

Join us at the Innovation Zone on 8-10 July

The dedicated zone at this year’s event in Bournemouth will be a visually vibrant and creative space, designed to facilitate multiple conversations, demonstrations and presentations from councils that have risen to the challenge of being more innovative – and in turn have reaped successes and savings for their communities.

Hear informally from one of several councils showcasing their innovation’s successes. Some councils will be presenting to a small seated audience, while others will be happy to talk to you and colleagues around small tables and chairs on an ad hoc basis over a coffee or lunch about what they are doing. So visit the zone to:

- Hear the latest thinking from councils showcasing and sharing their innovative ideas and practice.
- Find out how they are fostering and encouraging innovation to solve their biggest local challenges.
- Participate in interactive sessions on political leadership, service redesign, transformation, demand management, data, digital and technology.
- Take away great ideas to consider and adapt to address your own council’s challenges.
- Be inspired and energised by colleagues who not only are already being innovative but want to be even more so.
- Check out and contribute to the “asks and offers” screen – we’ll be updating and responding to this regularly throughout the conference.
- Tell us your innovation story and take part in an open-mic session.

This programme will be updated on a regular basis as more contributors and arrangements are confirmed – keep checking the website for the latest version.

Innovation Zone – programme of sessions

Tuesday 8 July

From 09.00	Innovation Zone opens – refreshments available throughout the day – check out and contribute to the “asks and offers” screen or charge up your phone or ipad in the charging zone.
12.30-1.45	Political leadership – how do you encourage innovation in your organisation? Facilitated by Cllr Peter Fleming , Chair, LGA Improvement and Innovation Board
3.30-4.45	Political leadership – the future role of the councillor

5.00-5.45	<p>Political leadership – the networked councillor Led by the East of England LGA and Public-I, you will be asked to discuss how social media and digital is changing how you work as a councillor. You are probably already using social media so we will get the discussion beyond, “get on Twitter and use it well” to how society’s expectations of how you work with communities are shifting.</p>
5.00-5.45	<p>Transformation – driving transformational change beyond shared management and services The Shared Chief Executives Network will showcase the leading edge transformational change they are driving in their authorities, building on their earlier work to achieve shared management and services. The session will consider where you look next for savings and improved outcomes once you have shared everything possible in your initial partnerships – including integration across tiers of government, new ways of commissioning services and scaling up sharing across further boundaries.</p> <p>Partnerships that will feature include: Cherwell, South Northamptonshire and Stratford upon Avon councils, West Oxfordshire, Cotswold, Forest of Dean and Cheltenham councils, Babergh, Mid-Suffolk and Suffolk County councils</p>

Wednesday 9 July

From 09.00	Refreshments available throughout the day – check out and contribute to the “asks and offers” screen and charge up your phone or ipad in the charging zone.
10.00-10.45	<p>Service redesign</p> <ul style="list-style-type: none"> • Epic CIC – Mutualising youth services to improve and innovate in times of austerity Brendan O’Keefe, Managing Director, Epic CIC and Cabinet Office Mutuals Ambassador
10.00-11.30	<p>Transformation</p> <ul style="list-style-type: none"> • Essex County Council – Employment & Skills Board – brokering a forum and skills investment fund to better connect employers and skills providers in the area – a first nationally. Cllr Kevin Bentley, Deputy Leader and Cabinet Member for Economic Growth and Infrastructure, Essex County Council • North Somerset Council has made some hard decisions coupled

	<p>with innovative thinking to meet its considerable financial challenges. The development of the Town Hall Gateway and new Weston-super-Mare library has brought together a wide range of customer services in one place from a variety of organisations – including the council, its support service partners Liberata and Agilisys and Avon and Somerset Police. The creative approach has enabled the successful delivery of considerable cashable savings, strengthened relationships with partners and made service delivery more convenient and flexible for customers. Partnership working with Avon and Somerset Police and other agencies is now being developed further with the creation of a multi-agency ‘citizen portal’. The portal will be optimised for mobile devices and will create a unique customer access point for multi-agency information and services in one place.</p> <p>David Burdge, Corporate Information Manager, North Somerset Council</p> <ul style="list-style-type: none"> • Plymouth City Council – Delt Services will deliver shared ICT services across Plymouth City Council and New Devon Clinical Commissioning Group and is expected to make millions of pounds of savings over the next 10 years. Delt will consolidate services, make better use of ICT and improve service delivery for customers and the formation of a highly skilled ICT shared service will protect and enhance quality jobs being retained in the city of Plymouth. As one of the first organisations to attempt to deliver an ICT service in this way, it demonstrates the pioneering approach we are taking in Plymouth to enable an improved service despite reducing resources. The assistance of the Transformation Challenge Award to facilitate proper and planned investment in ICT will enable the Council’s wider three year transformation programme. <p>Giles Perritt, Head of Policy, Performance and Partnerships, Plymouth City Council</p>
10.45-11.30	<p>Service redesign</p> <ul style="list-style-type: none"> • Suffolk County Council – Tackling youth unemployment through innovation with partners. <p>Kevin Rodgers, Head of Skills, Suffolk County Council</p>
11.45-12.45	<p>Service redesign</p> <ul style="list-style-type: none"> • London Borough of Camden – Timewise: organising time rather than jobs to deliver services and create job opportunities in the local area. Representatives from the London Borough of Camden • Achieving for Children and Mutual Ventures

