

LGA Group – Programme Plan

Appendix B

Priority & Lead	What we are looking to achieve	Outputs	Who	When
REPUTATION	Support on key reputational issues			
Service support	<p>To provide support to councils that need it to increase their capacity and capability in specific service areas on key reputational issues including:</p> <ul style="list-style-type: none"> • children and young people • adult social care • cultural services • equalities • safer communities • cohesion 	<ul style="list-style-type: none"> • Sharing and development of good practice through our online and other national networks • Publication of good practice benchmarks and case studies • Direct support to councils that need it delivered by member and officer peers, including peer challenge and review • Direct support to councils with specific performance issues • Additional direct support to councils from councillor and officer peers, and specialist advisers as appropriate 	LG Improvement and Development	Up to March 2011
Help build councils' capacity and support improvement on specific service issues related to Regulatory Services.	<p>Support and promote the Regulatory Excellence Framework and its use in councils self assessment and peer challenge.</p> <p>Increase capacity in councils regarding 'streetscene' regulation and consider the enhancement of current support mechanisms</p> <p>Increase capacity in councils regarding the delivery of 'taxi licensing services by sharing best practice and driving innovation in these services</p>	<ul style="list-style-type: none"> • Promote use with councils, building on the recommendations of the independent evaluation report on the current LACORS' regulatory services 'peer challenge' pilot programme. • Deliver against detailed work plan reflecting councils priorities. 	LG Regulation	On-going
INNOVATION AND VALUE FOR MONEY	Innovation and Efficiency			

Whole Area	Work with councils and the Government to demonstrate how a 'whole area' approach can lead to better services at less cost by delivering a new place-based model of public services, which is responsive to citizens by supporting the development and dissemination of new and innovative practice	<p>Lobbying on place based budgets to promote radical decentralisation.</p> <p>Work with pilot councils on the key areas in which local public services will need to be integrated:</p> <ul style="list-style-type: none"> • governance and accountability • leadership • resources • information • business planning and performance management • commissioning for place and prevention • service design 	<p>LG Group</p> <p>LG Improvement and Development</p>	<p>April 2010 onwards</p> <p>July 2010 onwards</p>
	National Productivity programme	<p>Lead on behalf of the sector the National Productivity Programme</p> <ul style="list-style-type: none"> • Agree workstreams and leads • Initial reports 	<p>LG Improvement and Development</p>	<p>By end of July</p> <p>Autumn 2010</p>
	Total Capital – place based pilot property alliance, which will provide the basis for wider roll-out of property alliance based on programmes of efficiency	Experience, know-how and toolkit available for sector to assist delivery of successful place-based asset management	Local Partnerships	By March 2011
	Improved commercial and leadership skills across the local public sector generally and in particular in order to support place based initiatives and services	Organisational and personal capacity and capability development	Local Partnerships	On-going
Innovation (to be brought together with the productivity programme)	Working with NESTA's Public Services Innovation Lab and other partners, to trial innovative solutions aiming to demonstrate how public services can be transformed by establishing experiments to solve critical social problems	<p>Specific projects through NESTA to redesign services for :</p> <ul style="list-style-type: none"> • resilient families; • young offenders. 	<p>LG Improvement and Development</p>	<p>By March 2011</p>

