

18 March 2014

Managing demand, building future public services report

Purpose

For discussion and direction.

Summary

'Managing demand: building future public services', commissioned by the LGA, looks closely at the potential of demand management to address the challenges facing public services and communities. It also reviews the financial case for demand management, arguing that the financial case is strong enough for local authorities to prioritise this. A copy of the Executive Summary is attached.

Ben Lucas, Director of the 2020 Public Services Trust at the RSA (Royal Society for the encouragement of Arts, Manufactures and Commerce) and a member of the report's project group, will present the report to members. The 2020 Public Services Trust was established in 2008 to broaden the debate on the future of public services. Further to its successful work, the Trust ceased its activities and as from March 2011, transferred to the RSA.

Recommendations

Members are asked to:

- i. note and comment on the report; and
- ii. discuss their own council's experiences of managing demand.

Action

- i. To action in light of members' comments.

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