

Oscar Krane

WE ARE ENGAGEMENT

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.

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:

- Housing • Social Care • Cost of living • Political uncertainty • Workforce pressures
- Funding and financial constraints • Climate change and sustainability • Regulatory and planning changes • Devolution and relations with Central Government



Crowne Plaza
Gerrards Cross,
Buckinghamshire
Oxford Rd, Beaconsfield
HP9 2XE

WEDNESDAY 18TH 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

THURSDAY 19TH MARCH

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

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



Stephen Lugg, *Chief Information Officer*

08:30 - 09:00 AI ADOPTION - FROM 0 TO 850 USERS



At Southampton City Council we were clear there would be a benefit of AI but not so clear on where or how. Over the last 12 months we've run successful pilots across all services of the local authority, building practical examples of AI use and seeing benefits in time savings, efficiencies, and staff retention. We've learnt from areas where things didn't work as planned but have built on those practical successes to now be looking to increase licenses to 1700 users (50% of our workforce).

Gavin Muncaster, *Director of Digital*



09:00 - 09:30

DRIVING IMPROVEMENT AND CHANGE THROUGH DATA COLLECTION AND ANALYSIS



Winner of the Digital Transformation MJ Award in 2025, the West London Alliance will share how they used joint data collection and analysis to drive decision making, deliver efficiencies, and support market shaping. Participants will hear about the sub-region's starting position, the reasons behind changing direction, and the impact of the collaboration.



Collaborative data sharing has provided an understanding of NWL's marketplace, through trends in price, geography and purchasing behaviour to support the following aims:

- Maintaining market leading price
- Improving quality
- Market Shaping to address gaps in provision and ensure market sustainability
- Supporting people to live in their home communities

Azmaer Samuel, *Head of Adults Commissioning*
Mohsin Tirmizi, *Data Product Owner & Delivery Lead*



Commissioning Alliance

09:30 - 10:00

LGR FIT FOR THE FUTURE



LGR presents an unparalleled opportunity to build a local authority in an almost greenfield site. This session explores how to harness this moment to define our strategy, addressing the foundational questions of data, culture, technology, policies, and workflows, to ensure we are genuinely fit for the future.

In this session I want to look at what we are doing at Chelmsford, and what we are hoping to achieve across the whole of Essex. We don't need to know who we are partnering with if we build a blueprint for the local gov future. Using 25 years of public sector transformation experience, together with being a massive geek and a senior leader, this session will focus mostly on the digital experience, but we'll take some detours into other areas too.

Michael Sage, *Head of Digital, Data, Technology and Transformation*



Chelmsford City Council

10:00 - 10:30

FROM RECOVERY TO RESILIENCE: PRACTICAL LESSONS LEARNED FROM RECOVERING PUBLIC SECTOR ORGANISATIONS



Grant Dinning, *Sales Engineering Manager*



10:30 - 11:30

TEA, COFFEE & NETWORKING BREAK

11:30 - 12:00

LIGHTHOUSES AND LIFEBOATS - SUSTAINING ENERGY AND CLARITY THROUGH ORGANISATIONAL FOG



This session will explore what it feels like to lead change in a federated organisation, especially when the path ahead is foggy. This is intended to be an engaging session where we'll look at how we keep our own energy, clarity and confidence strong while supporting others through uncertainty. Together, we'll explore practical ways to stay grounded, influence across boundaries and keep momentum when not everyone sees the problem yet. It's intended to be an honest, human conversation about leading with resilience and helping our teams move forward.

Genine Whitehorne, *Director – Commercial, Change and
Portfolio Delivery*



12:00 - 12:25

THE GOOD, THE BAD AND THE UGLY - AI IN LOCAL GOVERNMENT



Local Government is no stranger to challenges, but it feels that things are more serious now than they've ever been. Costs are increasing, budgets are getting tighter and demand is only due to continue increasing. Due to this many local authorities feel that there is no choice but to invest in AI.

The biggest challenge to its adoption is cultural with many feeling that it will just replace them. The reality is that AI can help to free up skilled staff to do skilled work, leaving AI to undertake the more remedial work.

Hear about how Rugby Borough Council's investment and adoption of AI is taking shape.



Thomas Griffiths, *Chief Officer, Digital and Communications*

12:30 - 13:00

OPTION 1 USING A TRUSTED PARTNER FOR YOUR AI JOURNEY



AI is rapidly reshaping how local government operates but real value comes from pairing the right technology with the right expertise. This session explores how a trusted partner ecosystem can help organisations adopt Microsoft Copilot with confidence and purpose.



You'll gain insight into the evolving local government landscape, including the implications of Local Government Reorganisation (LGR), and how strong collaboration supports change at scale. We'll bring Copilot to life through practical use cases and roadmap insights, highlighting what's possible today and what's coming next. Crucially, we'll focus on what makes AI successful in practice: thoughtful implementation, adoption, and outcomes.



Drawing on realworld delivery experience, this session demonstrates how organisations can turn AI ambition into measurable and sustainable impact.