Local Innovation Awards	To demonstrate that councils are best placed to find imaginative, innovative and cost-effective solutions to seemingly intractable social issues and public delivery challenges in local areas	Incubation of “next practice” working with the award winners for this year’s themes: Economic Resilience; Taking Control of Care; Keeping our Children and Young People Safe; Safer Communities; Achieving more through Partnership	LG Improvement and Development	On-going
Transformational Government –	To demonstrate how councils can deliver local public services more effectively and efficiently	Total Place Customer Insight review <ul style="list-style-type: none"> • Support programme for pilot councils, to help implement Customer Insight and Social Media tool and techniques • National and regional events to highlight and share best practice on customer insight, social media, shared services and efficiency savings • Co-ordinated local government engagement with key national programmes including Tell Us Once, Gov Connect and Total Place 	LG Improvement and Development	On-going
Value for Money Managing through the spending squeeze –	To support councils in delivering a new place- based model of public services, which is responsive to citizens but with significantly reduced costs, including management and overhead costs	Work with pilot councils on the key areas in which local public services will need to be integrated to achieve significantly reduced costs: <ul style="list-style-type: none"> • management and workforce • property assets and infrastructure • ICT investment • procurement • support services 	LG Improvement and Development	By March 2011
Improving Organizational productivity	To support councils with organizational transformation, helping them tackle workforce and cultural challenges with their partners, to improve productivity and customer satisfaction, by supporting the development of innovative practice.	Work with pilot councils and partnerships <ul style="list-style-type: none"> • Communities of Practice on workforce issues • Web resources including good practice guidance and tools • Productivity and workforce improvement peer challenges • National and regional events 	LG Improvement and Development	Up to March 2011
Support council’s regulatory services in learning and sharing good practice to deliver more efficient services	<ul style="list-style-type: none"> ▪ Councils learning from other examples of good practice and innovation. ▪ Promote and support partnership working within council regulatory services to increase efficiency and improve service design and delivery. ▪ Councils briefed and 	<ul style="list-style-type: none"> ▪ Examples of good practice and innovation promoted on website/emails/events ▪ Set up Shared Services COP. (Communities of Practice) ▪ Advise BIS on their proposals for reorganisation ▪ Provide heads of service and practitioner with timely specialist e-bulletins, briefing documents and guidance to all councils across the UK 	LG Regulation	On-going

	equipped on implementing new legislation			
LOCAL DEMOCRACY				
Accountability and governance	To promote and gain support for Freedom to lead, trust to deliver, leading to a new accountability framework with far less inspection and regulation.	A campaign for new accountability framework for local government and local public services.	LG Improvement and Development	On-going
	Strengthening Local Democracy			
Leadership of Place	Jointly with the other improvement agencies, to develop new models of leadership development both place-based and national to help build capability for managerial leaders to lead across organisational boundaries	A Leadership Development Community of Practice to support better commissioning in local government <ul style="list-style-type: none"> • Good practice advice on commissioning leading edge development activities 	LG Improvement and Development	By January 2011
RIEP support	To support the RIEPs to ensure that national and regional improvement support to councils is coordinated	National co-ordination of the RIEPs through support to network meetings and other national-level activity. <ul style="list-style-type: none"> • Servicing of meetings of RIEP, CETG and IEAN • Various publications on work of RIEP's 	LG Improvement and Development	On-going
	Promoting and supporting local councillors			
Councillor Development Programmes	To ensure that all councillors are better able to fulfill their roles as leaders of their local communities. Councillors represent their communities in terms of equality and diversity	A range of Leadership programmes to develop the personal leadership skills of leading councillors and help them become effective strategic and community leaders: IDeA's Leadership Academy; Leadership Centre's "Civic Pride; '21 st Century Councillor"; Be a Councillor"; Leeds Castle and Next Generation programmes. <ul style="list-style-type: none"> • Promotion of the Member Development Charter and Charter Plus • Support for the officers in councils and RIEPs responsible for member development including a Community of Practice • Good practice advice on councillor recruitment to ensure they are representative of their communities 	LG Improvement and Development and Leadership Centre	By end of March 2011
ECONOMY	Regeneration and Growth			
Better Regulation Principles	Explore a proposition to more effectively and efficiently use the	A proposition for consideration by the LGA Group and-central	LG Regulation	By end of March 2011

	current resources in local and central government to drive improvement and embed the principles of Better Regulation in council Regulatory Services	government that secures greater efficiency and effectiveness.		
CUSTOMER SERVICE				
	Communications			
	Improve communications with member councils and enhance the LGA Group brand through successful one day events and residential conference	One day event – November 2010 Residential event- March 2011	LG Group	On-going