

**EAST OF ENGLAND LGA INNOVATION PROGRAMME 2013-2016 (COMPLETED PROJECTS)**

Project title	Local authorities	Brief details	Date completed	Funding allocated	Outcomes	Learning points	Further information
Managing the demand and supply of adult social workers	All 11 upper tier authorities	Report commissioned by the Chief Executives Forum to explore alternative approaches to the sourcing and supply of temporary Social Workers across the region.	2015/03	£40,000	<ul style="list-style-type: none"> <li>Report delivered including 9 recommendations for change.</li> <li>Ultimately led to a new “Memorandum of Co-operation” between all 11 authorities in Feb 2015.</li> </ul>	<ul style="list-style-type: none"> <li>Being led by CEX Forum gave the report and outcomes additional weight and the impetus to implement.</li> </ul>	<a href="http://www.eelga.gov.uk/showcase/retaining-and-recruiting-social-workers">http://www.eelga.gov.uk/showcase/retaining-and-recruiting-social-workers</a>
Regional ADASS Peer Review	All upper tier authorities	2 year LGA led peer review programme which ran from November 2013 to October 2015. Each Director agreed to have at least one peer review during that period of time, with the condition that they feed back the learning on a regular basis.	2015/03	£30,000	<ul style="list-style-type: none"> <li>Creation of a Performance and Outcomes Evidence Tool to share learning.</li> <li>Provision of targeted training to respond to Peer Review outcomes.</li> <li>Over 60 officers enabled to undertake Peer Reviews.</li> </ul>	<ul style="list-style-type: none"> <li>Closer involvement with all councils to ensure maximum uptake and benefit.</li> </ul>	<a href="http://www.adaeast.org.uk/">http://www.adaeast.org.uk/</a>
Family Connectors	Norfolk County Council and Great Yarmouth Borough Council	Community Connectors will be an integral part of a multi-agency neighbourhood team consisting of a Neighbourhood Manager (GYBC), Community Development Worker (Voluntary Norfolk) Youth Worker (YMCA), Target Opportunities (Employment	2015/03	£24,250	<ul style="list-style-type: none"> <li>Improved outcomes for Troubled Families in key deprived wards</li> <li>Improved cross-sector and multi-agency working</li> <li>Remove duplication from the system for individuals with complex needs</li> </ul>	<ul style="list-style-type: none"> <li>Ensure the programme is properly resourced.</li> <li>Physical location is important to provide a base.</li> </ul>	<a href="http://www.eelga.gov.uk/showcase/east-of-england-troubled-families-support">http://www.eelga.gov.uk/showcase/east-of-england-troubled-families-support</a>

		and Skills) Worker (on behalf of JCP and GYBC) and local policing team. This will ensure a more integrated service delivery approach across a neighbourhood, to respond to a range of interrelated issues. The need for co-ordination and connectivity between these programmes is vital to ensure many of the same families and individuals do not suffer initiative fatigue.			<ul style="list-style-type: none"> <li>• Positive support from elected members</li> </ul>	<ul style="list-style-type: none"> <li>• Finding the right people for the roles is critical.</li> </ul>	
Countywide Waste Partnership	All authorities in Essex	Multi-authority approach to design a new system of two-tier working across the geography of Essex.	2015/01	£48,475	<ul style="list-style-type: none"> <li>• Series of key recommendations agreed to improve cross-tier working.</li> <li>• Improved co-operation between county and district officers.</li> </ul>	<ul style="list-style-type: none"> <li>• Project was ambitious in scope and working against a backdrop of existing political and operational issues.</li> </ul>	<a href="http://www.eelga.gov.uk/showcase/efficient-and-sustainable-waste-management">http://www.eelga.gov.uk/showcase/efficient-and-sustainable-waste-management</a>
Lowestoft Rising	Waveney District Council	A new approach to the delivery of public services in a specific geographic area (Lowestoft). This programme was about addressing the root causes of the town's social challenges rather than resourcing initiatives and services that only tackle the symptoms.	2014/10	£40,000	<ul style="list-style-type: none"> <li>• Successful community engagement events.</li> <li>• LGA "Peer Review" of the locality with identified priorities for change.</li> <li>• Shared vision by the senior public sector leaders in the locality.</li> </ul>	<ul style="list-style-type: none"> <li>• Money given directly rather than used to fund resources. EELGA role and stake less tangible as a result.</li> </ul>	<a href="http://www.lowestoftrising.co.uk/home">http://www.lowestoftrising.co.uk/home</a>

