataša will discuss how Lambeth Council are working to improve and change how citizen engage with the organisation through better technology. Part of this process is a prevention approach through the community ecosystem but doing this is a journey and comes with challenges such a legacy systems, culture, etc. During this presentation Nataša will cover how these are being overcome and where to go from here.

Nataša Patterson, *Director of Resident Experience and Digital*

Lambeth

09:30 – 09:55 **TRANSFORMING BURY COUNCIL: LET'S DO IT!**

Bury Council has embarked on a radical transformation programme. Taking a digital-first perspective, the programme takes pride in our strengths and recognises the potential of being at the heart of the Northern Powerhouse, demonstrating how Levelling Up can improve outcomes for our residents.

For us, transformation includes workforce change, a new customer experience and insight strategy, a modern digital Target Operating Model and ambitious estate rationalisation. Set against the challenge of finding £20m to close next year's budget gap we looked to our cultural heritage for inspiration and what better than the rallying cry of one of our most famous daughters, the inimitable Victoria Wood – LET'S Do It!

Kate Waterhouse, *Joint Chief Information Officer*

10:00 – 10:30 **OPTION 1**
MODERNISING THE EMPLOYEE EXPERIENCE WITH MICROSOFT VIVA AND FASTTRACK

The new employee experience is about creating a culture that prioritises the well-being, development, and growth of employees. Microsoft Viva is an employee experience platform that will support this by providing personalised and engaging experiences for employees.

Viva offers four modules that help local government organisations create a more fulfilling and productive work environment for their employees:

- Viva Connections provides personalised news, resources, and benefits
- Viva Learning offers personalised development and training opportunities
- Viva Insights provides data and insights into employee well-being and productivity
- Viva Topics uses AI to facilitate collaboration and knowledge sharing

By leveraging the capabilities of Microsoft Viva, local government organisations will modernise the employee experience by creating a more connected workplace that prioritises its employees. FastTrack will help organisations like yours quickly implement and adopt Microsoft Viva to improve employee experience.

Lewis Thomson, *Customer Success Team Leader*

10:00 – 10:30

OPTION 2
USING TECHNOLOGY TO PROTECT GOVERNMENT ORGANISATIONS AND ACHIEVE COMPLIANCE

Cyber Technology is key in Government Organisations with the need to detect in real-time and to enable timely, relevant and actionable insights. Previous investments have become shelfware, increasing the demand on time and resources, which could lead to cyber-attacks and ultimately result in reputational damage and downtime.

Tyrone Isitt (C-STEM) and James Langworth (Armis) will be discussing the importance of consolidating your technology and having a single source of truth for all assets/risks in the Armis platform aligned to various compliance frameworks. Armis is the industry's most comprehensive asset intelligence platform. Get 100% visibility and maximise security on all managed and unmanaged devices across the entire government device ecosystem with zero disruption to the end users.

Tyrone Isitt, *Sales Manager*
James Langworth, *Strategic Account Director*

10:30 – 11:30

TEA, COFFEE & NETWORKING BREAK

11:30 – 12:00

INCREASING THE VALUE OF DATA

Using data to inform decisions is not a new concept, but is all available data used to make a fully informed decision? Is your data integrated and used for predictive analytics and modelling the outcomes of decisions?

At Wirral Council we are developing a Modern Data Platform based on Microsoft Azure's Data Lake and data engineering capability to integrate data from various sources, including applications, partners and Internet of Things (IoT). The objective of this platform is to increase the value of the data; to utilise data analytic, including Artificial Intelligence to support our decision making and in turn provide better outcomes for our residents.

Peter Moulton, *Head of ICT and Digital*

12:00 – 12:25   ## ORGANISATION IMPROVEMENT THROUGH BETTER AND GREATER USE OF DATA

Norfolk's Adult Social Care continues to face challenges and needed higher quality reporting to inform daily operations and greater insight into operational and strategic planning. To meet the ever-increasing demand, Norfolk's Insight & Analytics team developed a novel highly effective approach.

We have moved to a data model that allows all reporting to come from a single dataset that ensures data accuracy, speed of production and access, more usable products and (later) the ability to connect different data department models to provide greater understanding across the Council's business. In parallel we are heavily involved in the creation of a Shared Care Record (Health and Social Care) and working with our ICB to create an Azure-based dataset for further sharing.

The benefits are considerable and it is an exciting team to be working in.

