

DATA LABEL: PUBLIC



**COUNCIL EXECUTIVE**

**APSE PERFORMANCE NETWORKS SEMINAR 2021**

**REPORT BY INTERIM HEAD OF HOUSING, CUSTOMER AND BUILDING SERVICES**

**A. PURPOSE OF REPORT**

The purpose of the report is to seek approval from Council Executive for the appropriate elected members attendance at the APSE Performance Networks Seminar 2021 incorporating the APSE Network Awards which this year is being held in Blackpool on the 2 & 3 December 2021.

**B. RECOMMENDATION**

It is recommended that Council Executive:

1. Notes that Building Services has been selected as a finalist in the performance network best performer category for building maintenance services, and;
2. Approves the attendance of appropriate elected members at the APSE Performance Networks Seminar 2021 with appropriate officer support from Housing, Customer & Building Services.

**C. SUMMARY OF IMPLICATIONS**

<b>I</b>	<b>Council Values</b>	Focusing on our customers' needs; being honest, open and accountable; providing equality of opportunities; developing employees; working in partnership
<b>II</b>	<b>Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)</b>	None.
<b>III</b>	<b>Implications for Scheme of Delegations to Officers</b>	None.
<b>IV</b>	<b>Impact on performance and performance Indicators</b>	None.
<b>V</b>	<b>Relevance to Single Outcome Agreement</b>	None.
<b>VI</b>	<b>Resources - (Financial, Staffing and Property)</b>	The cost for individual attendance at the seminar for APSE members is £230 + VAT.

<b>VII</b>	<b>Consideration at PDSP</b>	None.
<b>VIII</b>	<b>Other consultations</b>	None.

## **D. TERMS OF REPORT**

### **D1 Background**

The Council are members of APSE and the Executive Councillor for Services for the Community is the Chair of the APSE Scotland Housing and Building Advisory Group and is also a member of APSE's National Council. Councillor Anderson is the Chair of the Scottish Roads & Highways Advisory Group.

The APSE Performance Networks Seminar will be exploring excellence in frontline services, the programme of events includes the opportunity for delegates and suppliers to network and share ideas in an informal setting.

On the 2 & 3 December 2021 the seminar will showcase the latest in local government developments. Delegates will get the opportunity to hear keynote speakers from across the UK local government covering topics like –

- Public trust and confidence in councils post COVID-19
- Local Government Commission: the future direction for front line services
- Impact of COVID-19 on the public sector workforce
- Climate actions for front line services

The evening Performance Network Awards is a prestigious high-profile occasion where both the best performing authorities and the most improved are awarded for their achievements. There are dedicated awards for each service area and finalists are selected based on those authorities who have participated in performance networks. Building Services has been selected as a finalist in the best performer award for building maintenance services.

## **E. Conclusion**

The Council Executive confirms the appropriate elected members to attend the APSE Performance Networks Seminar 2021 at Blackpool on the 2 & 3 December 2021.

## **F. Background References**

Appendices/Attachments: Seminar Programme

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Marjory Mackie  
Interim Head of Housing, Customer and Building Services  
16 November 2021



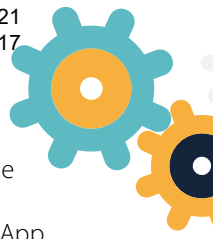
# Back to Blackpool

The UK's largest local government benchmarking conference



**2 – 3 December 2021**

Village Hotel Blackpool, East Park Drive, Blackpool FY3 8LL



# Thursday 2 December

9:00 Delegate registration

## 10:30 Session 1: Performance and opinions

### Local Government Commission: the future direction for front line services

- 'Local by default'
- The role of performance management
- Engaging with our Communities

**Elma Murray OBE, APSE Local Government Commission, Commissioner and interim Chair of the Accounts Commission**

### Impact of COVID-19 on the public sector workforce

- Staff views on finances and employment outlook
- How has morale been impacted?
- Workforce changes and future priorities

**Rivka Liss-Levinson, PhD, Senior Research Manager, MissionSquare Research Institute and Gerald Young,**

**Senior Research Analyst, MissionSquare Research Institute, Washington DC**

### Performance levels for 2020-21: what effect did the pandemic have?

- Financial implications
- Staffing changes
- Service provision, demand and suspension

**Debbie Johns, Head of performance networks, APSE**

### Public trust and confidence in councils post COVID-19

- The latest APSE / Survation Polling Results on Public Confidence
- Who do the public trust more in the fight against COVID-19?
- What frontline services do the public value and where do they want their taxes spent?

