

**07:15 - 07:50**

## REGISTRATION, TEA, COFFEE & PASTRIES

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**07:50 - 08:00**

## CHAIR'S WELCOME AND OPENING REMARKS

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**08:00 - 08:30**

## REIMAGINING CHILDREN & FAMILIES SERVICES

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The presentation will cover – the end to end, whole system redesign of children & family services, including new approaches to demand management through earliest help and community involvement. From early years through to care, this change programme is nearing completion and green shoots are starting to emerge. However, it has been far from straight forward and this will cover the problems encountered along the way and lessons to learn from our experience.

**Helen Riley, Deputy Chief Executive Officer**



**08:30 - 09:00**

## BEYOND THE FEAR OF OUTSOURCING: YOU DON'T HAVE TO SACRIFICE QUALITY TO CUT COSTS

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- Local Government challenges
- Outsourcing opportunity
- The fears of outsourcing
- The unseen benefits
- The customer's perspective



**Dave Briggs, Head of Digital Operations**  
**Mark Petty, Sales & Marketing Director**



**littlefish**  
managed IT services

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**09:00 - 09:30**

## COUNCIL MODERNISATION

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Wokingham Borough Council has over recent years embraced change and commercialisation. Through the introduction of 21st century council re-organisation; setting up a variety of local authority companies, commercial investment and shared arrangements with bordering councils.

This presentation will explore the learning to date and thinking on where next.

**Susan Parsonage, Chief Executive**



09:30 - 10:00

## MEETING THE HYBRID CLOUD CHALLENGE IN LOCAL GOVERNMENT



How Pure Storage approach adapting local government legacy datacentre infrastructures and assist in helping you adopt a data-centric, Hybrid Cloud environment with minimum disruption and maximum cost-effectiveness is a big challenge. Considerations include application availability, data protection, data security, disaster recovery and cloud-based data analysis. With Pure Storage, the path to a modern data-centric, hybrid cloud future is made easier and more efficient.



**David Milne, Public Sector Systems Engineer**  
**Peter Wheeler, Public Sector Account Director**



10:00 - 10:30

## INTERVENTION, IMPROVEMENT & REBUILDING TRUST - THE ROTHERHAM JOURNEY



This presentation will be a reflection on the interventions and Improvements within Rotherham Council including how it went from being one of the most scandalous councils in the United Kingdom to a successful one.

**Shokat Lal, Assistant Chief Executive**



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

## OPTION 1 DEVELOPING TOOLS TO SUPPORT ORGANISATIONAL GDPR IMPLEMENTATION



An outline of the tools developed by Kirklees Council to support Council officers in their adoption of GDPR best practice. The presentation will outline the approach the Council has taken to ensure all teams are achieving the deliverables established for GDPR adoption and give details of the ways in which the Council is utilising home-made electronic tools to reduce the potential burden on teams.

**Areas to be covered:**

- Set the scene in Kirklees
- Outline the GDPR approach we have taken
- Online Self-Assessment by all services
- Electronic Incident reporting
- Electronic DPIA & IAR leading to auto ROPA
- Setting the context
- Outline of the Kirklees Council approach
- GDPR Self-Assessments
- Mandatory online training
- Electronic Incident reporting
- Online DPIA, IAR and ROPA tools
- Next steps

**Katy Deacon, Chief Information Officer**



11:30 - 12:00

## OPTION 2 SERVICE TRANSFORMATIONAL THEMES

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

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

**Paul Davidson, Chief Digital Officer**



12:00 - 12:30

## SWINDON PROGRAMME 30IN30

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Glyn Peach will talk about the Swindon Programme #30in30, the single organisation transformation journey to modernise our council.

Swindon Borough Council set strong goals in saving 30 million in 30 months, reducing paper consumption from 15 million pages per year to 1 million and moving from 8.5% of transactions online to 85%.

Hear the story of how well they did.

**Glyn Peach, Director of Digital Services & Corporate Programmes**



12:30 - 13:00

## OPTION 1 DIGITAL TRANSFORMATION AND THE MODERN WORKPLACE

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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.



