

LGA Improvement Support

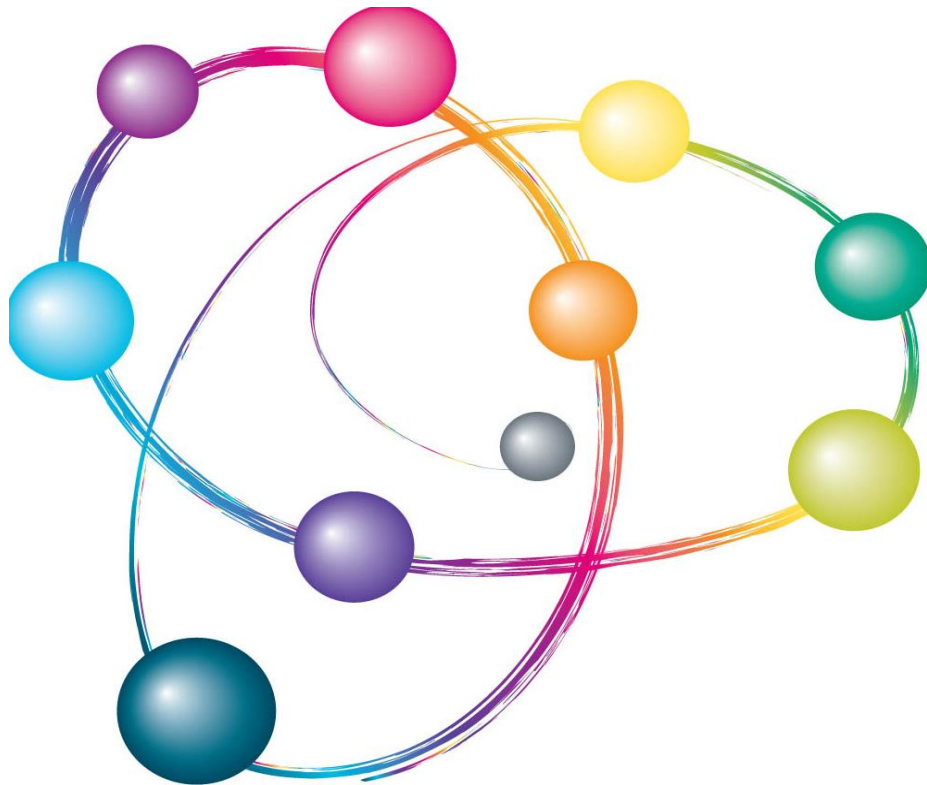
Here to help

The sector's approach to improvement: core principles

- Councils responsible for own performance
- Stronger accountability - greater transparency
- Collective responsibility for performance
- LGA's role is to support councils



Sector led improvement – 7 point ‘offer’



- leadership support
 - accountability tools
 - transparent and comparable data
 - peer challenge
 - peer support
 - knowledge hub
 - learning and support
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Licensing support

- Conferences
- Licensing Forum
- Handbooks
- Knowledge Hubs
- Specialist Licensing Challenge
- Facilitated training
- Communications support

Taxi and PHV licensing

Councillors' handbook
(England and Wales)

Handbook
Revised September 2016

Managing the risk of under-performance



- Councils agree we need to manage risk
- Detecting early signs of potential failure
- Drawing together existing intelligence
- No burden on councils
- Not a quasi inspectorate
- Focused on prevention

Sector led improvement involves the sector managing risk

- Some key risk factors
 - Evidence of previous problems
 - Loss of a number of appeals
 - Significant numbers of complaints from the public or drivers
 - Sudden influx or decrease in new applications
 - Disengagement from the wider community of local government
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“Corporate” Peer challenge



- **Free**, once every four/five years
 - Focus agreed with the council – but core element on corporate capacity and financial resilience
 - Teams agreed with council
 - Creating a wider peer pool
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Children's Services Peer Support

- A suite of offers covering safeguarding of children, children in care, LSCB effectiveness and CSE
 - CSE offer recently piloted at 3 authorities and following learning event to be rolled out to the sector in November 2016
 - A 3 day diagnostic to assess if there is a robust and systematic early support offer to take timely and appropriate action to address areas of concern and ensure an effective response to victims and those at risk of CSE (regulatory services covered in KLOEs)
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Knowledge Hub – best practice

