Innovation themes
- Collaboration
- Digitalisation
- Integration of services
- Leadership
- Tools of innovation

Innovation Zone

Tuesday 5 July 2016

From 09.00	**Innovation Zone opens** Refreshments available throughout the day. Explore over 800 examples of council innovation in the LGA's innovation database and let us know what help you need or can offer others through our post box.
10.30 – 11.30	**Sunday Assembly** A lively, interactive showcase of how this fast growing, award-winning social enterprise is reducing social isolation, tackling mental ill health and promoting wellbeing through volunteering, peer to peer support, social activities and karaoke. **Cllr Peter Fleming**, Leader, Sevenoaks District Council **Sanderson Jones**, CEO and Co-Founder, Sunday Assembly **Greg Winfield**, Service Design Officer, Waltham Forest Council
12.50 - 1.50	**Cllr David Simmonds CBE**, Chairman, LGA Improvement and Innovation Board **Leadership –** leadership driving innovation. Learning from other sectors **A vision for Bedford Town Centre in a changing landscape for the UK high street** **Dave Hodgson OBE**, Elected Mayor of Bedford Borough Council, Bedford Borough Council The UK high street is in crisis. Each year brings a net loss of hundreds of shops, with out-of-town and online shopping here to stay as major features of our retail landscape. In this context, in Bedford we are pursuing a vision of a town which is an attractive destination in its own right, for shopping but also for culture, leisure and much more. This presentation will look at both completed and ongoing schemes and regeneration projects going on to fulfil this vision, central to which is a £36 million mixed-use development currently under construction.

The voice of young people in education and children's services

Cllr Sarah Russell, Cabinet Member for Education and Skills, Derby City Council

Derby City Council is committed to capturing the thoughts, feelings and creative ideas of young people and to seeking their active participation in shaping services to help them become engaged and responsible citizens. This is an opportunity to explore how this has developed in the city and reflect with you on how it can grow further.

Leadership and partnership during civil emergencies

Major Ian Jenkins, British Army, 66 Works Group Royal Engineers

At a time of civil emergency, different agencies with different structures, leadership models and expectations have to come together to agree on a way forward in the best interests of the safety and security of people and infrastructure. Having been deployed to tackle the flooding in Somerset in 2013/14 and to Cumbria during the Christmas 2015 floods, I will be reflecting on my experience, looking at the importance of leadership in civil emergency situations and providing insight into working with the armed forces at such times.

Be a councillor in Lancashire

Cllr David Borrow, Deputy Leader, Lancashire County Council

Lancashire County Council is piloting a package of 'Be a Councillor' products, specific to their county. The LGA's 'Be a Councillor' is a national campaign aimed at promoting the role of the councillor to talented people, with the hope they will stand for election. The Lancashire project is using modern, innovative means to ensure that the campaign is relevant and appealing to future candidates. It has a focus on reaching potential candidates through modern channels such as Twitter and YouTube. For example, current councillors will feature in a short film that shows the 'Day in the Life' of a local politician, to help prospective councillors relate to the lifestyle and schedule of a county councillor. The 'Be a Councillor in Lancashire' project is unique because it focuses on finding candidates in a geographical area. The guidebook, e-Learning, training materials and website have all been developed with Lancashire in mind. The LGA and Lancashire County Council have worked in partnership to create a package with a distinctively Lancashire feel, so that potential candidates can be supported at the start of their 'Be a Councillor' journey.

4.45 - 5.45	**Collaboration**

Blue lights collaboration – the Emergency Services Collaboration Programme in Surrey and Sussex

Ian Thomson, Area Commander, Emergency Services Collaboration Programme, Surrey Fire and Rescue Service

Partners from six emergency services in Surrey and Sussex are co-designing the way services are delivered to put them in a stronger position to respond to emergencies across the region, save more lives and improve the quality of life for residents, whilst helping to deliver efficiencies. Learn more about some early results from the Emergency Services Collaboration Programme, including a co-responding pilot, and about some ongoing longer-term projects, including the development of an integrated transport function.