12:30 - 13:00

## OPTION 2

### BUILDING SECURE IOT SOLUTIONS TO SUPPORT DIGITAL TRANSFORMATION



Modern Digital Transformation strategies are hugely reliant on maximizing the benefit available from the plethora of IoT devices which dominate the modern IT marketplace.

Harnessing the power and capabilities of these devices can represent a significant challenge. As a result of those challenges, ensuring that those devices are secure, and do not introduce unnecessary threats or risks into an existing IT environment can often be overlooked.

Gaining a real-time understanding of how many IoT devices are in use in your environment, and retaining visibility, security and control over them, can be the difference between success and failure of major digital transformation initiatives.

Join Extreme Networks to understand how to build your infrastructure environment to support secure IoT and make a success of your digital transformation projects.



**Jaspal Singh Virdee, Consulting Systems Engineer**



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

## HOW TO ACHIEVE APPLICATION RESILIENCE AND PROTECT AGAINST PLANNED AND UNPLANNED DISRUPTIONS



In today's world 'Digital Transformation' is happening at an increasing pace and many UK Public Sector organisations are going through significant change.

As more and more services go digital, the expectation from users (both external and internal) increases and the requirement for high levels of application availability becomes a given.

In this session we will cover the elements required to deliver true application resilience and provide an 'always on' experience for your users whilst reducing the administration burden on your IT team.

**Tony Walsh, Strategic Account Manager**



14:45 - 15:15

## FINANCIAL RESILIENCE - BUILDING A BUSINESS CULTURE IN A PUBLIC SECTOR ENVIRONMENT

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South Staffordshire Council's entrepreneurial ambition is to marry public sector values with commercial returns. Our Efficiency and Income plan is generating annual income of £1.1.m, providing the breathing space to think and do things differently, investing in our staff by upskilling and developing business skills.

Managing commercial risk by partnering with experts, combined with scrutiny from members based on their specialist knowledge. Our pipeline commercial and asset investments will generate significant new income, safeguarding our ability to deliver ongoing balanced budgets.

**Jackie Smith, Corporate Director (Commercial)**



15:15 - 15:45

## TRANSFORMING COMMUNICATIONS

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Inform Communications - Providing Digital Transformation and Customer Contact Solutions to Local Government for over 30 years.

It is believed that AI will soon manage 85% of all Customer enquiries and Inform will show you how to create effortless Customer Experiences and reduce agent pressure with our range of bespoke, plug-and-play contact solutions.

We will also show you how Artificial Intelligent enabled Chatbots, Email-Self Service, Telephony, SMS solutions & more can be implemented in as little as 6 weeks.

Inform will walk you through a journey of Digital Transformation including some killer tips on how clever automation can be used to influence customer behaviour and actually achieve your channel shift targets.

**Andrej Godina, Head of I.T.**  
**David Morris, Income and Rewards Manager**

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15:45 - 16:15

## OPTION 1 DIGITAL TRANSFORMATION - IT'S NOT ALWAYS ABOUT THE TECH

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When you hear the term digital transformation, people immediately think of technology, but it isn't always. It can be about organisational development/change.

Peter will also talk about some work the council is doing to improve parking as well as how they are starting their data science journey.

**Peter Davies, Head of Digital Transformation & Policy**



15:45 - 16:15

## OPTION 2

### BREAKING OUT OF THE CYCLE OF POOR PERFORMANCE - LESSONS FROM BIRMINGHAM ADULT SOCIAL CARE



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**



16:15 - 17:00

### TEA, COFFEE & NETWORKING MEETINGS

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17:00 - 17:30

### TEE - DEVELOPING A SOLID FOUNDATION UPON WHICH TO DEVELOP



Transport Economy and Environment (TEE), get these three areas right and you have a solid platform to build on. However, what does it take to develop these areas?

During this presentation Peter will discuss:

Smart Cities

Engagement

Garden Towns

Digital Infrastructure

Local Industrial Strategy

**Peter Parfitt, Head of Business Improvement and Project & Digital Delivery**



17:30 - 18:00

### 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**



18:00 - 18:10

### CHAIR'S CLOSING REMARKS AND EVENT FINISH