**Damian Lyons-Lowe, Chief Executive, Survation**

12:00 Tea and coffee

## 12:15 Thematic Forums

### Inspection Apps

- Inspecting green spaces and streets through LAMS
- Integrating this with back-office systems
- The new Building Cleaning inspection App
- Monitoring playgrounds and memorial inspections through an App

**Craig Coverdale, Environment Services Manager, Middlesbrough Council, Alison Kelso, Facility Services Advisor, South Lanarkshire Council, Debbie Johns, Head of performance networks and Ian Jones, APSE associate**

### Sustainability and climate change

- Monitoring and reporting performance
- Setting targets
- Case study examples of front-line projects

**Ben Burfoot, Sustainability Manager, Reading Borough Council and Phil Brennan, Head of APSE energy**

### Workforce planning

- Skills and workforce profile
- Impact of Covid-19
- Future capacity including green skills

**Mo Baines, Head of communication and co-ordination, APSE**

### APSE council of the year 2021

- Innovative working
- Responding to communities
- Community initiatives and projects

**Fliss Mercer, Director: Communities, Customer & Commercial Services, Telford and Wrekin and Paul O'Brien, Chief Executive, APSE**

### Lessons from COVID for business planning

- What changed?
- How Lancaster responded to the pandemic
- Lessons for the future

**Mark Davies, Director for Communities and Environment, Lancaster City Council and Andy Mudd, Head of APSE solutions**

13:00 Lunch

## 14:00 Workshops

### Workshop A: Building cleaning

- Sustainability and climate change
- Maintaining contracts and SLA's
- Use of technology – the CLAMS App
- Overcoming the challenges and lessons for the post COVID world

**Alison Kelso, South Lanarkshire Council, Vickie Hacking, APSE principal advisor and John Marsh, APSE associate**

### Workshop B: Building maintenance (housing and non-housing)

- Retro fit and green
- How councils building maintenance services have dealt with the pandemic: lessons learned
- Supply chains and procurement
- Recruitment, retention and skills

**Ross Grieve, Fife Council, Linda Mickleburgh-Benn, Wigan Council, Phil Brennan, Head of APSE energy and Colin McInnes, APSE associate**

### Workshop C: Catering

- Food costs
- Procurement/supply chain
- Holiday hunger
- Lessons learned from the pandemic

**Mark Hunter, East Ayrshire Council, Michael Lamb, Gateshead MBC, Louise Melville, APSE principal advisor**

### Workshop D: Cemetery and crematorium services

- Environmental responsibilities e.g., electric cremators, natural burials etc.
- High maintenance cemeteries – a realistic option for the future?
- Lessons learned from the pandemic
- Memorial Safety Inspection App

**Dave Jennings, Trafford Council, Andrew Bond, Wigan Council, Fiona Sutton-Wilson, Head of APSE training, Peter Linsell, APSE associate and Ian Jones, APSE associate**

### Workshop E: Parks

- Is there an alternative to glyphosate?
- Long term effect of Covid on parks and grounds maintenance – income generation
- Setting up a tree nursery to create woodlands and bio-diversity
- Update on LAMS

**Gerard Proudman, Rochdale BC, Carl Beacock, North Lincolnshire Council, Colin Reid, South Lanarkshire Council, Paul Naylor, Eastleigh Borough Council, Wayne Priestley, APSE principal advisor and Ian Jones, APSE associate**



### Workshop F: Refuse collection

- Defra waste strategy and Deposit Return Scheme
- Welsh Circular Economy
- Environment Bill
- Recycling and contamination
- Lessons learned from the pandemic
- Effect of ultra-low emissions/ decarbonising the vehicles
- Driver shortages

**Barbara Leach, DEFRA, Steve Brunt, Bolsover DC/NE Derbyshire DC, Dela Moreland, North Northamptonshire Council, Doug Sharp, Hull City Council, Abi Ademiluyi, Principal Advisor, APSE and Peter Kirkbride, APSE Associate**

### Workshop G: Roads/highways, winter maintenance and street lighting

- Sustainability/climate change PIs
- Road AI and carbon initiatives
- Social value
- Lessons learned from the pandemic
- Street lighting and technology

