

Oscar Krane

WE ARE ENGAGEMENT EVENT PROGRAMME

Wednesday 22nd & Thursday 23rd October



EXCELLENCE IN
BLUE LIGHT



We hear about collaboration across the public sector, Healthcare and Local Government looked to join up when Social Care responsibility was transferred from the NHS to Local Government. Central and Local Government have also been told to work closer as part of decentralisation. Emergency services have always been the most obvious to collaborate and over the past 5 plus years it has been happening, but many have felt that it has been far slower than it should have been. So why is this?

Whilst regional blue light organisations quickly took the first step towards collaboration by sharing buildings to cut costs many are now looking at how to move beyond this. That challenge though is overcoming the different requirements the 3 sectors have when it comes to joint control rooms, each has different requirements for staff, IT systems, back office etc. So how can blue light have one solution which all 3 sectors can operate from whilst adhering to the various requirements?

All of this is against a backdrop of decreasing budgets, lowering of the size of workforces and a dip in public belief and confidence in the emergency services whilst trying to increase efficiency. How can Blue Light organisations collaborate whilst maintaining their individualities?

Excellence In Blue Light will bring together senior leaders from across Police, Fire & Rescue Services and Ambulance Trusts to share their individual experiences with the hope that the collaboration of ideas during the event will replicate collaboration in the business world.

Topics to be discussed include:

- AI • DDaT • HR and OD • Reporting • Cyber security • Agile delivery • ESG strategy • Managing demand
- Citizen engagement • Digital transformation • Leading complex change • Information governance
- Speed of technological change • Increasing demand on services • Multi Agency Incident Transfer
- Collaboration and supply chain • Decision making through visualisation



Staverton Park Hotel
Daventry Road
Daventry
NN11 6JT

WEDNESDAY 22ND OCTOBER

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 23RD OCTOBER

07:45 – 08:20

REGISTRATION, TEA, COFFEE & PASTRIES

08:20 – 08:30

CHAIR'S WELCOME AND OPENING REMARKS



Stephen Bromhall, *Retiring Chief Digital Information Officer*



08:30 – 09:00

RE-THINKING APPROACHES TO TRUST AND CONFIDENCE PSF



This session explores Thames Valley Police's evolving strategy to build public trust and confidence. Led by ACC Dennis Murray and Gillian Ormston, it consolidates multiple initiatives into a unified framework, emphasizing performance, accountability, and community engagement. Key insights from the Trust and Confidence Community Survey highlight public concerns around safety, impartiality, and visibility, especially among women and older residents. The strategy integrates academic research, scrutiny, and feedback to guide operational changes. Attendees will gain an understanding of how data-driven approaches and targeted engagement are shaping legitimacy and public value across policing domains.



Dennis Murray, *Assistant Chief Constable Legitimacy and Public Value*
Gillian Ormston, *Chief Executive*

09:00 – 09:30

“WHY SHOULD I BOTHER?” HOW THE MET HAS CHANGED ATTITUDES TO PERFORMANCE MANAGEMENT



Two years after the Casey Review found the Met to be institutionally sexist, misogynistic and racist with a poor approach to management and supervision, the Met has embedded a new approach to performance and development which has not just quadrupled the number of annual performance reviews carried out but also enabled wide-ranging reform of talent management and promotion processes. Caroline will talk about some of the challenges she faced when introducing these changes but also about the many positive effects that have come about as a result of changing attitudes and culture.

Caroline Saunderson, *Head of People Performance Management*



09:30 – 10:00

TO HAL AND BACK: ADVENTURES IN ARTIFICIAL INTELLIGENCE



From the early ideas imagined in science fiction, including the HAL 9000 system of 2001: Space Odyssey to emerging generative AI agents, this presentation explores both the potential and the limitations of artificial intelligence.

From the ravenous language learning models (LLMs) consuming all that they encounter, to the greater reliance on embedded AI chatbots by users, there is no doubt that AI has significantly changed the world we are in and will become more influential in future. Often indistinguishable from traditional artistic creations, AI curated movies, music, images, presentations can be created within minutes and become viral on social media with billions of users. I will share some of the amazing examples, to see if you know the difference.

In this presentation I will also explore practical considerations for ethical and legal considerations, including privacy, transparency, public accountability, while also examining the associated security, data risks, and cultural bias as well as reliance on AI.

I will also note the aggressive development race between the major players including OpenAI, Google, Amazon, Apple, Meta, IBM, Microsoft, for example, but what is the impact on organisations, communities and users, where changes have never been so rapid. What could possibly go wrong?

I will also provide an overview of real-world examples from healthcare, policing, and fire, for cancer detection, crime detection, and service planning. All of this is within the context of tightened budgets, need for faster analysis of data, and a consideration of the aspirational implementation of the AI policy of the current UK Government.

This is a time of AI rapid growth, with possibilities, perhaps, for things that we have yet to consider. It is an exciting time, where considered discussions are needed.