The screenshot shows the Knowledge Hub website interface. At the top, there is a login form with fields for Email (containing 'michael.macauley@local.g') and Password, along with 'Remember me' and 'Sign in' buttons. Below the login form, the 'Knowledge Hub' logo is displayed in white on a dark purple background, with the tagline 'Connect · Collaborate · Learn · Innovate' underneath. To the right of the logo, the text 'Welcome | P' is visible. The main content area features a purple background with the text 'Sharing, connecting and learning environment for the public sector.' followed by a paragraph: 'The trusted learning and sharing environment across the Public Sector, by replacing the desktop and providing our users with all the necessary tools and applications needed for their work.' A 'Register' button is located below this text. To the right of the text are two video thumbnails: one titled 'Find your way through the jungle' and another titled 'Get a 5 Star from your p'. At the bottom of the screenshot, there are sections for 'Workspaces' and 'Latest activi'. Under 'Workspaces', 'Beta testing community' is highlighted. Under 'Latest activi', there are buttons for 'All' and 'Blogs'.

- Professional knowledge networking
- Connect, share and learn
- Professional development
- Build networks
- Reduce training costs

Principal Advisers

- Consistency in the offer: common core elements e.g. leadership development, peer challenge, etc
 - The role of LGA Principal Advisers
 - A single point of contact for councils, signposting across all our improvement support
 - Joining up regionally based improvement activity
 - Feeding intelligence back in to LGA
 - Representing LGA to councils
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LGA Licensing Forum

- Expert licensing officers drawn from each region
- Advises on difficult issues, and distils best practice
- Acts as a sounding board for central government
- Informs LGA licensing work

Contact: Ellie.Greenwood@local.gov.uk

Communications support

- Engage with your communications team first
 - Advice on handling difficult issues
 - Please let us know in advance of any negative press stories before they hit local/national press
 - Let us know of any good practice, so we can share it!
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Conferences and handbooks

- Sign up to LGA Community Safety e-bulletin, and Events bulletin
- Handbooks on specialist licensing topics, such as taxis, scrap metal, gambling and Licensing Act 2003.
- Guides on chairing meetings, facilitation and conflict management, handling complaints and much much more!

<http://www.local.gov.uk/councillor-development>

Online support modules - <http://lms.learningnexus.co.uk/LGA/>

Main Menu Log out | Mon 17 Oct 2016

learningnexus **Nimbus**
LMS
Ian Leete

Course Topics

Please select one of the course areas to show the courses in that category and then click on the course title to see the lesson menu. The status of the courses is shown using the following key: -

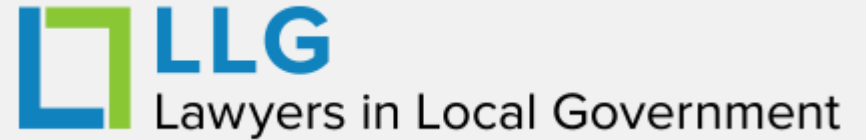
- Not Attempted - Incomplete - Completed

Note: A course will only have a status of 'completed' if ALL of the lessons within the course have been completed and this does not necessarily mean that any or all of the scored lessons within the course have been passed.

Subject Area: Local Government Association

➤ Councillor Development e-Learning Modules	Status
➤ Community engagement and leadership	<input type="checkbox"/>
➤ Councillor induction	<input type="checkbox"/>
➤ The Effective Ward Councillor	<input type="checkbox"/>
➤ Facilitation and Conflict Resolution	<input type="checkbox"/>
➤ Handling complaints for service improvement	<input type="checkbox"/>
➤ Licensing and regulation	<input type="checkbox"/>
➤ Police and crime panels	<input type="checkbox"/>
➤ Scrutiny for councillors	<input type="checkbox"/>

External support



- Lawyers in local government - <http://lawyersinlocalgovernment.org.uk/>
- Institute of Licensing - <http://www.instituteoflicensing.org/>
- National Association of Licensing and Enforcement Officers - <http://www.naleo.org.uk/>



Recommended reading

- Local Government Lawyer
 - The Publican's Morning Advertiser
 - Private Hire and Taxi Monthly
 - Journal of Licensing (IoL publication - charge)
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Contact us:

Your Principal Adviser is: Mark Edgell

Mark.edgell@local.gov.uk

Your Programme Manager is: Judith Hercombe

Judith.hercombe@local.gov.uk

Your LGA licensing / regulation contact is:

Ellie.Greenwood@local.gov.uk
