Conference Guide
3rd & 4th December 2019
De Vere Horwood Estate, Milton Keynes
Introduction

The need for consistent improvement and innovation continues to present Local Authorities with complex and often competing challenges, both locally and at system level.

This Local Gov Partnership Network provides senior organisational leaders with a safe space to share change experiences and emerging opportunities from across the sector.

By the end of the event, attendees will have:

- Had opportunity to directly consider the learning from a number of major service innovations, and how technology has contributed to sustained success
- Discussed both in plenary and local conversation format the impact of the changing digital landscape within Local Government
- Taken shared learning and reflection from the experiences of several Local Council senior leaders
- Developed a broader understanding or collaborative alliance with colleagues from around the country undertaking major change schemes
- Developed stronger professional networks or reinvigorated friendships with likeminded change agents
- Developed a broader appreciation of system change architecture

DAY ONE

07:45 - 08:35    Registration

08:35 - 08:40    Chairmans opening remarks

Arthur Charvonia - Chief Executive

08:40 - 09:00    Better Lives: Transforming the model of adult social care

Helping people to better help themselves is a core theme in the Council's Strategic Plan - this simple objective is neither new nor unique to Buckinghamshire. But it’s why, in 2018, we took a radical new approach to improving the lives of vulnerable adults.

Working closely with our partners across health and the third sector, we introduced a dynamic and innovative strategy, Better Lives, that approaches the challenge in a different way. It’s a whole-service transformation programme that puts our customers at the heart. Within just 12 months it is already delivering impressive results that are changing the lives of people for the better.

Gill Quinton - Executive Director, Communities, Health and Adult Social Care
A Local Authority’s greatest asset will always be its people.

It is their hard work and compassion that ensures every person in your community receives the level of service they deserve.

That’s why at Thoughtonomy, we’re working to ensure your workforce can stay focused on the tasks that add value to your organisation and your citizens, while leaving the time intensive, repetitive, processing work to our Virtual Workers.

Join us as we discuss how Local Authorities across the United Kingdom such as Renfrewshire, Barnsley, Suffolk, Aberdeen and Caerphilly are harnessing the power of Intelligent Automation to give time back to their employees to drive value for their constituents, with a guest appearance.

Richard Boddington - Senior Client Manager, 
Local Government & Housing
09:40 - 10:20   Dragons' Den - Speed Presentations

Our signature ‘Dragon’s Den’ session allows each solution provider an opportunity to deliver a short pitch, explaining why they are here and how their services can help tackle some of the ongoing sector challenges.

If you would like to hear more from a particular provider, please tick the relevant box to remind yourself to speak to them during our business meetings and networking breaks.

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10:20 - 11:35  Coffee Break & Business Meetings

**Headline Sponsor Keynote**

11:40 - 12:00  Using AI to deliver great Customer Service

It is believed that Artificial Intelligence will soon manage 85% of all Customer inquiries and Inform will show you how to create effortless Customer Experiences and reduce agent pressure and associated costs with our range of bespoke, plug-and-play contact solutions.

We will also show you how a blended mix of AI enabled Chatbots, Email, Telephony, SMS and Home Device solutions can integrate with front and back office systems and be deployed from as little as 6 weeks with minimal input required from council operational and technical resources.

Inform will walk you through a journey of Digital Transformation including some killer tips on how clever automation can be used to influence customer behaviour and actually achieve your channel shift targets.

Lisa Hastie from the City of Edinburgh council will give a client’s perspective of working with Inform and the operational, financial and customer service benefits our services deliver.

Andrei Godina - Head of IT

Lisa Hastie - Customer Contact Manager – City of Edinburgh Council

12:00 - 12:20  From Deficit to Surplus

In 2016, Thurrock Council was forecasting a total deficit over its Medium Term Financial Strategy of circa £40m.

Since then, the Council has increased its General Fund Balance, increased Earmarked Reserves specifically for Transformation and Financial Resilience and has forecast budget surpluses over a four year period totalling £17m.