David Morris, *Data Protection Officer*



10:00 – 10:30

CASE STUDY PRESENTATION

10:30 – 11:30

TEA, COFFEE & NETWORKING BREAK

11:30 – 12:00

DRIVING AGILITY WITHIN EMERGENCY SERVICES



Unlock faster, more flexible emergency response across both back-office functions and frontline community support. At this seminar you will:

- Discover why true agility is a game-changer for estates management, community outreach and beyond
- Learn the top barriers teams face—and proven strategies to sweep them aside
- Explore real-world Agile case studies from the UK and around the globe
- Walk away with a clear, actionable roadmap to accelerate change in your service

Ready to transform your operations and lead the Agile revolution? Register today and be the catalyst for smarter, swifter emergency services.

Zoe May, Head of Business Relationships



12:00 – 12:30

ACCOUNTABLE TO THE PEOPLE: ETHICS, OVERSIGHT, AND THE ROLE OF A LOCAL POLICING BODY



Ethics affects everyone, and we are all interested in it. We have our own ideas about right and wrong, but is this something we can know rather than merely believe in?

Presented from the perspective of a Police and Crime Commissioner's Office, this session will explore how ethical theory informs both the strategic oversight and practical governance of policing.

With a focus on accountability, we will examine how ethics policies and independent scrutiny contribute to public trust and confidence. Drawing on real-world cases, the presentation will consider how Local Policing Bodies play a pivotal role in shaping ethical culture, holding forces to account, and ensuring policing reflects the communities it serves. A vital discussion for anyone involved in policing governance.

Paul Wainwright, Head of Assurance and Statutory Duties



12:30 – 13:00

CASE STUDY PRESENTATION

13:00 – 13:45

LUNCH

13:45 – 14:15

TEA, COFFEE & NETWORKING BREAK

14:15 – 14:45

NAVIGATING COMPLEX CHANGE IN FIRST RESPONSE - LESSONS FROM THE SMALL BOATS CHALLENGE



This talk addresses the rise in small boat arrivals across the English Channel, a complex issue involving national security, humanitarian response, and international diplomacy. It highlights the formation of the Clandestine Threat Command, policy shifts, and enhanced enforcement measures. Key lessons for blue light leaders include agility, collaboration, data-driven decision-making, and empathy. The talk emphasises the importance of leadership in navigating complex change and the critical role of people, purpose, and persistence.

Ashley Robinson, *Head of AHRO Outreach Team*



Home Office

14:45 – 15:15

STRATEGIC FOCUS IN LEAN TIMES: SCALING DELIVERY WITH PURPOSE



In response to ongoing financial pressures, the London Fire Brigade has adapted its Target Operating Model and change delivery mechanisms to enable a scale back of ambition whilst keeping sight of its strategic goals embodied in the Community Risk Management Plan. This presentation aims to share the methodology behind this approach, offering insights that may help other blue-light organisations structure their change delivery models with a sharper focus on what truly matters.

Sally Bigland, *Strategy and Planning Manager*



15:15 – 15:45

CASE STUDY PRESENTATION

15:45 – 16:30

TEA, COFFEE & NETWORKING BREAK

16:30 – 17:00

FROM INSIGHTS TO ACTION: DATA COLLABORATION AND DIGITAL SIMULATION TO IMPROVE EMERGENCY RESPONSE & PREHOSPITAL CARE



Being ‘evidence-based’ and ‘data-driven’ are strived for in prehospital care but how? In a world of increasing demand and decreasing budgets how do we maximise the potential of data to ensure we are providing the best emergency response we are able to deliver to our communities?

During this presentation we will examine two collaborative case studies where data provides insights that enable actions to improve the delivery of a prehospital enhanced and critical care service.

We will consider how operational modelling techniques can be used to optimise the delivery of service and support decision making at a senior level. We will also explore how much more powerful data can be when you work together to improve patient care.

Hannah Trebilcock, *Process Improvement Manager*



17:00 – 17:30

RETHINKING TALENT MANAGEMENT



In order for blue light services to meet the demands of an ever-changing workforce, alongside the complex operational landscapes we’re working in, we need to evolve our approach to talent management.

Carole Thatcher, *Talent Manager*



17:30 – 18:00

THE PUBLICS VOICE IN POLICING



Police and Crime Commissioners are the voice of the public in policing. They are elected to be visible, local leaders in the fight against crime and to be the link between the police and communities.

Rupert Matthews was first elected in 2021, and re-elected in 2024 to represent the communities of Leicester, Leicestershire and Rutland. He has since published his Police and Crime Plan, which delivers on the priorities of the public, including:

- Violence and Vulnerability
- Road Safety
- Violence Against Women and Girls
- Neighbourhood Crime
- Business Crime
- Rural Crime

Ruperts presentation will cover the role of a PCC, and an overview of the Police and Crime Plan for Leicester, Leicestershire and Rutland.

Rupert Matthews, *Police and Crime Commissioner*