Digitalisation

Living Well Essex website

Clare Hardy, Head of Commissioning - People, Essex County Council

Like many authorities, Essex County Council is facing major pressures on its adult social services, including:
- a projected 68 per cent increase in the number of older people with social care needs between 2013 and 2035;
- a growing population of adults with learning disabilities and increasingly complex needs;
- new responsibilities under the Care Act; and
- severe budgetary pressures.

Adult Services in Essex County Council has therefore been undertaking major ICT projects and training programmes to improve the service provided to residents, enabling independence and self-sufficiency through promoting 'self-directed support' and reducing costs in line with current financial constraints.

One of these projects is the development of a mobile-friendly website, 'Living Well Essex', that can be used by both practitioners and residents to access advice, information, guidance and advocacy..

Clare Hardy will outline the council's approach as well as the impact this is having on local residents.

Digitalisation

A Dutch way to deal with disruptive technologies

Robbert Meijers, Strategic Advisor CIO Office, Municipality of Utrecht, Netherlands

Utrecht, one of the largest provinces in the Netherlands, has spent the last few years focussing on becoming a data-driven municipality, using big data to create smart solutions for its residents. Data-driven pilots are currently being held on a range of issues, from monitoring security hotspots to checking in real time the weight of underground dumpsters, to improve services. Managers are also being trained in how disruptive technologies such as robots, 4D-printing and virtual reality can be applied to public services to improve public value. Come along to the presentation to find out more!

Digitalisation

Resilient Vejle – co-creating through productive partnerships

Anne Dyrberg, Consultant, Vejle Kommune, Denmark

The Municipality of Vejle is part of the 100 Resilient Cities pioneered by the Rockefeller Foundation. One of the pillars in the municipality resilience strategy is co-creation. When the municipality is digitising workflows e.g. it is more and more often done in a process across professional boundaries where different stakeholders are involved e.g. citizens, private sector, educational institutions, other municipalities. Come and hear how Vejle works with co-creation and digitalisation.

Integration of Services

LGA, Newton Europe, councils and NHS partners work together to understand integration opportunities

Mark Lobban, Director of Commissioning, Kent County Council

The LGA has commissioned Newton Europe to work with councils and partners in various locations to provide evidence of the efficiency opportunities of integration across the health and social care system.

The learnings from the project provide strong empirical evidence of:
- The models, interventions and approaches that result in efficiency gains and better outcomes for users
- The scale of savings that can be achieved through these different approaches
- How the efficiency savings arise, for example through reduced resources, managing demand, and so on
- Where in the system the benefits will be realised
- Examples of best practice

Tools of Innovation

Behavioural insights for strength based social care

	Rob Newton, Health and Wellbeing Policy Officer, Leeds City Council Working with the Behavioural Insights Team, Leeds City Council is looking at how behavioural insights techniques can be used to change the conversation at the front door of social care contacts to help shift to a more strength-based model of social care. The adult social care contact centre receives 5,000 calls per month and the team is looking to ensure more of these contacts are resolved through individual and community assets. The project, which involves a randomised control trial, is running until March 2017.

Wednesday 6 July 2016

From 09.00	Refreshments will be available all day
11.15 - 12.15	**Collaboration** **Connecting data in Bath and North East Somerset – towards a partnership for data analytics** **Jon Poole**, Business Intelligence Manager, Bath and North East Somerset Council This session will describe the story of the University of Bath, Bath and North East Somerset Council and Bath and North East Somerset Clinical Commissioning Group as we established a collaboration to develop the concept of an office of data analytics into a partnership for data analytics. It will show how analytics have directly linked to local policy outcomes in fields such as health and care commissioning, demand management and direct service delivery. The story extends beyond local institutions and will show how through the Bath:Hacked Open Data movement we have a method of effectively engaging with local residents and businesses. **Digitalisation** – separate workshop W9 – Are you ready for 2020? (see main programme for details) **Integration of Services** **Dorset Councils Partnership – the story so far** **Penny Mell**, Head of Business Improvement, Dorset Councils Partnership **Caron Starkey**, Business Transformation Manager, Dorset Councils Partnership