How has Thurrock turned this around and are we, as CIPFA, the BBC and the MJ have inferred, going broke? (The answer to that is “No” by the way).

Sean Clark - Director of Finance & IT

thurrock.gov.uk

12:20 - 12:40  AI in Action Today: Natural Language Processing

Join Martin Taylor, Deputy CEO of Content Guru, to discover how Artificial Intelligence can transform the experience your citizens have when interacting with your organization.

Find out how Natural Language Processing can streamline both citizen engagement and agent efficiency, and why technological progression is more important than ever in the golden age of voice.

Martin Taylor - Deputy CEO

12:45 - 13:05  0 to 94% The Cloud Migration Journey of The DfE

This presentation will discuss the Cloud migration journey of The Department for Education, seeing them now hold 94% of their IT estate within Microsoft Azure.

Having outlined and delivered the Cloud Migration process, Nimbus will go through how a large Government department embarked on this journey and the lessons learned along the way.

Alan Hazell - Chief Executive

Jack Hazell - Director of Operations
Tip number 1: Don’t talk about transformation.

Nick Kennell - Client Director
15:00 - 15:55  **Smart City Panel Discussion**

In our Smart City Panel Discussion, we will hear from Joe Dignan, Founder of Kintechi and Frans-Anton Vermast, the International Amsterdam Smart City Ambassador, who will talk about the challenges and lessons learned around achieving the central goals of a smart city.

This session will explore the supply and management of physical infrastructure, energy efficiency, sustainable economic growth, new ‘smart’ technologies, IoT, the sharing of data/information, and the importance of partnerships between the private sector and communities to serve specific urban needs.

Joe Dignan - Founder of Kintechi  
Frans-Anton Vermast - International Amsterdam Smart City Ambassador

15:55 - 16:15  **First - Select Your Framework**

Working through the steps that make best use of the wide range of frameworks and procurement routes open to the public sector today.

One of the UK’s most prolific framework suppliers talks us through intelligent choices and saving your hard won money and resource for when you really need it.

Lynne Magennis - Head of Bid Management and Frameworks, Daisy Corporate Services

16:15 - 17:30  **Coffee Break & Business Meetings**

Please check the schedule on the back of your delegate pass for your meeting timings

15:00 - 15:55  **First - Select Your Framework**

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17:35 - 17:55  **What can we do to change the narrative on cost efficiencies?**

Brief presentation and interactive session to explore what councils can do to proactively change the narrative on cost efficiencies whilst managing increasing levels of demand. To explore levers such as commercialism/revenue generation, maturity of technology capabilities, shared consumption and joint commissioning amongst others.

Krishna Yergol - CTO

17:55 - 18:20  **Closing Keynote & Chairmans closing remarks**

Babergh and Mid Suffolk are two award winning district councils with one agile workforce, covering the heart of rural Suffolk. The Councils have spent the last eight years working together.

As part of this, the councils have integrated all their staff, won awards for innovative approaches to customer access and become the first authorities in the country to make their developer contribution system entirely transparent and publicly accessible.

They are also making themselves more financially sustainable with significant commercial investment and housing programmes. Similarly they have delivered further savings and efficiencies by co-locating to a single headquarters, outside of both of their districts, in partnership with Suffolk County Council and the Clinical Commissioning Group.

Arthur Charvonia - Chief Executive

18:20 - 19:45  **Hotel Check In / Free Time**

19:45 - 22:00  **Drinks Reception & Networking Dinner**
DAY TWO

08:35 - 08:40 Chairman re-opening event

Arthur Charvonia - Chief Executive

08:40 - 09:00 Sustainability for the Public Sector - the successful implementation of SDGs

A change in our communities, consumers, investor and policymaker’s awareness of and emotional investment in the climate cause, presents a new wave of challenges which include reaching the 2030 SDG and now net-zero by 2050 targets. It also presents opportunities such as innovating to deliver new low-carbon, Smart development, service shift, energy security and wider growth challenges to all sectors, all business of all sizes and across geographies.

