

Note of last Improvement & Innovation Board meeting

Title: Improvement & Innovation Board
Date: Thursday 24 May 2018
Venue: Smith Square 3&4, Ground Floor, 18 Smith Square, London, SW1P 3HZ

Attendance

An attendance list is attached as [Appendix A](#) to this note

Item Decisions and actions

1. Welcome and Declarations of Interest

The Chairman welcomed Members to the Board.

The Chairman noted the apologies given by Members.

Members made no Declaration of Interests.

The Chairman notified Members of the external speaker from the Ministry of Housing, Communities and Local Government (MHCLG), Mr Paul Maltby.

Mr Maltby was attending the Board and planned to deliver a presentation on item eight. The Chairman requested that item eight therefore be moved to the beginning of the agenda. Members agreed to this change.

2. Digital Declaration - Confidential item

Confidential discussion.

3. LGA Perceptions Survey 2017/2018: Sector Led Improvement Questions

The Chairman invited Juliet Whitworth, Research and Information Manager, to introduce the item. Juliet gave members an overview of the item, and delivered a presentation (circulated to Members before the board).

Juliet made particular reference to the Perceptions survey key findings, including keeping informed around LGA work; sector-led improvement; familiarity with the LGA; speaking positively about the LGA; satisfaction with LGA work; and value for money. Overall, the findings were very positive and most findings up from the previous years. Since 2012 there had been a 19 per cent increase in the proportion of respondents saying that sector led improvement is the right approach. The LGA's response to the findings was being overseen by the Leadership Board.

The Chairman thanked Juliet for the update and invited members to comment:

- Members reflected on the findings and felt that the responses to the improvement related questions were very positive about the work of the board and the improvement offer.
- Members discussed the direct correlation between how good the LGA is perceived to be, and how well it communicates. The Chairman stated that there was a direct link between the more awareness there was of the LGA, and the better outcomes of all findings.
- Members asked what further work could be done around speaking positively about the LGA, where responses seemed to remain flat. Members requested that next year, the survey include sections to give reasons why people do or don't speak positively about the LGA. Juliet stated that the finding is up slightly from the previous year, and that this should be passed on to the Leadership Board for comment and reflection.
- Members held discussion over the term 'frontline Councillors', and how understanding of the term differs.
- Members suggested further consideration be given to the "don't know" responses and why people had responded in this way. Was this a language issue?
- Members discussed the LGA programme of visits to councils, and the need to advertise this internally more. Members also suggested that visits to councils be undertaken in the evenings, as most Councillors have daytime jobs.

The Chairman thanked Juliet for the presentation, and Members for their comments.

Members **noted** the update.

4. LGA Cyber Security Funded Programme

The Chairman invited Susan Attard, Head of Productivity, and Helen Reeves, Cyber Security Adviser, to introduce the item.

Members received an update that the LGA had now received formal confirmation of the funding to undertake a comprehensive stocktake and analysis of the current cyber security arrangements across all councils in England, which will also capture good practice, as well as risks. There will be a comprehensive engagement plan with the sector. The results will lead to the development of a plan of support for the sector.

The Chairman thanked Susan and Helen for the presentation, and invited Members comments:

- Members welcomed the report and proposal and stressed the importance of getting a full response from the sector.
- Members discussed the value of a single point of contact within the LGA.
- Members discussed the LGA's own cyber security arrangements, and made reference to GDPR. Dennis Skinner, Head of Improvement, confirmed that the external auditors had given reasonable assurances regarding the LGA's handling of private information, and had made some recommendations which were being implemented.

The Chairman thanked Susan and Helen for the update, and members for their comments.

It was **agreed** that officers pursue the activities and next steps outlined in the report.

