

# Oscar Krane

## EVENT PROGRAMME

Wednesday 18th & Thursday 19th 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.

#### Topics to be discussed include:

- Collaboration • Partnerships • Cultural shifts • Cyber security • Adult social care • Risk management • Understanding data • Council digitalisation • Economic regeneration • Customer improvement • Creating a digital council • Community engagement • Evidence based decision making • Understanding data to reduce costs • Transformation insights from a large county • Innovation – Merging traditional with modern delivery models



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

## WEDNESDAY 18TH 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 19TH MARCH

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

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

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**Robert Walsh**, *Head of Safe Strong Communities*



**08:30 - 09:00**    **CULTURE V STRATEGY**

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Changing culture is the hardest thing to achieve in any organisation. Structure, performance data and strategy are all important aspects of a successful establishment but to truly achieve excellence within an organisation it must also have the right culture across the whole organisation. This presentation will focus on how Ceredigion County Council, a small rural authority successfully changed the culture to become one of the most successful authorities in Wales.

**Eifon Evans**, *Chief Executive*



**09:00 - 09:30**    **CYBER LITERACY FOR THE BOARDROOM**

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Cyber threats have become one of the Top 5 Organisational Risks but, 'How do we know what looks good for cyber security' and 'How do we measure what risk we are willing to accept'.

Executives and members are pivotal in improving cyber security for Wigan and Bolton Councils so, how do we seek assurance that we are up to the challenge and understand your role in this?

In this session I will seek to answer these questions and many more, providing you with a toolkit to share with your senior teams to help them become more informed about the risks we face in our increasingly perimeter less, digital and collaborative world.

**Dave Pearce**, *Chief Technical Officer*



10:00 - 10:30

**BUSINESS INTELLIGENCE - UNDERSTANDING DATA AND REDUCING COSTS**

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Turn your raw data into meaningful and useful information - that's exactly what Medway Council has done, as it leads the way in business intelligence methods for local government.

Find out how business intelligence can have a huge positive impact for your authority and your customers. Review how you have performed against priorities and targets, and plan services for the future to help reduce costs.

Listen in to find out about Medway's new project to have a 4D view of its customers.

**Anna Marie Lawrence**, *Head of Business Intelligence*



10:30 - 11:30

**TEA, COFFEE & REFRESHMENTS BREAK**

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11:30 - 12:00

**WE CAN BUILD - A LOCAL AUTHORITY OWNED HOUSING COMPANY PERSPECTIVE**

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Councils are back in the business of building homes. The stats, facts and figures regarding the country's housing crisis are well known and constantly discussed. Many Councils across the land are going back to building 'corpy' houses; in Liverpool the Mayor announced the same in 2019. Many Councils have created LA owned housing companies; are they the way forward? HoCo's are increasing in number; there are now over 100 Local Authority Housing Companies across the country, commercial organisations owned wholly or in part by a local authority, able to buy land, build and own properties outside of the Housing Revenue Account and generate an income stream. This session aims to review the role of a HoCo from a Liverpool perspective, the opportunities, challenges and how they are being overcome.

**Mark Kitts**, *Chief Executive*

12:00 - 12:30

## FIGHT OR FLIGHT – HOW CAN LOCAL GOVERNMENT MAKE A DIFFERENCE

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This presentation will look to address:

- The current challenges facing local government
- The opportunities these challenges present
- Place-making
- Engagement with our communities and partners
- Co-design, Co-production, Co-operation, Collaboration
- New ways of working

And offer an insight into how Halton is innovating by bringing together traditional and modern delivery models; and engaging with our communities and partners (public & private) to create opportunity for all and support the most vulnerable in our society.

David Parr, *Chief Executive*



12:30 - 13:00

## OPTION 1 TRANSFORMATION – INSIGHTS FROM A LARGE COUNTY

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Like every large upper tier council, Staffordshire County Council grapples with a complex and challenging agenda. Increasing demand for services; maintaining essential infrastructure for 900,000 residents; delivering a £62 Million savings programme; and working with partners to develop a more prosperous and ambitious Staffordshire.

Andrew will give a candid insight into how Staffordshire is trying to be fit for the 21st century by delivering an ambitious plan to transform how the council operates with a more aspirational culture, a new relationship with citizens and a radical digital programme with partners.

Andrew Donaldson, *Assistant Director - Strategy, Public Health and Prevention*



12:30 - 13:00

## OPTION 2 FUTURE HIGH STREETS – FUTURE CITY

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Nalin Seneviratne, Director of City Centre Development Sheffield City Council will outline Sheffield's approach to city centre regeneration in the context of challenging development values and the changing face of retail. Sheffield's Heart of the City II scheme is an exemplar in how local authorities can lead where it is difficult for other sectors to do so. The approach also allows for key issues facing cities today to be addressed within the scope of a long-term view as the role of the private and public sectors in regeneration rebalances, with changes to occupier needs and demand.

Nalin Seneviratne, *Director – City Centre Development*



13:00 - 13:45

## LUNCH

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13:45 - 14:15

## TEA, COFFEE & REFRESHMENTS BREAK

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14:15 - 14:45

## ADAPTING CULTURE FOR PROJECT DELIVERY

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Karen will talk about the cultural change journey that Gedling Borough Council has been through since she took over as Chief Executive in 2018 and how that shift has enabled the delivery of projects to be more efficient and affective.

### Topics to be discuss include:

- Skill development
- Project leadership
- Opportuning development
- Creating stakeholders not leaders
- Keeping elected members engaged

**Karen Bradford**, *Chief Executive*



14:45 - 15:15

## CASE STUDY PRESENTATION

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15:15 - 15:45

## EVIDENCED BASED DECISION MAKING AT KENT COUNTY COUNCIL

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Kent County Council (KCC) has put evidenced based decision making at the forefront of its commissioning so that it spends prudently on what works (the relationship between cause and effect). The creation and development of KCC's centralised analytical capability is already producing some remarkable results and challenging conventional wisdom. Vincent has led this exciting change for KCC and will explain how they have gone about it by developing their expertise, using technology, and linking data sets, as well as sharing some of the results. This session will be particularly interesting to people working in corporate and adult social services."

**Vincent Godfrey**, *Strategic Commissioner*



15:45 - 16:30

## TEA, COFFEE & REFRESHMENTS BREAK

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16:30 - 17:00

## IMPROVING OUTCOMES FOR OLDER PEOPLE THROUGH INTEGRATED WORKING

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Birmingham's adult social care was the second worst performing in the country two years ago – we have transformed the organisation, achieving better outcomes and improving performance through a thorough-going change programme interlinked with a cultural change programme. The approach is based on applying core principles and methods which are transferrable across organisations.

Graeme Betts, *Corporate Director*



17:00 - 17:30

## THE UN-DIGITAL COUNCIL

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The presentation will cover Peter's perspective on the trials and tribulations associated with our route to a truly digital council.

Peter Bishop, *Director of Digital & Customer Services*



17:30 - 18:00

## CHALLENGES AND OPPORTUNITIES FOR LOCAL GOVERNMENT

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How in the role of CX and as local councils we are seeking to overcome the unprecedented challenges of budget pressures, increased service demands and changes in customer expectations. The need to transform local government services, negotiate a new relationship with our residents and work with partners to integrate delivery has never been so great – but how do we approach it and how do we recalibrate and support our workforce to deliver for the future?

Kath O'Dwyer, *Acting Chief Executive*



18:00 - 18:10

## CHAIR'S CLOSING REMARKS AND EVENT FINISH

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