Member Training

Provider/Course	Date & Time	Location	Costs	Attendee Requests
Excellence in Local Government	12 & 13 March 2024	Shrigley Hall Hotel & Spa Pott Shrigley, Nr Macclesfield, Cheshire,	Free Attendance* Travel & Subsistence *cancellation fee may apply	

Oscar Krane

WE ARE ENGAGEMENT

EVENT PROGRAMME
Tuesday 12th & Wednesday 13th March

EXCELLENCE IN LOCAL GOVERNMENT

Birmingham City Council Kent County Council kent.gov.uk MANCHESTER CITY COUNCIL STOCKPORT METROPOLITAN BOROUGH COUNCIL Reading Borough Council Working better with you wrexham COUNTY BOROUGH COUNCIL wrecsam

OXFORDSHIRE COUNTY COUNCIL North Kesteven DISTRICT COUNCIL West Lindsey DISTRICT COUNCIL BUCKINGHAMSHIRE COUNCIL HALTON BOROUGH COUNCIL SURREY COUNTY 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.

Topics to be discussed include:

• Collaboration • Citizen engagement and experience • Managing cyber security risks • Avoiding S114 notices • Prioritising services • Digital Transformation • Developing online services • How to work with Commissioners • Staff retention and recruitment • Shifting from on prem to cloud or visa versa • What role does AI / Automation have to play? • Delivering projects with little to no funding • Understanding and using data to drive improvement

Shrigley Hall Hotel & Spa
Pott Shrigley,
Nr Macclesfield,
Cheshire,
SK10 5SB
United Kingdom

TUESDAY 12TH MARCH

15:00 – 18:00	HOTEL CHECK-IN AND FREE TIME
18:45 – 19:30	REGISTRATION AND DRINKS RECEPTION
19:30 – 22:00	NETWORKING DINNER

WEDNESDAY 13TH MARCH

07:15 – 07:50   REGISTRATION, TEA, COFFEE & PASTRIES

07:50 – 08:00   CHAIR'S WELCOME AND OPENING REMARKS

08:00 – 08:30   MANAGING S114 AND COMMISSIONERS

With the growing pressure on local authority budgets, an increasing number of authorities are facing severe challenges with some tipping into s114 territory and government intervention. While each authority's circumstances are unique there are some common factors. This session will explore some of these factors and will use Birmingham's experience to provide some approaches to avoiding s114 and if it does happen how to respond effectively.

Graeme Betts, *Strategic Director Adult Social Care*

08:30 – 09:00   DIGITAL TRANSFORMATION – OUR JOURNEY SO FAR

Kent County Council, like most of us, are in financially challenging times, further compounded by the challenges of our unique geographical location. We will talk about how we have begun our Digital Transformation journey, that puts 'Improving residents experience' at the heart of everything we do despite our challenges. We will discuss our journey so far, current priorities and our aspirations moving forward, reflecting on what's worked well but more importantly the lessons we have learnt so far.

Dave Lindsay, *Chief Digital Officer*
Emma Rudd, *Digital Services Transformation Manager*
Zoe Galvin, *Digital Programme Manager*

09:00 – 09:30   ESTABLISHING A TARGET ARCHITECTURE TO ENABLE CULTURAL CHANGE AND TRANSFORMATION

During the session Jon will draw on research from innovators across the industry to show how cultural change is needed to adopt new technologies and ways of working. The establishment of a new Target Architecture for Manchester City Council will accelerate a shift from traditional Monolithic + Procurement + Waterfall approach to continual development using Agile + Product + Platform delivery.

Jon Burt, *Head of Enterprise Architecture*

09:30 – 10:00   **TRANSFORMING DIGITAL AND DATA TO TRANSFORM SERVICES FOR RESIDENTS**

In March 2022 Stockport Council launched its Radically Digital Stockport Strategy, the goal of which was simple, to keep Stockport at the forefront digital to enable the maximisation of the opportunities the digital era offers whilst ensuring that everyone is included in this digital journey.

Stockport Council identified early on that data would underpin its wider Digital Transformation plan as the correct use of data delivers time, which would otherwise be lost, to users and citizens alike.

Kathryn will discuss a couple of core data tools and projects which have been implemented so far and what is next on their list of improvements.

