

# Oscar Krane

## EVENT PROGRAMME

Wednesday 23rd & Thursday 24th September



EXCELLENCE  
IN LOCAL  
GOVERNMENT



SOUTH  
KESTEVEN  
DISTRICT  
COUNCIL



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



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

## WEDNESDAY 23RD 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

# THURSDAY 24TH SEPTEMBER

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

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

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

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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**    **ADAPTING CULTURE FOR PROJECT DELIVERY**

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Karen will talk about the cultural change journey that the council has gone through and how that shift has enabled the delivery of projects to be more efficient and effective.

**Topics to be discuss include:**

- Skill development
- Project leadership
- Opportunity development
- Creating stakeholders not leaders
- Keeping elected members engaged

*Karen Bradford, Chief Executive*



**09:30 - 10:00**    **CASE STUDY PRESENTATION**

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10:00 - 10:30

## SERVICE TRANSFORMATIONAL THEMES - A YEAR ON

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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*



10:30 - 11:30

## TEA, COFFEE & REFRESHMENTS BREAK

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11:30 - 12:00

## IMPROVING OUTCOMES FOR OLDER PEOPLE THROUGH INTERGRATED WORKING

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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*



12:00 - 12:30

## BUSINESS INTELLIGENCE - UNDERSTANDING DATA AND REDUCING COSTS

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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

## TRANSFORMATION – INSIGHTS FROM A LARGE COUNTY

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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*



13:00 - 14:00

## LUNCH

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14:00 - 14:30

## TEA, COFFEE & REFRESHMENTS BREAK

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14:30 - 15:00

## IMPROVING ENFORCEMENT AND REGULATION

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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*



15:00 - 15:30

## EVIDENCED BASED DECISION MAKING AT KENT COUNTY COUNCIL

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Kent County Council (KCC) has put evidenced based decision making at the forefront of its commissioning so that it spends prudently on what works (the relationship between cause and effect). The creation and development of KCC's centralised analytical capability is already producing some remarkable results and challenging conventional wisdom. Vincent has led this exciting change for KCC and will explain how they have gone about it by developing their expertise, using technology, and linking data sets, as well as sharing some of the results. This session will be particularly interesting to people working in corporate and adult social services.

*Vincent Godfrey, Strategic Commissioner*



**15:30 - 16:00**      **CASE STUDY PRESENTATION**

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**16:00 - 16:45**      **TEA, COFFEE & REFRESHMENTS BREAK**

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**16:45 - 17:15**      **WE CAN BUILD – A LOCAL AUTHORITY OWNED HOUSING COMPANY PERSPECTIVE**

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Councils are back in the business of building homes. The stats, facts and figures regarding the country's housing crisis are well known and constantly discussed. Many Councils across the land are going back to building 'corpy' houses; in Liverpool the Mayor announced the same in 2019. Many Councils have created LA owned housing companies; are they the way forward? HoCo's are increasing in number; there are now over 100 Local Authority Housing Companies across the country, commercial organisations owned wholly or in part by a local authority, able to buy land, build and own properties outside of the Housing Revenue Account and generate an income stream. This session aims to review the role of a HoCo from a Liverpool perspective, the opportunities, challenges and how they are being overcome.

**Mark Kitts, *Chief Executive***

 **Foundations**

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**17:15 - 17:25**      **CHAIR'S CLOSING REMARKS AND EVENT FINISH**

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