

Productivity Team Business Plan 2018-19 Appendix B

No.	Subject	Activity	Action
1	Digital Work-stream	<p>Transforming services - Digital Work-programme</p> <p><i>A programme of work to proactively support greater use of digital tools and solutions across local authorities. To enable more services to be delivered/accessed on line and to help more local residents and businesses carry out their business with their council online and to play a full part in digital aspects of various government strategies, including the UK's industrial strategy.</i></p> <p>Digital Transformation</p> <p><i>Establish and run the Digital Housing Programme – funding 5 councils to pilot the re-use of the assets developed by a group of district councils in Kent under the Digital Transformation Programme. The pilot will enable us to test the re-usability of these forms and if successful we can then look to mainstream these across the country. This programme was established in April 2018 and will run through to the end of March 2019.</i></p> <p><i>Capture and publish the case studies from the 9 projects which were funded under the Digital Transformation Programme in March 2016 and went live in 2017/18.</i></p> <p>Channel Shift</p> <p><i>Capture the lessons learned and publish the case studies from the 21 projects which were funded under the Channel Shift programme in February 2017, a number of which (15) are already live..</i></p> <p>LGDC</p> <p><i>Organise four quarterly meetings with council chief executives / senior directors, overarching theme of service transformation, focusing on the enablers of digital tools and solutions, working in new ways and infrastructure.</i></p> <p>LG PSN Programme Board</p>	<p>SC</p> <p>SC/GA/ JA</p> <p>SC/JA</p> <p>SC/JA</p> <p>SC/JA</p>

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		<p><i>Organise four quarterly meetings with council IT Directors/ CIOs and other sector reps. Continue to oversee the changes to the compliance regime for PSN to make sure this works for councils.</i></p> <p>LGA Digital showcase conference November 2018</p> <p><i>We plan to host a digital conference to showcase successful projects we have funded as well as other work being done by councils, to the sector more widely, helping to share this good practice, existing assets and learning to enable more councils to benefit. Once we have drafted our outline programme we will share this with members.</i></p>	SC/JA
2	Cyber Security	<p>Transforming services – Cyber Security</p> <p><i>A programme of work to proactively support widening of digital and cyber resilience awareness across local authorities and on-going work to highlight the importance of cyber security to senior officers and leaders in local authorities. To promote their active participation in the national Cyber-Security Programme and membership of the on-line Cyber Security Information Sharing Partnership. Host and run quarterly meetings of the Cyber Security Stakeholder Group.</i></p> <p><i>a) Work with the WARP's (warning, advice and reporting Point) to share best practice and support the sector to prevent and respond to cyber incidents.</i></p> <p><i>b) Undertake a stocktake of councils' existing cyber security arrangements. This research and analysis will highlight the sector's current capabilities and the measures in place to prevent a cyber-attack, as well as respond to an incident if/when it happens. A key output will be to develop and implement an improvement plan to support the sector so that it is better able to prevent and respond to cyber-attacks. Support will be available for those councils at risk. (This programme is being funded by Cabinet Office and is part of the National Cyber Security Programme)</i></p>	SC/HR

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3	Shared Services and Collaboration	<p>Transforming Services – Shared Services and Collaboration</p> <p>Shared Services Map annual refresh – 2018 map will be launched July 2018. 2019 refresh will be commissioned and overseen.</p> <p>Matchmaking Service - Run the matchmaking service for councils set up in 2016, in order to help increase efficiency savings councils make through sharing services.</p>	<p>RG</p> <p>GH</p> <p>GH</p>
4	Behavioural Insights Programme (Innovation and Demand)	<p>Transforming Services – Behavioural Insights Programme</p> <p><i>Behavioural Insights programme - work with the Behavioural Insights Team to help 8 councils better understand the behaviour of customers in order to better manage demand for services.</i></p> <p>a) <i>We will also hold a national project learning event in March 2019</i></p> <p>b) <i>Set up a behavioural insights training offer for councils designed and delivered in partnership with LB Croydon.</i></p>	RG
5	Design in the Public Sector (Innovation and Demand)	<p>Transforming Services – Design in the Public Sector</p> <p><i>Design in the Public Sector programme – work with the Design Council to equip 10 councils to develop and use design techniques to transform services and/or manage demand and disseminate learning across the sector.</i></p> <p>a) <i>Run the 2018/19 programme to support 10 councils</i></p> <p>b) <i>Capture lessons from the southern and northern regional cohorts of public health and early</i></p>	RG