Achieving “Sustainable Growth” that integrates the challenges of climate change, sustainable development and the need for “sustained growth” is now the public and private sectors biggest agenda to respond to.

Jason Longhurst - Director of Regeneration and Business & Chair of UK Business Council for Sustainable Development

www.ukbcsd.co.uk

09:00 - 09:20 A Connected Redbridge

Our borough has been on an extraordinary change journey since 2016 building a sustainable financial strategy and a set of 21st century services.

We are in the process of building a fully priorities-based budgeting system, implementing our People Matter programme which aims to support people with social care needs, launching a new wave of digital transformation, implement robotics and assistive care technology and ramp up the delivery of the new affordable housing our borough desperately needs.

In doing this we are changing the way we engage, design and deliver innovative services. We are making sure we are using the opportunity to move our organisation forward alongside our customers. Our presentation takes you through our journey and our thinking in how we shape our future.

Emeran Saigol - Head of Change, Customers and Business Intelligence

James Bachmann - Adults and Children Social Care Programme Lead

09:20 - 09:40 Are you ready for digital transformation? Navigating the gap between traditional IT and the cloud

For most local authorities, digital transformation means profound changes – both technically and to the way you operate. Digitalisation isn’t optional, but right now uncertainty is rife as we await the General Election which could shake-up your budget and priorities.

That said, to be able to operate in times of change, you need to understand your current capabilities, where you want your digital journey to take you, and how you plan on getting there.

Andy Hale, Technical Services Director at Proact, will discuss what the future of local government may look like, and how you can take into account your technology maturity, culture and goals to generate a transformation agenda (potentially in the cloud) with value-led outcomes.

Andy Hale - Technical Services Director
As austerity continues to bite and needs in communities continue to rise, the traditional structures and practices of public sector organisations are being challenged.

In this presentation we explore learning from Rutland, looking at how a shift towards self-determination for teams has lead to better outcomes for communities.

Mark Andrews - Strategic Director for People

11:00 - 11:00  Coffee Break & Business Meetings

Please check the schedule on the back of your delegate pass for your meeting timings

11:05 - 11:25  Commercialisation: Markets, Hierarchies, and Networks

I will be presenting on Bristol Council’s New Commercialisation Strategy 2019/22, and how the public sector in general, and LAs in particular, should manage the development, implementation, and evaluation of the pursuit of ‘profit with a purpose’.

In particular, I’ll want to address how the public sector needs to move beyond the old ‘public good/private bad’ stereotypes, and operate effectively in three distinct but overlapping environments – markets, hierarchies, and networks – by looking at my experience in local authorities, the NHS and the third sector.

Penny Fell - Director of Commercialisation & Citizens

11:25 - 11:45  Ensure Digital Transformation Success by Redefining Local Government Commercial Functions

Transformation programmes go wrong, typically 45% (and more) over budget; then get cancelled having delivered around half of what was promised. Many programmes do more harm than good.

We believe the key to public sector transformation success is procuring good suppliers with correct skills, providing clear instructions and ensuring these evolve effectively to deliver upon business needs.

Athensys demonstrates how redefining a local government commercial function and clarity of its supplier instructions can be the difference between the suppliers’ non-delivery and achieving local government business needs in the digital age.

Alice Harrison - Client Relationship Officer

11:45 - 12:25  Child Friendly Leeds: a city wide ambition

Presenting our ambition for Leeds to become a Child Friendly City. This will tell the story of the starting point in 2010 when Leeds was deemed to be inadequate, describing the journey and the development of a clear focused plan for improving outcomes for children and young people in the city.

This will include the development of the child friendly ambition and the ambassador network, bringing together partners and businesses from across the city to work with us on ensuring that children are at the heart of everything we do and are at the heart of the growth strategy and the future of Leeds.

Sue Rumbold - Chief Officer, Children’s Services

12:25 - 12:30  Chairmans closing remarks

Arthur Charvonia - Chief Executive

12:30 - 13:30  Lunch