Bobbie Bragg, Corporate Manager HR and OD, Dorset Councils Partnership

Dorset Councils Partnership is a combined organisation managed by a single leadership team which serves North Dorset District Council, West Dorset District Council and Weymouth and Portland Borough Council. Having established the Stronger Together approach to transformation, the Partnership has brought together a single workforce, introduced new ways of working, invested in technology, transformed the workplace and delivered many projects to help transform the way services are delivered in future. Through our experience, we have learned a great deal about bringing people, processes and technology together. In this session, we'll share some of those experiences and provide an insight into what we've learned so far.

Tools of Innovation

Behavioural insights!

Claire Hughes, Principal Commissioning Officer (LEP), Lincolnshire County Council

Understanding what motivates us to behave in certain ways is fascinating and an incredibly useful tool to develop policies and projects that really have an impact. This describes what the Behavioural Insights Team does. Also known as the 'nudge unit', it draws on behavioural science literature and trials ideas before they are scaled up. The Greater Lincolnshire Employment and Skills Board and Lincolnshire County Council have been working with the Team to increase the skills of local residents, and one of the projects underway will provide valuable understanding about what motivates employers to invest in training.

Tools of innovation

Civic leadership and service innovation – lessons from the Commonwealth

Terry Parker, Regional Adviser, Commonwealth Local Government Forum (CLGF)

Dr Carl Wright, Secretary General, CLGF

No matter where we are in the world communities need leaders to deliver public services in a way they can connect with.

Presented by CLGF, this session will cover multiple innovation themes, whilst providing valuable international perspectives on universal local government challenges making efficiency savings, addressing local priorities and protecting the frontline services, whilst delivering on a 'vision for place'. It will also consider ways in which UK local government

	can engage with and learn from international experience and partners in the future.
12.25 - 1.20	**Collaboration** **MappingGM (Greater Manchester) through collaboration** **Lucy Woodbine**, Principal, Planning and Housing Research, New Economy Manchester on behalf of GMCA **Chris Pope**, Senior Analyst, New Economy Manchester on behalf of GMCA GM has been collaborating for over 30 years, and in 2014, identified that the ten areas needed a single view of spatial and social infrastructure. To deliver this, Salford City Council and New Economy, on behalf of the LEP and GMCA, took on the technical and cultural challenge of developing a joint open data infrastructure map. This project was the first of its kind in the UK, bringing together information from the public and private sector, and helped politicians, developers, citizens and officers to more easily understand and respond to GM's spatial planning needs. **Digitalisation** **Get online Reading scheme** **Jill Marston**, Senior Policy Officer, Reading Borough Council **David Neale**, Development Officer Digital Inclusion, Reading Voluntary Action The scheme was launched in April 2015 to provide support to Reading residents who needed help with using IT, helping to break down some of the barriers to accessing the internet and digital services, and increasing digital inclusion. More than 40 volunteers have now been trained to help customers with basic online skills at various community locations, particularly in more deprived areas of the borough. We have recently gained private sector funding to help develop the scheme further this year. **Digitalisation** **OS[2]- Danish public network for digitalisation** **Jens Kjellerup**, CIO, Ballerup Municiapality, Denmark

OS^2 – is a network of 60 Danish municipalities. The aim of the network is to specify, develop and govern digital solutions by municipalities for municipalities and other public organisations. OS^2 products cover many different areas of digitalisation from turnkey websites to internal business process definition engines. Examples of OS^2 products include:

OS^2Geo (Gis and geolocation systems)
OS2webscanner (security scanner for websites and open data)
OS^2MO (system to govern organisation units and employees)
OS2KITOS (record system for portfolio of systems, contracts, projects and interfaces)

The OS^2 network has developed and overseen more than 20 products which are being used by municipalities. Visit www.os2.eu to read more about the OS^2 projects.