**Mo Baines, Head of Communication and Co-ordination, APSE and Andrew Martin, APSE associate**

### Workshop H: Sports and leisure

- Future of leisure
- Covid-19 recovery and resurgence
- Tackling inactivity
- Embedding leisure within health
- Reducing emissions

**Simon Kirby, Lancaster City Council, Beverley Thompson, Wokingham Borough Council, Faye Colver, North Lincolnshire Council and Rob Bailey, APSE principal advisor**

### Workshop I: Street cleansing

- Electric fleet
- Is a weed-free environment realistic?
- Litter bin strategies
- Tackling fly tipping
- Enforcement activity on environmental crime
- Update on LAMS

**Emma Berry, South Lanarkshire Council, Paul Naylor, Eastleigh Borough Council, Dave Henrys, APSE associate and Ian Jones, APSE associate**

### Workshop J: Transport

- Recruitment and retention
- Electric fleet and greening the fleet
- Lessons learned from the pandemic

**Mark Cox, Ayrshire Roads Alliance, Mike Cooper, Highland Council, Andy Mudd, Head of APSE solutions and Pete Johnson, APSE associate**

17:15 Seminar close

## Evening Programme

The prestigious performance networks awards are a high-profile occasion where both the best performing authorities and the most improved are awarded for their achievements. There are dedicated awards for most service areas and finalists are selected based on those authorities who have participated in performance networks.

19:00	Pre-dinner drinks
19:30	Performance networks dinner
21:30	Performance networks awards

APSE is proud to once again be supporting Parkinson's UK as our event charity this year and hopes to add to the many thousands raised at our awards in recent years for this vital charity.

## Friday 3 December

### 10:00 Climate actions for front line services

- Low carbon estate and fleet
- Renewable energy
- Carbon offsetting
- Behaviour change and influencing

**Gary Blenkinsop, Service Director for Environment and Climate, Wakefield Council**

### 10:30 Panel discussion: Climate change for the front line – what actions are you taking?

- **Mary Lester, interim Director of Neighbourhood Services, Nottingham City Council**
- **Debbie Sutton, Amenities Manager, Highland Council**
- **David Clegg, Service Manager for Network Operations, Dorset Council**
- **Linda Mickleburgh-Benn, Service Manager, Property Maintenance, Wigan Council**

12:00 Close and lunch





## A brand new venue for 2021

This year's performance networks seminar will be held at the Village Hotel Blackpool, East Park Drive, Blackpool, FY3 8LL.

Situated on the eastern edge of the town, the venue is easily accessible from the M55.

### Delegate Packages Exclusive of VAT

#### What's included?

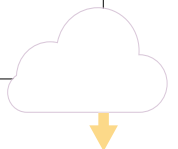
*The delegate fee covers attendance on both days, delegate documentation, lunches, light refreshments, dinner and attendance at the performance networks award ceremony. Accommodation for Thursday 2 December is also included.*

Performance networks corporate/service members: **£230+VAT**

Other performance networks member delegates: **£280+VAT**

Non performance networks member delegates: **£389+VAT**

Private/non Local Government delegates: **£520+VAT**



### Accommodation Bookings allocated on 'first come, first served' basis

Accommodation for the night of Thursday 2 December is included in the delegate fee.

Please note that all hotel bookings at this event must be reserved via APSE as the hotel will not accept any direct bookings.

**Delegates wishing to book accommodation on any night other than 2 December must contact the hotel directly to do this. All accommodation at the conference venue is allocated on a first come first served basis**

Click [here](#) to reserve your place on this event

**CANCELLATION & REFUND POLICY:** Reservation is a contract. Substitution of delegates is acceptable any time in writing by email to [NHorrocks@apse.org.uk](mailto:NHorrocks@apse.org.uk). Cancellations must be made in writing at least 10 working days before the event, and will incur a 20% administration fee. No refunds can be given for cancellations received less than 10 working days before the event or for nonattendance. In the unlikely event of cancellation by the organisers, liability will be restricted to the refund of fees paid. The organisers reserve the right to make changes to the programme, speakers or mode of delivery should this become necessary. If due to emergency action by UK Governments/Administrations or Public Agencies this event is postponed, for example for reasons of public health and safety, the organisers will transfer your booking to the replacement event or provide a credit voucher against a future event booking.

