

Oscar Krane

Event Programme

Wednesday 25th - Thursday 26th September



EXCELLENCE
IN LOCAL
GOVERNMENT



De Vere Selsdon Estate Hotel
126 Addington Road
South Croydon
CR2 8YA
United Kingdom

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:

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



EXCELLENCE IN LOCAL GOVERNMENT WEDNESDAY 25TH SEPTEMBER

15.00 - 18.00

Hotel Check-in and Free Time

19.00 - 20.30

Registration and Drinks Reception

20.30 - 22.30

Networking Dinner

EXCELLENCE IN LOCAL GOVERNMENT

THURSDAY 26TH SEPTEMBER

07.45 - 08.20

Registration, Tea, Coffee and Pastries

08.20 - 08.30

Chair's Welcome and Opening Remarks

08.30 - 09.00

Council Modernisation



Susan Parsonage
Chief Executive



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.

09.00 - 09:30

Digital Transformation - It's not always about the tech



Peter Davies
Head of Digital
Transformation &
Policy



CANTERBURY
CITY COUNCIL

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.

09.30 - 10.00

Reimagining Children & Families Services

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



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 Break

11.30 - 12.00

Swindon Programme 30in30

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



Swindon
BOROUGH COUNCIL

12.00 - 12.30



Katy Deacon

Chief Information
Officer



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

12.30 - 13.00

Service Transformational Themes

Undertaking service transformation' which will also touch each of the other topics that you list.

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

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



Paul Davidson
Chief Digital Officer

13.00 - 14.00

Networking Lunch

14.00 - 14:30



Jackie Smith
Corporate Director
(Commercial)



FINANCIAL RESILIENCE - Building a business culture in a public sector environment

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.

14.30 - 15.00

Case Study Presentation

15.00 - 15.30

Tea and Coffee Break

15.30 - 16.30

Networking Meetings

16.30 - 17.00



Graeme Betts
Corporate Director

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.

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



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