To ensure the free co-development and exchange of ideas and digital solutions, all products of the OS^2 network are released under an open source licence or a creative commons licence. All OS^2 products are legally owned (IP) by the OS^2 network community.

Integration of Services

Investing in and unlocking the social value within Lambeth's communities

Cllr Jack Hopkins, Cabinet Member for Regeneration, Business and Culture, London Borough of Lambeth
Alexander Kenmure, Head of Business Development, GoodGym

The London Borough of Lambeth plays host to a diverse and inspirational range of residents and communities who are committed to making a difference in their local areas. As these same people face challenges from the rising costs of living and reduced public services, Lambeth Council has been exploring how to go beyond service delivery and invest in sustainable ways to strengthen the resilience of its local economy and community, such as POP Brixton and GoodGym, two examples that show how local authorities can be a catalyst for local action and growth.

Tools of Innovation

Bright beginnings for families through community support

Wayne Mortiboys, District Commissioning Lead (Lichfield), Staffordshire County Council

Staffordshire County Council and Spark CIC have been participating in the LGA-sponsored 'Design in Public Services' programme to improve

	support for families with pre-school age children, where there are known lower level risk factors, and where earlier and less formalised intervention has the potential to have a significant longer term impact through the development of community-based solutions.

Born initially out of a campaign group to save children's centres, local mums were inspired to create a new organisation, Spark CIC, and took over the running of two children's centres in Burntwood in September 2015.

Our session will focus on the learning gained through the tools and techniques that have helped both parties to improve the family support available in Spark centres. |
| 1.30 - 2.20 | **Collaboration**

Transforming outcomes for children in need

Nigel Moorhouse, Director of Children Social Care, Cheshire East Council
Kate Wareham, Director – Young People and Families, Catch22

Cheshire East and Catch22, a social business, have piloted a new approach to helping children in need, with the help of Department for Education Innovation funding
- **Collaboration:** working closely together to co-design a staffing and delivery model
- **Reducing repeat referrals**: intervening earlier so that children and families access intensive support before their needs escalate
- **Whole family approach**: staff work with the whole family and take a strengths-based approach, spending time building strong relationships with the families
- **Pod structures**: the team combines the expertise of social workers with differently qualified staff, including volunteers, who provide tailored support based on each family's needs
- **Unlocking capacity**: involving communities by engaging volunteers, peer mentors and family role models

Digitalisation

Cyber attack – could you run services without IT for a week?

Judith Hetherington Smith, Chief Information and Commissioning Officer, Lincolnshire County Council

On Tuesday 26 January 2016, Lincolnshire County Council was subject to a malicious software ('malware') attack on its IT system. The attack led to a shutdown of council IT systems as the authority investigated the |

malware's impact. Eventually, council systems and online services were fully restored after being out of action for almost a week.

This kind of attack is now common place – are you prepared?

This session will provide a short overview of Lincolnshire's experience and an opportunity to discuss how we might all be better prepared.

Integration of Services

Leicestershire – Warm Homes Healthy Homes: Overlapping the spheres to tackle cold related illness and deaths

Rob Howard, Consultant in Public Health, Leicestershire County Council

Leicestershire County Council Public Health used NICE guidance to commission a healthy housing and referral and advice project to tackle fuel poverty and excess winter morbidity and mortality. This presentation will describe the system and how we went about bringing together a complex landscape of commissioners and providers to ensure an overlapping, seamless and accessible service for vulnerable households.

Tools of Innovation

Using commercial design principles to address multi-agency issues around support for adults with complex needs

Tracy Aarons, Deputy Chief Executive, Mendip District Council

This presentation explains how, faced with massive cuts to funding for housing-related support for adults with complex needs, councils and criminal justice partners in Somerset have found different ways to support this cohort. Working with the Design Council as part of the Design in Public Service Programme, the project developed a new approach to tackling the issues faced, applying the design principles of the commercial sector. The project has gained strong buy in, with statutory agencies and providers working together to develop prototypes that focus on needs identified from both qualitative and quantitative data about the vulnerable adults involved.