West Norfolk Integrated Health (LILY)	Borough Council of Kings Lynn West Norfolk	A co-ordinating vehicle to marshal and deploy community based support around the holistic needs of the older client group.	2014/09	£42,400	<ul style="list-style-type: none"> <li>• Development of a local web-based information system (with call centre back-up) that provides information on support available locally to enable people to remain independent and connected to their communities.</li> </ul>	<ul style="list-style-type: none"> <li>• EELGA funding crucial to supporting a partnership based approach.</li> </ul>	<a href="http://www.eelga.gov.uk/talentbank/showcase/asklily-helps-olderpeople-stay-happy-in-their-home/">http://www.eelga.gov.uk/talentbank/showcase/asklily-helps-olderpeople-stay-happy-in-their-home/</a>
New model for Leadership and Development	Suffolk County Council, all districts and boroughs	Suffolk working with Birmingham University, district and other public sector partners to co-produce an innovative model of whole system leadership development.	2014/09	£40,000	<ul style="list-style-type: none"> <li>• 20 different partners involved and over 250 officers trained in systems leadership</li> </ul>	<ul style="list-style-type: none"> <li>• Need to involve local councillors.</li> </ul>	<a href="http://www.eelga.gov.uk/documents/conferences/2014/17%20sept%2014/james_mehmed_ppt_17.09.14.pdf">http://www.eelga.gov.uk/documents/conferences/2014/17%20sept%2014/james_mehmed_ppt_17.09.14.pdf</a>
Networked Councillor	Suffolk County Council, all districts and boroughs, Cambridgeshire County Council, Peterborough City Council, all districts and boroughs.	<p>A pilot approach, working in partnership with Public-I, looking at how to best support elected members so that they are effective in an increasingly online world.</p> <p>To create Networked Councillors who embody key qualities of: openness, digital awareness and co-production, in order to reach and respond effectively to citizens.</p> <p>To support members with practical, technical skills training.</p>	2014/09	£30,000	<ul style="list-style-type: none"> <li>• Focus Groups of “Networked Councillors” established (e.g. 8 in Suffolk of whom 2 were new to digital communications).</li> <li>• Increased engagement with citizens and partners from more effective use of Social Media.</li> </ul>	<ul style="list-style-type: none"> <li>• Need to establish a baseline level of technical ability</li> <li>• Councillors need suitable ICT support from their Council to embrace this fully.</li> </ul>	<a href="http://www.eelga.gov.uk/showcase/networked-councillor">http://www.eelga.gov.uk/showcase/networked-councillor</a>