Achieving for Children (AfC) is the first social enterprise in the country to deliver an integrated suite of children's and education services. Established jointly by the **Royal Borough of Kingston-upon-Thames** and the **London Borough of Richmond-upon-Thames**, it will provide a specialist focus on core services, improve staff engagement and bring decision-making closer to user needs. Whilst social enterprises are well-established in the adult social care arena, AfC will break new ground in children's services. This model will facilitate efficiencies and provide a positive response to the dual challenge of reducing budgets and demographic pressures. This session will provide an interactive opportunity for delegates to engage with AfC and their Cabinet Office appointed advisors to explore how the organisation was established and the benefits that it is now providing. Delegates will have the opportunity to hear about and explore how AfC was created and some of the main barriers were solved; the benefits that this innovative approach is already realising six months after launch, key policy developments and how these are facilitating local authorities to adopt new delivery models. **Rob Henderson**, Deputy Chief Executive Officer and **Ian Dodds**, Director of Standards and Improvement, Achieving for Children **David Fairhurst**, Director and **Andrew Laird**, Director, Mutual Ventures

- **Oxfordshire County Council**

In 2007 Oxfordshire set up a Domestic Abuse champion network which has been a real success and has been held up as good practice in the LGA library, EVGW strategy. The model has now been set up as a social enterprise through Reducing the Risk charity and offers other areas the opportunity to buy into this good practice model to buy into the website www.reducingtherisk.org.uk where champions can access and search for data securely.

Michelle Plaisted-Kerr, County Domestic Abuse Coordinator, Oxfordshire County Council

- **Spelthorne Borough Council** – enhancing the customer experience – how to achieve a successful, customer-centric approach to service delivery

In May 2011, Spelthorne Borough Council launched an ambitious three year strategy to enhance customer service at the council. The main aims being to improve resilience, cut down on duplication, improve efficiency and ultimately provide a better customer service experience for all Spelthorne residents. The strategy so far has been a great success and has delivered some impressive results. **Linda Norman**, Head of Customer Services, will share Spelthorne Borough Council's approach, the successes and challenges they've faced along the way; and the results so far. With a significant part of the strategy relying on technology

11.45-12.45	<p>innovation to deliver results such as the Engage smartphone app to communicate with their residents, Linda will touch on some of the solutions used to achieve the customer-centric vision, including the crucial role and positive impact they played during the floods in February.</p> <p>Open mic innovation – turn up and share the highs (and lows) of your council’s innovation experience.</p>
1.00-1.30	<p>Demand management</p> <ul style="list-style-type: none"> • Calderdale Metropolitan Borough Council will present a whole council approach to demand management showcasing a range of examples and emerging practice including how it has been built into the council’s DNA. Robin Tuddenham, Director of Communities and Business Change Calderdale Metropolitan Borough Council
1.00-1.30	<p>Technology/digital</p> <ul style="list-style-type: none"> • Reading Borough Council – showcasing the ElevateMe web-based work readiness and skills app. Zoe Hanim, Head of Policy Performance and Community, Reading Borough Council
1.30-2.30	<p>Demand management</p> <ul style="list-style-type: none"> • Buckinghamshire County Council’s foster care recruitment campaign Kate Walker, Communications and Projects Officer, Buckinghamshire County Council • Lewes District Council and FutureGov will be explaining how they have been working together to develop and test new innovative approaches to supporting people who are suffering financially. They have developed two apps that they will be demonstrating and discussing how they worked together and their journey. They have also worked closely with lots of partner organisations, and will be explaining how that process worked. Rachel Allan, Scrutiny and Committee Officer, Lewes District Council • Southampton City Council’s waste and recycling service has made tremendous strides in managing demand for services with the use of innovative technology solutions such as apps, in-cab terminals, e-alerts and the use of reward schemes. All this is helping to improve the customer experience, make the service more

