

Oscar Krane

EVENT PROGRAMME

Wednesday 23rd & Thursday 24th September



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.

Key topics to be discussed include:

- Integration • Smart cities • Engagement • Digitalisation • Adult Social Care • Strategic planning • Learning from failure • Collaborative working • Technology enablement
- The role of AI and Chatbots • Enhancing the customer experience • Organisational / cultural development • Whole system redesign / transformation



Delta Hotels by Marriott
Timbold Drive
Kents Hill Park
Milton Keynes
MK7 6HL

WEDNESDAY 23RD SEPTEMBER

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

18:45 - 20:30 REGISTRATION AND DRINKS RECEPTION

20:30 - 22:30 NETWORKING DINNER

THURSDAY 24TH SEPTEMBER

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

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

08:30 - 09:00 CYBER LITERACY FOR THE BOARDROOM



Cyber threat has become one of the Top 5 Organisational Risks but “How do we know what good looks like 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 & Bolton Councils so, how do you 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 the toolkit to share with your senior teams to help them become more informed about the risks we face in our increasingly perimeterless, digital and collaborative world.

Dave Pearce, Chief Technology Officer



09:00 - 09:30 PUTTING DATA TO WORK



As local authorities continue their progress on digital transformation; to better support the changing needs of their front-line functions and demands of communities, against the backdrop of having to work within constrained financial budgets. Data (In its many forms) is being put to work to allow for the provision of improved community services that are designed around the needs of those very communities.

During this presentation Jody will explore why Local Authorities will need agility in their infrastructure architectures as they continue on the transformation path to empowering their communities through local services that are delivered in new ways and bring real life examples of where Pure Storage has helped to achieve this.

Jody Cox, Account Executive



09:30 - 10:00 SERVICE TRANSFORMATIONAL THEMES - A YEAR ON



At Sedgemoor District Council, our transformation programme has themes for:

- People and Culture
- Processes and Standards
- Capabilities and Technology

Paul Davidson, Chief Digital Officer



10:00 - 10:30

OPTION 1

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

OPTION 2

ACHIEVING DIGITAL CONFIDENCE



With studies showing that up to 95% of digital projects fail to add estimated business value, it's time to go back to basics and ensure that all staff have an understanding of how digital can help them deliver their service outcomes.

We will discuss how to gain the necessary digital confidence to ensure that you can lead from the front and be in the five percent that achieve their goals.

Richard Godfrey, Managing Director, Syncity

technologyone
Transforming business, making life simple

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

IMPROVING OUTCOMES FOR OLDER PEOPLE THROUGH INTERGRATED WORKING



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, Director Adult Social Care

 **Birmingham**
City Council

12:00 - 12:30

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

12:30 - 13:00

OPTION 1

MULTI-AGENCY COLLABORATION IN UK GOVERNMENT: HOW TEAMS ARE USING TECHNOLOGY TO WORK ACROSS AGENCIES, PUBLIC SECTOR BODIES AND PRIVATE SECTOR PARTNERS



It has been six years since the Home Office shared findings from its 'Multi-Agency Working and Information Sharing' project, calling for better collaboration between Central and Local Government, and other public and private sector partners. Since then, we've seen seismic changes in the way we work; from remote working, to greater private sector partnerships and complex Multi-Agency Safeguarding Hubs.

So how have things changed? In this session, Head of EMEA Public Sector at Huddle, Tamas Kramer, will share new research that looks to help us better understand how technology is being used to improve multi-agency collaboration, and overcome today's working challenges.

Tamas Kramer, Head of EMEA Public Sector



12:30 - 13:00

OPTION 2

PREVENTING DATA LEAKS IN LOCAL GOVERNMENTS



With so many communications exchanged daily, it's not a question of whether a mistake will occur, but how often. We're human, we all make mistakes. Maybe you included the wrong attachment or sent it to someone else by accident. It's understandable when people are handling over 130 emails per day, but it's still a breach.

Many organisations concentrate their security efforts on preventing external threats, but often don't realise that over 90% of reported breaches are actually mistakes by employees. Weak passwords without two-factor authentication also pose a risk for safeguarding data. So how can you prevent costly data leaks from happening? Especially with all the changes since COVID.

Join our session where Rick Goud, CIO of Zivver will help you understand the most common types of data breaches, learn about modern solutions designed to prevent human errors while emailing and offer the best practices to properly safeguard your digital communications.



Rick Goud, CIO

13:00 - 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

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**





At the start of the Covid crisis Lincolnshire County Council needed to re-set a range of services provided by a number of different organisations, ensure a high level of co-ordination between them, undertake new roles and operate at scale – and to do so in less than 3 weeks. No pressure then! Success is often a factor of what has gone before – this is our story. What follows though isn't what went before.....

Topics will include:

- Joining up dots
- Supporting the Extremely Clinically Vulnerable, and other vulnerable groups
- Co-ordinating Volunteers
- Working across boundaries
- Sharing data
- Tackling loneliness and isolation
- Understanding what's happening
- Learning to look for the silver lining

Glen Garrod, Executive Director of Adult Care and Community Wellbeing



OPTION 1

STARLEAF VIDEOCONFERENCING WORKSTREAMS FOR THE NHS



With dedicated NHS data centres on the HSCN and secure, private cloud connections, StarLeaf provides a secure, reliable, efficient and flexible way for healthcare organisations to work together.
Secure and reliable

The #1 meeting platform for security and reliability. We're ISO/IEC 27001 certified: the most respected global information security standard. Plus we offer an industry-leading 99.999% uptime guarantee, for services you can rely on.

More than 50,000 staff use StarLeaf daily to make over half a million call minutes. Telemedicine, virtual clinics, patient support, internal training and more: StarLeaf supports vital NHS services every day.

Learn in this presentation how and why we support 13,000 meetings a day in the NHS using video tools in a safe secure and easy to use way.

Alex Robinson, Head of Public Sector, UK



15:15 - 15:45

OPTION 2 TRANSFORMING THE EFFICIENCY OF LOCAL GOVERNMENT SERVICES DURING ADVERSITY



Totalmobile will discuss how Local Authorities are now considering the range of opportunities offered by technology and digital tools as we transition into the next phase of living with COVID-19.

Claire Salmon, Regional Sales Manager



15:45 - 16:30

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

16:30 - 17:00

DELIVERING A SUSTAINABLE SUPPORT FRAMEWORK FOR THE FUTURE



Following a review of admin resources across the Council, Derby has achieved cost savings of over £4m in its first phase and has been successful in establishing a support framework that is customer and delivery focused as well as being responsive, resilient and reliable. Derby is now looking at potential further efficiencies through the expansion of the support model; the whole premise is to maximise efficiency through digital automation and agile workforce principles. Within 48hrs of COVID-19 lockdown the support service moved to on-site rotas and home working, delivering 95% of its bau support provision and continues to remain resilient despite increased support demand.

Amanda will cover the key approaches and principles that have been fundamental to the support model success as well as the opportunities to embed a sustainable 'new normal' way of working moving forward.

Amanda Verran, Head of Business Support



17:00 - 17:30

IMPROVING ENFORCEMENT AND REGULATION



Introduction of a practical and outcome-focused approach to change the culture within regulatory services which has improved results and capacity.

Robert Walsh, Head of Safe Strong Communities



17:30 - 17:40

CHAIR'S CLOSING REMARKS AND EVENT FINISH
