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No.	Subject	Activity	Action
1	**Digital workstream**	**Transforming services: digital programme**	SC
		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.	
		Digital Transformation	SC/JA
		Establish and run the Digital Inclusion programme – funding 10 councils to promote digital inclusion in their areas. The aim of the programme is to empower individuals or groups of people in local communities to improve their skills and confidence and to generate efficiencies for the local council.	
		Work with the five councils in the Digital Housing Programme to re-use the assets developed by a group of district councils in Kent under the Digital Transformation Programme. Work with them to capture and share their learning through case studies and presentations at conferences and events.	
		Channel Shift	SC/JA
		Publish the evaluation report for the Digital Channel Shift programme, which were funded under the Channel Shift programme in February 2017 and went live in 2018/19.	
		LGDC	SC/JA/OL
		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.	

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		LG PSN Programme Board 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.	SC/JA/OL
		LGA Digital showcase conference November 2019 Host a digital conference to showcase successful projects together with other work being done by councils more widely. Help to share this good practice, existing assets and learning to enable more councils to benefit.	SC/JA/OL
2	**Cyber Security**	**Transforming services – Cyber Security** 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.	SC/OP
		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.	OP/JC
		b) Following on from the stocktake undertaken by all English Councils in 2018/19 the LGA is working with the National Cyber Security Centre, MHCLG, SOCITM (Society of IT Managers), SOLACE (Society of Local Authority Chief Executives) and the WARP's to develop the next phase of this programme of work. The aim of Phase 2 is to fix issues identified and not yet addressed in Phase 1, as well as allow joint bids between councils or partners to consolidate and join up efforts and resources, and build sector capacity. (This programme is being funded by Cabinet Office and is part	OP/JC

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No.	Subject	Activity	Action
		of the National Cyber Security Programme)	
3	**Shared Services and Collaboration**	**Transforming Services – Shared Services and Collaboration**	RG
		Shared Services Map annual refresh – 2019 map will be launched July 2019. 2020 refresh will be commissioned and overseen.	GH
		Matchmaking Service – run the matchmaking service for councils set up in 2016, in order to help increase efficiency savings councils make through sharing services.	GH
4	**Behavioural Insights Programme (Innovation and Demand)**	**Transforming Services – Behavioural Insights Programme** Behavioural Insights programme – undertake behavioural insights trials with with eight councils to shift the behaviour of customers in order to better manage demand for services. a) Complete the third cohort of Behavioural Insights projects. b) Hold a national project learning event in March 2020.	RG
5	**Design in the Public Sector (Innovation and Demand)**	**Transforming Services – Design in the Public Sector** 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. a) Run the 2019/20 programme to support 10 councils to use design techniques to transform services and/or manage future demand. b) Capture the lessons learned from the southern and northern regional cohorts of public health	RG

No.	Subject	Activity	Action
		intervention in the 2018 – 19 programme and publish the results. c) Develop and implement a design skills training programme for teams across the LGA.	
6	**Procurement**	**Smarter Sourcing – Working with councils to help them to improve their procurement arrangements.** **National Procurement Strategy 2018 (NPS2018)** a) Implement the programme of work agreed by the National Advisory Group to help councils improve their procurement arrangements from council's self-assessments from the National Procurement Strategy following the launch in July 2018. **Supplier Failure** a) Capture and share intelligence covering major suppliers to help reduce the risk for councils if a supplier got in to financial difficulty. b) Work with those councils who have high value or strategic spend on specific suppliers in construction/highways, social care and ICT sectors to develop strategic supplier relationship management. c) Support a number of local government experts in their particular fields to lead on relationships with identified suppliers.	TH GH/SD TH