	<p>accessible and encourage channel shift, which ultimately enables Southampton City Council to deliver a value-for-money service. Jon Dyer-Slade, Head of City Services and Gale Williams, Service Improvement and Transformation Manager, Waste and Recycling, Southampton City Council</p>
1.30-2.30	<p>Technology/digital</p> <ul style="list-style-type: none"> • London Borough of Enfield – innovations via digital media and technology in staff training and development Claudia Megele, Head of Practice Learning, London Borough of Enfield • Central Bedfordshire Council will share their innovative approach to supporting older lone adults – giving them IPADs to help tackle loneliness and giving them easier access to services. Tim Hoyle, MANOP Head of Service, Social Care, Health and Housing, Central Bedfordshire Council
2.45-3.45	<p>Transformation</p> <ul style="list-style-type: none"> • Woking Borough Council – income generation strategies Ray Morgan, Chief Executive, Woking Borough Council
4.00-4.45	<p>Data</p> <ul style="list-style-type: none"> • Innovation through open data – panel session and demonstration Facilitated by Cllr Tim Cheetham, LGA Improvement and Innovation Board and Barnsley Metropolitan Borough Council Tom Riordan, Chief Executive, Leeds City Council Other speakers to be confirmed
4.00-4.45	<p>Demand management</p> <ul style="list-style-type: none"> • Kent County Council – strategic transformation of services through evidence based commissioning The importance of understanding the current business model will be explained; establishing a deep understanding of current services and creating a strong evidence base as a driver for change; agreeing a clear vision, transformation approach and delivery model; prioritising projects against value and target resources to ensure delivery at pace and scale aligning joint commissioning opportunities to the transformation programme. Mark Lobban, Director of Commissioning Social Care, Health and Wellbeing, Kent County Council

	<p>Steve Phillips, Associate Director, Newton Europe</p> <ul style="list-style-type: none"> • Royal Borough of Kingston-upon-Thames – adult social care efficiency programme – working with an efficiency partner on a payment-by-results basis to identify significant savings while retaining front-line services. Simon Pearce, Executive Head of Adult Social Care, Royal Borough of Kingston-upon-Thames • Wiltshire County Council – adult social care efficiency programme – promoting independence via outcome-based commissioning. Through interventions focussing on recovery and promoting independence, many older people will need less care. Maggie Rae, Corporate Director - Adult Social Services and Public Health, Wiltshire County Council
<p>Thursday 10 July</p>	
From 09.00	Refreshments available throughout the day. Check out and contribute to the “asks and offers” screen or charge up your phone or ipad in the charging zone.
10.15-10.45	<p>Transformation</p> <p>Councils will talk about the Delivering Differently programme with Cabinet Office and the Department for Communities and Local Government colleagues – how it’s helping to transform services through the use of new delivery models such as mutuals and voluntary organisations.</p> <p>Natasha Price, Head of Mutuals Support Programme, Commercial Models, Cabinet Office Andy Bowie, Head of Commissioning Hub, Manchester City Council Other speakers to be confirmed</p>
10.45-11.45	<p>Transformation</p> <p>Come along and listen to those councils involved in the Delivering Differently programme.</p> <ul style="list-style-type: none"> • Cheshire West and Chester Council Richard Harrison, Head of Strategic Reviews, Strategic Commissioning, Cheshire West and Chester Council • Kirklees Metropolitan Borough Council Emma Mills, Landscape Architect Manager and Kevin Walton, Senior Planner, Kirklees Metropolitan Borough Council

12.00-1.00	<p>Demand management</p> <ul style="list-style-type: none"> • Essex County Council will showcase their ‘children on the edge of care’ Social Impact Bond - the first in UK local government. Margaret Lee, Director of Corporate Services, Essex County Council
12.00-1.00	<p>Technology/digital</p> <ul style="list-style-type: none"> • Buckinghamshire County Council on behalf of partners, successfully secured up to £100,000 worth of support from O2’s Local Government Digital Fund, to support the work they are doing on maximizing the opportunities and mitigating against the risks from the implementation of the welfare reforms in Buckinghamshire. They are working with O2 and partners to develop the Universal Benefit Calculator mobile app so that the Universal Benefit Calculator tool (a better off in work calculator that they are already using to support advisors to have a different conversation with residents) can be used in areas of poor broadband coverage and in different locations in the community. The support will also include the development of an ‘action app’ which acts as a type of triage and will help residents identify and overcome their barriers to work. The app will be able to support residents that are impacted by the welfare reforms but also could be developed to other areas such as care. The apps would be relevant to any local authority in the country and the work is an excellent example of true partnership working as all key organisations in Buckinghamshire, including district councils, voluntary groups, DWP and the business community have been involved. Danielle Henry, Policy Officer, Buckinghamshire County Council
1.00	<p>Technology/data</p> <ul style="list-style-type: none"> • London Borough of Lewisham will demonstrate the simple-to-use software they are using to collate and progress staff’s money-saving ideas across the council. Joseph Badman, CRM Manager and Transformation and Development Officer, London Borough of Lewisham <p>Open mic innovation – turn up and share the highs (and lows) of your council’s innovation experience.</p> <p>Continue your innovation discussions in the Zone over lunch</p>