Tools of innovation

Sustainable service innovation from British Columbia in collaboration with the Federation of Canadian Municipalities (FCM)

Cllr Don Bell, Acting Mayor, City of North Vancouver, Canada

	Elena Pierce, Governance Policy and Networks Advisor, Federation of Canadian Municipalities (FCM)

Cities are on the front line of climate change but can also implement innovative solutions at a local level quickly and efficiently. This session is aimed at local government leaders and focuses on successfully addressing energy efficiency and climate change adaptation issues from a Canadian perspective. |
| 2.40 - 3.30 | **Collaboration**

More fences mean fewer ambulances - how your communities are the answer to your budget problem

Cllr Robin Millar, Portfolio Holder for Families and Communities, Forest Heath District Council
Davina Howes, Head of Families and Communities, Forest Heath District and St Edmundsbury Borough Councils (West Suffolk)

Fewer resources and more demand is a familiar tale. In West Suffolk, we committed to repositioning this in 2011 and now our response, "More fences, fewer ambulances", is embedded in our strategies, plans, finances and structure. Find out about our journey so far – what has worked, what hasn't, and what we still have to do. This session will explain the leadership, practicalities of delivery, challenges of sharing the approach and evaluating progress. Learn how a focus on families and communities helps people to help themselves, and is proving relevant and powerful for police, health and social services.

Digitalisation

SH:24 – an agile, digital innovation to deliver sex and reproductive health 24 hours a day – from concept to a commissioned service

Dr Gillian Holdsworth, Consultant in Public Health, Southwark Council
Chris Howroyd, Service Development Lead, SH24
Cllr Maisie Anderson, Cabinet Member Public Health, Parks and Leisure, Southwark Council

Responsibility for the commissioning of sexual health services transferred to local authorities in 2013. Services are open access and create significant budget pressures on the public health grant. Southwark experiences high rates of sexual ill health and an innovative, efficient and cost-effective model to improve access was needed. SH:24 brought users and providers together to explore options for increasing access to sexual health testing at lower cost. Agile and design led service development created a digital service which allows users to access the services they need using technologies which they are familiar with in their daily lives |

Wigan - the digital journey

Lesley O'Halloran, Wigan Council
Alison Hughes, Wigan Counci

Wigan Council's award-winning digital journey is based on the principles of The Deal. Embracing digital technologies has transformed both the way we deliver services and how we support our residents, communities and businesses. We are digital at our heart, and our mission is to bring about the very best digital outcomes for us as an organisation, and for every one of our residents. Working with an impressive array of partners of all sizes, we upskill our residents, support digital community start-ups, connect through social media, implement new technology solutions, and develop strong digital infrastructures for our businesses. We are #DigitalWigan.

Integration of Services

Greenwich Co-ordinated Care

Hannah Doody, Senior Assistant Director, Royal Borough of Greenwich
Claire Northover, Service Manager for Integrated Services, Royal Borough of Greenwich

Greenwich has a strong history of integration and has been a pioneer site since 2011. Our Care model is designed around existing joint teams, which bridge acute, community and social care. These teams are the foundations of our partnership. We also have a model of navigation and flow to help people move through the health and social care system. All of these systems and processes are evolving. Mechanisms have been agreed with partners to look at new contractual arrangements from April 2016 to improve, develop and consolidate the elements of pathways to improve outcomes and efficiencies and grow the care model. Greenwich Health and Social Care partners will build on the existing integrated schemes, now including acute providers as well as Mental Health, with an aim to get patients back to their usual place of residence as soon as possible, as well as developing admission avoidance schemes.

Tools of Innovation

A collaborative approach to helping older people remain independent in their homes

Julia Vernon, Housing Business and Partnership Manager, St Edmundsbury Borough and Forest Heath District Councils (West Suffolk)

| | In West Suffolk our older population is larger than the national average and on the increase. The rising demand for services, along with the need to reduce public spending, means we need to make sure all public services are working well together to identify and plan for the challenges ahead to avoid having to manage crisis scenarios.