Shared Building Control	All Essex Authorities	All 14 district and unitary authorities in Essex were brought together to explore a new model of service delivery. The authorities shared the same challenges as Hertfordshire (IP002), namely to improve resilience, increase efficiency and improve customer service.	2014/09	£42,400	<ul style="list-style-type: none"> <li>• New operating model identified and agreed.</li> <li>• 11 authorities initially committed and 8 made it through to implementation.</li> </ul>	<ul style="list-style-type: none"> <li>• Strong CEX and Director-level leadership but also good communications and engagement with key staff.</li> </ul>	<a href="http://www.eelga.gov.uk/showcase/joining-forces-to-provide-sustainable-building-con">http://www.eelga.gov.uk/showcase/joining-forces-to-provide-sustainable-building-con</a>
Multi-agency collaboration on drug and alcohol services	All Bedfordshire Authorities	A multi-agency approach to delivering drug and alcohol support service which aimed to: <ul style="list-style-type: none"> <li>- Reduce demand on specific and system-wide services.</li> <li>- Review and change current service provision.</li> <li>- Look for better ways of aligning and targeting resources.</li> </ul>	2014/08	£42,400	<ul style="list-style-type: none"> <li>• Collaborative delivery model identified with clear resource and cash benefits</li> <li>• Identified further opportunities to support Families &amp; Young People with Multiple Vulnerabilities.</li> </ul>	<ul style="list-style-type: none"> <li>• Commitment across CEX Forum to change but delivery took time to achieve.</li> </ul>	<a href="http://www.eelga.gov.uk/showcase/tackling-the-pressure-on-drug-and-alcohol-services">http://www.eelga.gov.uk/showcase/tackling-the-pressure-on-drug-and-alcohol-services</a>
Community Safety (Domestic Violence)	All Norfolk Authorities	Commissioned by Norfolk County Community Safety Partnership to achieve: <ul style="list-style-type: none"> <li>- Greater integration of delivery on the ground.</li> <li>- Increased prevention through community resilience.</li> <li>- Protection of most vulnerable people.</li> </ul>	2014/08	£42,400	<ul style="list-style-type: none"> <li>• Change programme agreed under 4 key strands: <ul style="list-style-type: none"> <li>- Service Delivery</li> <li>- Commissioning</li> <li>- Workforce Capability</li> <li>- Awareness</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Programme Management resource recruited immediately to deliver outcomes, reporting to strategic board</li> </ul>	<a href="http://www.eelga.gov.uk/showcase/working-together-to-tackle-domestic-violence">http://www.eelga.gov.uk/showcase/working-together-to-tackle-domestic-violence</a>
Norfolk Banking Contract	All Norfolk Authorities	All 8 authorities in Norfolk were supported with resources to procure a set of	2014/08	£10,000	<ul style="list-style-type: none"> <li>• Lifetime contract savings estimated at £232K across all partners.</li> </ul>	<ul style="list-style-type: none"> <li>• EELGA funding crucial in keeping</li> </ul>	<a href="http://www.eelga.gov.uk/news/norfolk-to-">http://www.eelga.gov.uk/news/norfolk-to-</a>

		new banking contracts collaboratively using a single tender process and unified specification. This also created a shared outcome of joint contract management across the county of a single supplier.			<ul style="list-style-type: none"> <li>• Single provider (Barclays) but individual contracts.</li> <li>• Stronger partnership working across Norfolk CFOs.</li> </ul>	project focussed on outcomes.	<a href="#">cash-in-on-new-bank-provider/</a>
Hertfordshire Building Control (H7)	Hertfordshire County Council, majority of districts and boroughs	Shared model for delivery of building control services This programme sought to explore the possibilities for bringing together district Building Control services into a collaborative model to improve resilience, increase efficiency and improve customer service.	2013/10	£47,000	<ul style="list-style-type: none"> <li>• Delivery model identified.</li> <li>• 7 partners committed to implementation.</li> <li>• Possible £2.2M efficiency opportunity.</li> </ul>	<ul style="list-style-type: none"> <li>• Big step from commitment in principle to actual delivery.</li> <li>• Need finance &amp; legal advice ASAP when trading model is involved.</li> </ul>	<a href="http://www.eelga.gov.uk/show-case/bringing-together-their-building-control">http://www.eelga.gov.uk/show-case/bringing-together-their-building-control</a>
Making Assets Count (MAC)	All Cambridgeshire Authorities	Development of a commissioning and delivery vehicle for property. The MAC Programme is designed to bring public sector partners together to utilise their collective property portfolio in a more efficient manner in order to reduce costs to the public purse, improve the service offered to the public and support economic growth through construction and knock on economic activity.	2013/07	£40,000	<ul style="list-style-type: none"> <li>• Outline business case to save £1.1M per annum in 3 key locations.</li> <li>• Proposed delivery of 812 residential units, 3,500m<sup>2</sup> of commercial development and 17,500m<sup>2</sup> of community space</li> <li>• Identified suitable governance and legal model required for delivery.</li> </ul>	<ul style="list-style-type: none"> <li>• Used and developed as a successful model (“locality reviews”).</li> <li>• Difficult to deliver without full partner buy-in.</li> </ul>	<a href="http://www.cambridgeshire.gov.uk/info/20097/economic-development/464/economic-development-and-growth/8">http://www.cambridgeshire.gov.uk/info/20097/economic-development/464/economic-development-and-growth/8</a>  <a href="http://www.eelga.gov.uk/show-case/collaborative-review-of-assets-leads-to-savings-an">http://www.eelga.gov.uk/show-case/collaborative-review-of-assets-leads-to-savings-an</a>

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