5. Productivity programme

The Chairman invited Susan Attard, Head of Productivity, to introduce the item. Susan then proceeded to update Members on the following:

- The recent behavioural insights event – chaired by Cllr Peter Fleming – which had received excellent feedback and was an open forum where best practises were shared and key lessons learnt.
- An update around smarter sourcing and Carillion; Susan updated members that services continue to be delivered, with a few more contracts due to transition to new providers. The LGA continues to be represented on the Carillion Task Force chaired by the Secretary of State for Business, Energy and Industrial Strategy.
- An update on the Commercial Skills Masterclasses and upcoming dates:
 - Cambridge – 24 September 2018
 - Winchester – 5 November 2018
 - Leeds – 27 January 2019.

The Chairman **requested** that the dates be circulated to Members after the Board, and encouraged any members with commercial skills to consider offering themselves for peer work.

6. Performance Report and Memorandum of Understanding for 18/19

The Chairman invited Dennis Skinner, Head of Improvement, to introduce the item.

Dennis gave an overview of the paper, which updated Members about performance against the Memorandum of Understanding (MoU) the LGA/IDeA have with the Ministry of Housing, Communities and Local Government (MHCLG) about the use of grant for 2017/18, and the finalised MoU agreed with MHCLG for 2018/19.

Dennis noted that 56 out of 60 deliverables in the MoU had been fully achieved and the remaining four partially achieved. It had been a record year for the number of councillors attending leadership courses and graduates attracted to the sector via ngdp. And responses to the LGA Perceptions survey demonstrated that the support is having an impact.

The MoU for 18/19 had now been agreed. It included some new areas of work, reflecting councils' feedback and some areas had been scaled back due to the reduction in grant.

The Chairman thanked Dennis for the update and invited Members to comment:

- Members welcomed the report
- Members felt that the reduction in grant, combined with increased cost pressures, represented a significant change in resources requiring the LGA to a lot “more with less”.
- Member asked that the new Secretary of state for MHCLG, be made aware of the LGA's work and achievements in this area.

The Chairman thanked Dennis for the update, and Members for their comments. Members **noted** the item.

7. LGA Boards' Improvement Activity

The Chairman invited Vicki Goddard, Improvement Support Adviser, to introduce the item.

Vicki updated Members drawing attention to some of the key improvement work of other LGA Boards. Following feedback and requests from the last Board, the report's submissions were similar in length, as well as including examples of best practises.

The Chairman thanked Vicki for the update. Members **noted** the item.

8. Note of the Previous Meeting

Notes from the previous Improvement and Innovation board, on Thursday 22 March 2018, were agreed.

Appendix A – Attendance

Position/Role	Councillor	Authority
Chairman	Cllr Paul Bettison OBE	Bracknell Forest Borough Council
Vice-Chairman	Mayor Dave Hodgson MBE	Bedford Borough Council
Deputy-chairman	Cllr Judi Billing MBE Cllr Ron Woodley	North Hertfordshire District Council Southend-on-Sea Borough Council
Members	Cllr Janet Blake Cllr Peter Fleming OBE Cllr Angelique Foster Cllr Catherine Rankin Cllr Barry Wood Cllr Laura Miller Cllr Phil Davies Cllr Joy Allen Cllr Tudor Evans OBE Cllr Liz Green Cllr Glen Sanderson JP Cllr Alan Connett Cllr Mike Haines Mr Philip Sellwood	Aylesbury Vale District Council Sevenoaks District Council Derbyshire County Council Tunbridge Wells Borough Council Cherwell District Council Purbeck District Council Wirral Metropolitan Borough Council Durham County Council Plymouth City Council Kingston upon Thames Royal Borough Council Northumberland Council Teignbridge District Council Teignbridge District Council Energy Saving Trust (EST)
Apologies	Cllr James Jamieson Cllr Abdul Jabbar MBE Cllr Sue Woodward Sir Stephen Houghton CBE Mr Richard Priestman	Central Bedfordshire Council Oldham Metropolitan Borough Council Staffordshire County Council Barnsley Metropolitan Borough Council Local Government Improvement and Development