Andrew Stewart, *Director of Insight & Analytics*

12:30 – 13:00   ## OPTION 1
BRIDGING THE CLOUD GAP

As a Local Government organisation we understand that the expectation to move everything to the Public Cloud has proven complex. We share how we can deliver a Hybrid Multi-Cloud platform in a secure, sustainable government-certified Crown Hosting data centre to ultimately bridge the Cloud gap. We will demonstrate how we deliver Our Hybrid Multi-Cloud solution, Trust Cloud platform with our accelerator model from Discovery, Proof of Concept through to Production and Managed Service.

We will share how our Hybrid Multi-Cloud solution can support:

- Sustainability
- Value for Money
- Change & Digital Transformation
- Operational Efficiencies
- A one Government Cloud Strategy

Andrew Fox, *Director*

in partnership with

12:30 – 13:00

OPTION 2
SMART TECHNOLOGY FOR LOCAL GOVERNMENT: GIVING EMPLOYEES THE FREEDOM TO FOCUS, WHILST IMPROVING COMMUNICATION SECURITY

In 2022, according to the ICO, local and central government bodies reported the third highest number of data incidents, second only to the healthcare and education sectors. The vast majority of these were the result of human error; sending emails to the wrong person, misuse of cc/ Bcc, failure to recall… the list goes on.

While it remains a serious consideration for all businesses, for the public sector, data protection is often about people protection. Local government employees handle the personally identifiable information of residents every day, and no authority can afford the financial or reputational damage of a data incident. Yet leaks continue to happen.

So what is the solution? In wake of strapped resources and tightening budgets, digital fatigue and hybrid work, we showcase how, through seamless integration with existing IT infrastructure, smart effortless technology can empower local government organisations to prevent data leaks and achieve compliance, whilst giving their people the freedom to focus on their work.

Amir Khan, *Public Sector Specialist*

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13:00 – 13:45

LUNCH

13:45 – 14:15

TEA, COFFEE & NETWORKING BREAK

14:15 – 14:45

THE GREATER MANCHESTER INFORMATION STRATEGY

Building strong foundations: How Information Governance provides an enabling platform for Innovation and effective data use for now and the future. Hear about how the GMCA's and TfGM's joint IG change programme is supporting the organisations to embed ways of working to provide trust, assurance and confidence in information and data use to realise the cross-cutting ambitions of the GM Information Strategy in it's aim to enable the Greater Manchester Strategy.

GMCA GREATER MANCHESTER COMBINED AUTHORITY

Phillipa Nazari, *Deputy Director IG and Data Protection Officer*

14:45 – 15:15 **EXCELLENCE IN MANAGING A CRM APPLICATION IN LOCAL GOVERNMENT**

Managing a CRM Application for a Local Authority presents a range of challenges. The Royal Borough of Kensington and Chelsea have demystified how that can be best done, with the aim of growing talent and building a new generation of CRM leaders, with energy and modern techniques, blended with known good practice.

Daniel Rankine, *Head of IT & Digital*
Catherine Moore, *CRM Manager*

THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

15:15 – 15:45 **DIGITAL TRANSFORMATION TECHNOLOGY ENABLING A MORE FLEXIBLE AND ACCURATE WORKING ENVIRONMENT**

A look into Digital Transformation products and services from Scan-Optics and Ricoh Fujitsu, enabling more flexible working patterns seen in business and departments today, all while increasing business intelligence and accuracy.

scanoptics

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

RICOH
imagine. change.

15:45 – 16:30 **TEA, COFFEE & NETWORKING BREAK**

16:30 – 17:00   **TRANSFORMING DIGITAL AND DATA TO TRANSFORM SERVICES FOR RESIDENTS**

In March 2022 Stockport Council launched its Radically Digital Stockport Strategy, the goal of which was simple, to keep Stockport at the forefront of digital to enable the maximisation of the opportunities the digital era offers whilst ensuring that everyone is included in this digital journey.

Stockport Council identified early on that data would underpin its wider Digital Transformation plan as the correct use of data delivers time, which would otherwise be lost, to users and citizens alike.

Kathryn will discuss a couple of core data tools and projects which have been implemented so far and what is next on their list of improvements.

Kathryn Rees, *Director of Strategy*

17:00 – 17:10   **CHAIR'S CLOSING REMARKS AND EVENT FINISH**