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No.	Subject	Activity	Action
		National Advisory Group (NAG) a) Organise four quarterly meetings with the National Advisory Group for Local Government procurement and support the work streams identified in the national procurement strategy.	TH
		National Category Work a) Work with groups of councils interested in joining together in particular categories of spend. Children's Services, Adult Social Care (with CHIP Team) and Construction. b) Continue with work on cross cutting issues relating to local government procurement: modern slavery, social value, commercialisation, social value, working with SME's and VCSE's. c) Continue to work with the Grenfell towers Industry Response Group on a national response to recommissioning of cladding and fire doors.	GA/GR/GH
		Procurement and commissioning skills a) Following the NPS 2018 diagnostic exercise, focus on the gaps councils have identified in procurement, commissioning skills, social value, contract management and training. Work with the Government Commercial Function to cascade and share the resources and training that are already available and if necessary commission additional support that can be cascaded to all councils via 'train the trainer' routes.	TH
		Brexit a) Work with central Government to develop and disseminate key messages in relation to any new regimes and provide interim guidance on contracts	TH

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No.	Subject	Activity	Action
		Encouraging Innovation a) Continue to work with stakeholders to identify potential for encouraging innovation via procurement and how this can offer a catalyst to promotion of innovative solutions for council services. b) Disseminate findings including those from various funded programmes through a series of workshops run in collaboration with Innovate UK.	GR
		Modern Slavery Act requires organisations with a 'turnover' exceeding £36m and which supply goods and services in the UK to publish an annual statement explaining what they are doing to eliminate slavery from their supply chains. Councils whose annual budget exceeds £36 million will shortly be legally required to submit transparency statements, however an increasing number of councils are doing so on a voluntary basis. We will continue to share the information from these exemplars and provide assistance to councils that wish to develop their own statements.	GH
7	**Commercialisation**	**Generating Income** – Help councils to become more commercial through a series of courses, events and sharing good practice.	RG
		Commercial Skills Training a) Develop, design and deliver a strategic commercial skills training course for officers to provide them with the skills and confidence to undertake more ambitious commercial activity. b) Deliver three commercial skills masterclasses for elected members. The training will be delivered by a commercial trainer and an LGA member peer.	HH

No.	Subject	Activity	Action

		c) Update the interactive commercial good practice map.
		
		d) Hold a national event to share good practice.
		
		Advanced Commercial Group
		
		a) Organise four quarterly meetings with council chief executives/senior commercial directors to:
		    • Share different approaches to commercialisation to enable mutual learning
		    • Enable councils already advanced in their thinking to move further, faster
		    • Identify possible barriers to commercialisation to inform LGA policy work on behalf of the sector
		    • Identify potential synergies/ opportunities for collaboration/ partnerships/ joint ventures where appropriate
		
		Commercial Skills Procurement Solution (CSPS)
		
		a) 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.
		
		b) Publish the social value research 'Profit with a purpose'.
			RG
			
			RG/HH

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No.	Subject	Activity	Action
8	**Productivity & Income Generation Experts**	**Productivity and Income Generation Experts programme** a) 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 over four years.. b) The learning from the pilots will be effectively communicated across the country. c) An evaluation of the programme will also be undertaken by the research team.	GA
9	**Transformation and Innovation Exchange**	**Transformation and Innovation Exchange** The Transformation and Innovation Exchange will provide support and a wide range of resources to help councils with their continuous improvement journey. This will include a self-assessment tool to help councils to identify areas for further improvement. a) Launch the Transformation and Innovation Exchange at the LGA Conference in July 2019. b) Proactively communicate with councils to raise awareness of the self-assessment tool and encourage councils to use the Beta tool and provide feedback. c) Further refinement of the self-assessment tool in March 2020, following feedback from councils. d) Promote the self-assessment tool and the resources within the Transformation and Innovation Exchange.	SA

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10	**Communication**	a) Develop a Communication Strategy with the Communications Team, to communicate the impact of the Productivity team's work to councils, partners and LGA colleagues. b) **Productivity team video** – to communicate the impact of the Productivity team's work c) Case studies, tools and information on **website** kept relevant and up to date easy to search/find. d) **Social Media** – Twitter and LinkedIn accounts established to raise the profile of the team's work.	SA/SD/TK

SC – Siobhan Coughlan; JA – Josephine Altham; OP – Owen Pritchard; JC – Jamie Cross; RG – Rhian Gladman; GH- Guy Head; TH – Tina Holland; SD – Sadie Duffell; GA – Grace Able; GR – Georgia Rudin; SA – Susan Attard; TK – Tanya Khatun; OL – Olivia Lancaster