

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

07:45 - 08:20

REGISTRATION, TEA, COFFEE & PASTRIES

08:20 - 08:30

CHAIR'S WELCOME AND OPENING REMARKS

08:30 - 09:00

EVIDENCED BASED DECISION MAKING AT KENT COUNTY COUNCIL



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



09:00 - 09:30

FIGHT OR FLIGHT – HOW CAN LOCAL GOVERNMENT MAKE A DIFFERENCE



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



09:30 - 10:00

DIGITAL TRANSFORMATION AND THE MODERN WORKPLACE



Join us in this session where we will explore how the current workplace is transforming, what the drivers are towards more digital ways of working and how in turn you can reduce the reliance on paper based processes. We will explore the benefits available to organisations that implement a digital strategy and how Fujitsu scanning solutions can play a part in this journey.



Jason Rowles, Regional Sales Manager – UK & Ireland

10:00 - 10:30

BUSINESS INTELLIGENCE – UNDERSTANDING DATA AND REDUCING COSTS



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 & NETWORKING MEETINGS

PLEASE CHECK THE SCHEDULE ON THE BACK OF YOUR BADGE AND ENSURE THAT YOU ATTEND YOUR MEETINGS WHICH WILL TAKE PLACE IN THE BAR AREA

11:30 - 12:00

THE UN-DIGITAL COUNCIL



This 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



12:00 - 12:30

TRANSFORMATION – INSIGHTS FROM A LARGE COUNTY



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**



12:35 - 13:05

OPTION 1 DIGITAL TRANSFORMATION DOESN'T EXIST....



....in isolation. Just going Digital because everyone else is will end up in failure. You need to start with the customer in mind and really test whether digital methods can improve your services. If they do, then great. But understand what your services are first, then go digital.

So actually, it's about business transformation first, ensure you have your foundations right such as an effective back office and become more efficient. Digital is only one strand (a key strand) of a whole system approach to improving your organisation including customer understanding and insight, internal culture change, product development and use of assets.

Andrew will discuss his personal approach and experience at Aylesbury Vale District Council.

**Andrew Grant, Former Chief Executive,
Aylesbury Vale District Council**



12:35 - 13:05

OPTION 2 PREVENTING DATA LEAKS IN LOCAL GOVERNMENTS



An in-depth presentation of the clear and present danger of data leaks and the associated risks for local governments. ZIVVER CEO Rick Goud will show what causes data leaks in local government and how they can be prevented from happening.

Rick Goud, Chief Executive Officer



13:05 - 13:45

LUNCH

13:45 - 14:15

NETWORKING MEETINGS

PLEASE CHECK THE SCHEDULE ON THE BACK OF YOUR BADGE AND ENSURE THAT YOU ATTEND YOUR MEETINGS WHICH WILL TAKE PLACE IN THE BAR AREA

14:15 - 14:45

ADAPTING CULTURE FOR PROJECT DELIVERY



Karen will talk about the cultural change journey that South Kesteven District Council is going through 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
- Opportunity development
- Creating stakeholders not leaders
- Keeping elected members engaged

Karen Bradford, Chief Executive



**SOUTH
KESTEVEN
DISTRICT
COUNCIL**

14:45 - 15:15

FUTURE HIGH STREETS - FUTURE CITY



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



15:20 - 15:50



OPTION 1

DIGITAL TRANSFORMATION IN LOCAL GOVERNMENT

'Digital' is becoming a basic human right; effective transformation has the potential to open up a better relationship between citizens and local authorities. But transformation implies more than being citizen-centric and putting services online. Truly transforming local authority's means reimagining the whole end-to-end process, anticipating citizen's needs proactively, even pre-empting and automating citizen's life events, while protecting and sharing data securely. This can seem an insurmountable task to local authority leaders and elected members; our view on this is to have a big bold vision but to start small and simple; with data.

Jamie will be sharing:

- How local authorities can begin their journey to digital transformation in one single day
- Customer stories of where Fujitsu have co-created with councils to solve their most difficult challenges
- The vision for the future of public services – turning Government outside in



Jamie Whysall, *Government to Citizen Lead*

15:20 - 15:50

OPTION 2

INCREASING PRODUCTIVITY AND PERFORMANCE IN A POST AUSTERITY LANDSCAPE



Discussing the need to improve productivity and performance via better use of technology in the Local Government sector in a post austerity landscape.



Nick Levey, *Senior Regional Sales Manager*

15:50 - 16:35

TEA, COFFEE & NETWORKING MEETINGS

PLEASE CHECK THE SCHEDULE ON THE BACK OF YOUR BADGE AND ENSURE THAT YOU ATTEND YOUR MEETINGS WHICH WILL TAKE PLACE IN THE BAR AREA

16:35 - 17:05

PLACE LEADERSHIP – HELPING SELBY DISTRICT REACH ITS TRUE POTENTIAL



This presentation will outline how a small district council with big ambitions is driving forward a positive growth agenda. Located at the heart of Yorkshire and close to the thriving cities of Leeds and York we are playing an important role in helping the North deliver its growth ambitions. I will cover amongst other things: our award-winning place branding project; our work to revitalise our Town Centres and High Streets; and our innovative partnership work on arts, heritage and culture (working with Historic England, Arts Council England and the National Lottery Heritage Fund) to raise our profile, develop skills and aspiration and as a driver for our wider regeneration ambitions.



Dave Caulfield, Director of Economic Regeneration & Place

17:05 - 17:35

WE CAN BUILD – A LOCAL AUTHORITY OWNED HOUSING COMPANY PERSPECTIVE



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



17:35 - 17:40

CHAIR'S CLOSING REMARKS AND EVENT FINISH