In this session, we explain how we brought together West Suffolk Council's housing service, Suffolk County Council's Adult Social Services, West Suffolk Clinical Commissioning Group and the area's largest housing association, Havebury Housing Partnership, to help prevent older persons' unplanned hospital admissions and reduce ambulance call-outs as the older population grows. |
| | |

Thursday 7 July 2016

From 09.00	Refreshments will be available
9.30 - 10.20	**Digitalisation** **Make it digital: how the BBC is unleashing our digital creativity** **Bill Thompson**, Partnerships Lead, Make it Digital, BBC To inspire our audiences to build their digital skills and understand more of the digital world that is changing their lives, Make it Digital did what it does best – creating great TV, radio and digital content to inform, educate and entertain our audiences and using this to set them off on learning journeys. In his interactive session, the BBC's Bill Thompson will look at Weather Watchers, Matchr, and the micro:bit and discuss the challenges, successes and next steps for Make it Digital.
12.10 -1.00	**Tools of innovation** **Using behavioural insights in local government** **Tim Pearse,** Head of Local Government**,** Behavioural Insights Team Behavioural insights have been used across central government to improve policy outcomes through low cost interventions. The approach can be applied to everything from increasing collection of taxes to increasing the numbers of job seekers finding work. Given this success there are significant opportunities for local government to apply behavioural insights and this session will detail a range of work done by BIT to show its potential. **Tools of innovation**

Designing services for our citizens

Melani Oliver, Programme Manager, Design Council
Pauline Shakespeare, Programme Manager, Design Council

Since early 2015, the Design Council has been delivering its national training programme for commissioners, 'Design in the Public Sector', in partnership with the LGA. Hear officers explain how the programme enabled them to review and fundamentally formulate new solutions, embed new ways of working and engage communities.

"We recognise that there is a growing movement of design thinking and innovation in public services and the LGA is keen to equip more councils with the necessary tools and knowledge. As councils' finances get tighter, we want to enable them to come up with radically different solutions to challenges faced so they can continue to provide excellent services to their communities." Cllr David Simmonds, Chairman, LGA Improvement and Innovation Board.

Digitalisation

Digital city planning

Stefan Webb, Head of Projects (Digital Cities), Future Cities Catapult
Adam Rae, Head of Data Science, Future Cities Catapult

The method by which cities develop, design and communicate how they intend to change has remained essentially the same for the past 70 years. Future Cities Catapult believes that data science, data visualisation and digital transformation provides an opportunity to rethink how we do planning, improving the quality, speed and transparency of the process for all.

Future Cities Catapult is an agency set up by government to advance innovation, to grow UK companies, to make cities better. We will show two digital tools we have developed to generate better information on which to make planning decisions.

Collaboration

"Working out" new ways to make a difference in our communities with GoodGym

Alexander Kenmure, Head of Business Development, GoodGym

Ever watched someone on a running machine in a gym and wondered if something could be done with all that energy? We have, hence GoodGym – a way for people to get fit running but also use their exercise to make a difference in their communities. We match runners

to volunteering opportunities in their area, be it supporting local VCS groups or directly supporting isolated older people. Currently working with 26 local authority areas, we believe there are better ways of mobilising residents around shared outcomes and challenges.

Tools of innovation

Habits for successful public sector innovation

Michael Rowland, Head of Parks Development, Bournemouth Borough Council

Lydia Ragoonanan, Programme Manager, Nesta

This session will explore the habits and techniques shown to be successful in stimulating public sector innovation. Across both the Rethinking Parks and People Powered Results programmes Nesta has worked with front line staff to try new ways of working, achieving impressive results. Nesta programme leads will be joined by the local public sector leaders who have been at the fore of public sector innovation. Delegates will have an opportunity to have a brief taster of innovation practice and to learn first-hand about these world-leading programmes that are helping to address some of the public sector's most pressing challenges.

30.06.2016