Kathryn Rees, *Director of Strategy*

10:00 – 10:30   **CASE STUDY PRESENTATION**

10:30 – 11:30   **TEA, COFFEE & NETWORKING BREAK**

11:30 – 12:00   **WORK IN PROGRESS – THE LATEST IN READING'S DIGITAL TRANSFORMATION JOURNEY**

For Reading Borough Council, digital is a critical enabler of the change needed to deliver service improvement and its strategic objectives. Like many other authorities, they are charting and navigating a course through the challenge of achieving change in the face of competing pressures and increasing constraints on both time and money. Martin will set out where the organisation is on that journey, including some lessons learned from where it has been, and his current view on where it is going.

Martin Chalmers, *Chief Digital Information Officer*

12:00 – 12:30　　**WELLBEING AT WREXHAM – ONE DOOR TO A RANGE OF SUPPORT SERVICES**

This will be an opportunity to share learning from an exciting project recently implemented at Wrexham County Borough Council. In collaboration with colleagues from Children's Social Care, Health and third sector partners the Digital team have developed an early intervention referral system that enables service users to only tell their story once!

Removing technical barriers between organisations a shared services portal has been created that enables referrals to be fast-tracked to the organisation that can offer the best support. This has created efficiencies and removed paper processes while transforming the user experience.

Kay O'Flaherty, *Head of Service Digital*

12:30 – 13:00　　**CASE STUDY PRESENTATION**

13:00 – 13:45　　**LUNCH**

13:45 – 14:15　　**TEA, COFFEE & NETWORKING BREAK**

14:15 – 14:45　　**INNOVATION IN LOCAL GOVERNMENT, IMPROVING OUTCOMES FOR RESIDENTS**

Tim will discuss how Oxfordshire County Council are improving outcomes for residents by innovating and transforming in order to improve the services it delivers for residents thus increasing engagement and satisfaction levels.

Tim Spiers, *Director – IT, Innovation, Digital and Transformation*

14:45 – 15:15   **ENSURING CYBER RESILIENCE IN AN EVER CHANGING WORLD**

Cliff Dean will discuss the current challenges around agile working and cyber security, including:

- Cyber security – the colleague starting point
- Where we currently are
- The technical IT response
- How it may change in the future

Cliff Dean, *Chief Information Officer*

15:15 – 15:45   **CASE STUDY PRESENTATION**

15:45 – 16:30   **TEA, COFFEE & NETWORKING BREAK**

16:30 – 17:00   **USING BUSINESS INTELLIGENCE AS A PERFORMANCE INDICATOR AND IMPROVEMENT TOOL**

Identifying efficiencies in organisations is tough before you even factor in the time taken to do this and even when you do identify an area how quickly can this be addressed?

Matt will discuss how Buckinghamshire Council have implemented a BI strategy to monitor all aspects of the authority and drive through improvement.

Matt Everitt, *Director of Business Intelligence and Community Support*

17:00 – 17:30

USING THE WHITE HEAT OF TECHNOLOGY TO REGENERATE AND REIMAGINE A PLACE

When considering the key components of the Runcorn Town Deal and levelling up, Halton Council wanted to ensure that as well as reimagining the public spaces and buildings of the town it ensured technology sat at the heart of its vision. Ensuring that strong links existed between developments in the town centre and the world class technologies at Sci-Tech Daresbury and the Heath bringing job opportunities to our most disadvantaged communities along the way.

This session explains the work Halton Council are doing with their Town Deal and how they wanted to do much more than just regenerate the place but also to regenerate people and communities taking advantage of the technological advances in the town maximising innovation to tackling unemployment and disadvantage.

Wesley Rourke, *Executive Director – Environment and Regeneration*

17:30 – 18:00

TRANSFORMING PROCUREMENT – DELIVERING POLICY THROUGH PROCUREMENT

This session will highlight Surrey County Council's procurement journey in a time of increased demand for public services and a decrease in resources. The team have been transforming their operating model for public sector procurement to deliver enhanced value and reduce procurement risk, as well as demonstrating a forward-thinking approach by implementing a 'Policy through Procurement' Framework. This framework brings together a myriad of policy objectives and strategies to ensure responsible and sustainable procurement practices are embedded from the start whilst seeking to eradicate modern slavery from their supply chains and meet the dynamic needs of their community.

Darron Cox, *Director of Procurement and Fleet*
Anne Epsom, *Head of Policy and Improvement*

18:00 – 18:10

CHAIR'S CLOSING REMARKS AND EVENT FINISH

Conferences –

Approval:-

Details of Conferences	Service/ Directorate	No. Attending	Cost	Date	Location
N Ireland Waste & Resource Management Conference	Environment	1	£120 (early bird rate to 31/12/23)	20/6/24	Belfast
CIEH Air Quality Conference	Comms & Place	1	£70	31/1/24	Online