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		<i>intervention in the 2017-18 programme (11 councils) and publish.</i>	
6	Procurement	<p>Smarter Sourcing – Working with councils to help them to improve their procurement arrangements.</p> <p>National Procurement Strategy 2018 (NPS2018)</p> <p>a) <i>Launch the revised local government national procurement strategy in July 2018.</i></p> <p>b) <i>Set out work programme to help councils improve their procurement arrangements in October 2018. This will include the following:-</i></p> <p>Supplier Failure</p> <p>a) <i>Capture and share intelligence covering major suppliers to help reduce the risk for councils if a supplier got in to financial difficulty.</i></p> <p>b) <i>Work with those councils who have high value or strategic spend on specific suppliers in construction/highways, social care, ICT and waste sectors to pilot a process of strategic supplier relationship management.</i></p> <p>c) <i>Support a number of local government experts in their particular fields to lead on relationships with identified suppliers.</i></p> <p>National Advisory Group (NAG)</p> <p>a) <i>Organise four quarterly meetings with the National Advisory Group for Local Government</i></p>	<p>TH</p> <p>GH/SD</p> <p>TH</p> <p>TH</p>

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		<p><i>procurement and support the work streams identified in the national procurement strategy.</i></p> <p>National Category Work</p> <p>a) <i>Work with groups of councils interested in joining together in particular categories of spend. Children’s Services, Schools construction.</i></p> <p>b) <i>Continue with work on cross cutting issues relating to local government procurement: modern slavery, social value, commercialisation, working with SME’s and VCSE’s.</i></p> <p>c) <i>Continue to work with the Grenfell towers Industry Response Group on a national response to recommissioning of cladding and fire doors.</i></p> <p>Procurement and commissioning skills.</p> <p>a) <i>Identification of the gaps in procurement and commissioning skills and training from the NPS 2014 diagnostic exercise. Identify and cascade free resources that are already available (working with the Government Commercial Function) and if necessary commission additional support that can be cascaded to all councils via ‘train the trainer’ routes.</i></p> <p>b) <i>Encourage uptake of the newly published councillor workbook and online resources on commissioning.</i></p> <p>Brexit</p> <p>a) <i>Work with central Government to disseminate key messages in relation to any new regimes and provide interim guidance on long term contracts</i></p>	<p>GA/GR/ GH</p> <p>TH</p> <p>TH</p>

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No.	Subject	Activity	Action
		<p>Advanced Commercial Group</p> <p>a) <i>Organise four quarterly meetings with council chief executives / senior commercial directors to-</i></p> <ul style="list-style-type: none"> - <i>Share different approaches to commercialisation to enable mutual learning</i> - <i>Enable councils already advanced in their thinking to move further, faster</i> - <i>Identify possible barriers to commercialisation to inform LGA policy work on behalf of the sector</i> - <i>Identify potential synergies/ opportunities for collaboration/ partnerships/ joint ventures where appropriate</i> <p>Commercial Skills Procurement Solution (CSPS)</p> <p>a) <i>Continue to promote the LGA’s commercial skills procurement solution (CSPS) making the delivery of commercial projects easier and ensuring councils pay a competitive price for specialist expertise. We will share the case studies of councils who have used and benefited from the CSPS.</i></p> <p>b) <i>Research with the social value of council commercial activity – LGA to lead research or a thought piece into the social value of commercial activities aside from generating income to protect front line services.</i></p>	<p>RG</p>

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8	Productivity & Income Generation Experts	<p>Productivity and Income Generation Experts programme</p> <p><i>Fund a programme of expert interventions to support councils in delivering savings and generating income. Small grants will be used to pay for targeted use of expert's time with planned benefits. 25 councils will be supported to save and or generate income of at least £25m.</i></p> <p><i>The learning from the pilots will be effectively communicated across the country</i></p> <p><i>An evaluation of the programme will also be undertaken by the research team.</i></p>	GA
9	Intelligent and efficient councils	<p>Intelligent and Efficient councils</p> <p><i>Work with MHCLG to synthesise data to develop a better understanding of the characteristics of intelligent and efficient councils.</i></p> <p><i>Develop a narrative which describes characteristics of intelligent and efficient councils and pilot an efficiency model which will allow councils to self-assess themselves.</i></p> <p><i>Map examples of existing best practice and case studies to bring together a package of support for efficiency in one place.</i></p>	SA
10	Communication	<p><i>Communicate the impact of the Productivity team's work to councils, partners and LGA colleagues.</i></p> <p>Productivity team video - to communicate the impact of the Productivity team's work</p> <p><i>Case studies, tools and information on website kept relevant and up to date easy to search/find.</i></p> <p>Social Media – Twitter Account established; a target of 800 followers by March 2019 (currently 730 followers as of June 2018); each team member to tweet at least once per week.</p>	SD/TK

SC – Siobhan Coughlan; JA – Josephine Altham; HR – Helen Reeves; RG – Rhian Gladman; GH- Guy Head; TH – Tina Holland;

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