Mike Wilson, *Local Government Business
Development Executive*

Anthony Ingles, *Microsoft Teams Alliance Specialist*

Conor Letham, *Modern Work Specialist*



12:30 - 13:00

OPTION 2

BEAM ASSESS—ENABLING HOUSING TEAMS TO FOCUS ON OUTCOMES, NOT ADMIN



With 360,000 annual assessments in England, housing officers are trapped in a cycle of burnout and manual admin. High caseloads lead to “firefighting” and delayed decisions, resulting in unnecessary, costly temporary accommodation placements.



Beam Assess transforms this work by automating data collection and assessment workflows. Our suite of tools enables residents to access support 24/7 and removes language barriers. By streamlining the manual steps that slow teams down, we help officers identify urgent cases faster and deliver support quickly and effectively.

The result? Increasing capacity while boosting morale for both staff and residents. Move away from paperwork and back to what matters: delivering meaningful support and outcomes. Beam Assess allows your team to spend less time on admin and more time doing the work they love.

Maeve Thomas, Senior Customer Success Manager
Rhys Hayter, Sales and Partnerships Lead



13:00 - 13:45

LUNCH

13:45 - 14:15

TEA, COFFEE & NETWORKING BREAK

14:15 – 14:45

IMPROVING SERVICES THROUGH PEOPLE, CULTURE AND DIGITAL INNOVATION



Key areas to be discussed include:

- Driving cultural and behavioural shifts to enable collaboration and adaptability
- Promoting digital inclusion and empowering communities through digital champions
- Building understanding and engagement across the organisation to align goals and priorities with digital transformation projects and programmes

Rehana Ramesh, *Director – ICT, Digital and Customer Services*



14:45 – 15:10

STRANGER THINGS HAVE HAPPENED! (HOW WE TURNED LOCAL GOVERNMENT CONTACT UPSIDE DOWN IN CAMDEN)



Camden have stepped away from a traditional, transactional contact centre and into the upside down – a contact centre built on relationships and trust. Phil talks about the transformation journey they've undertaken, some of the pitfalls along the way and what the green shoots of success look like. Find out how relational contact is changing how the council interacts with its residents, underpinned by technology, autonomy, and accountability.

Phil Quickenden, *Head of Customer & Registration Services*



15:15 – 15:45

OPTION 1 RETIRING LEGACY EDRMS: A SMARTER, LOWERCOST PATH FOR COUNCILS



Local councils are under growing pressure to modernise outdated Electronic Document and Records Management Systems (EDRMS), yet many are locked into legacy platforms that are costly, inflexible, and no longer fit for purpose.

This session, presented OASIS Group, explores how councils can replace legacy EDRMS with a smarter, lower-cost solutions. Drawing on real-world council case studies and client insights, the session challenges the false divide between physical and digital records, and sets out practical steps for councils to take control of their information—and unlock its true strategic value.

Julia MacNeil-Stevens, *Head of Digital Growth*



15:15 - 15:45

OPTION 2

CITIZEN EXPERIENCE IN ACTION: INSIDE OXFORDSHIRE COUNTY COUNCIL'S CX TRANSFORMATION



In the public sector, citizens don't get to choose their provider—yet expectations for fast, accessible, and human-centred services have never been higher. Local authorities must balance rising demand, constrained budgets, and complex service needs while still delivering experiences that build trust and confidence.



In this session, Oxfordshire County Council will share how they are approaching citizen experience transformation, using CX innovation to modernise service delivery, support frontline teams, and improve accessibility across channels. Join us to hear practical insights on how councils can deliver more responsive, connected services and create greater value from every citizen interaction.



Richard Merritt, *Service Delivery Manager*
Clare Martin, *CX Strategic Improvement Manager*
Ben Lorimer, *Local & Central Government – Account Executive*

zoom



15:45 - 16:30

TEA, COFFEE & NETWORKING BREAK

16:30 - 17:00

PROCUREMENT AND CONTRACTS IN AN LGR WORLD



Local Government Reorganisation (LGR) is taking a fundamental look at the structure and responsibilities of local authorities resulting in councils being merged, changing their functions, or creating new unitary authorities. Whilst the ambition for LGR is to simplify local government, improve efficiency, and enhance service delivery, the majority of council services are being delivered through many hundreds if not thousands of contracts. Surrey County Council is at the forefront of this change and this session will explore how the councils are tackling this so far to ensure a safe and legal transition.

Darron Cox, *Director of Procurement*



17:00 - 17:30

NUMBER ONE FINANCIAL WELL-BEING OPPORTUNITY FOR LGPS MEMBERS AND COUNCILS



Did you know that as an LGPS member you can save in a scheme that guarantees a growth of 72% on every pound you save, through your council payslip? And when you empty your savings pot you can withdraw the money 100% tax free in most cases. The council also makes significant budget savings.

The abolition of the Lifetime Allowance and increase in Annual Allowance makes this saving opportunity even more attractive.

Come and hear from the originator of the scheme that is helping 1000's of LGPS members make a real difference to their retirement outcomes.

Shaun Tetley, Head of Payroll, Pensions and Reward



17:30 - 17:40

CHAIR'S CLOSING REMARKS AND EVENT FINISH
