

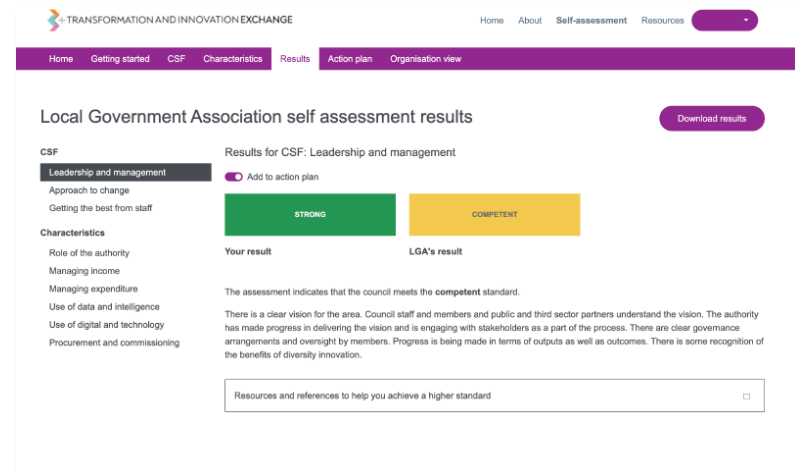
Transformation Innovation Exchange: The official relaunch

**Cllr Abi Brown OBE, Chair of the Improvement and Innovation Board LGA,
Councillor for Stoke-on-Trent Council**

Transformation and Innovation Exchange

An online hub that brings together practical help for all those working in local government transformation

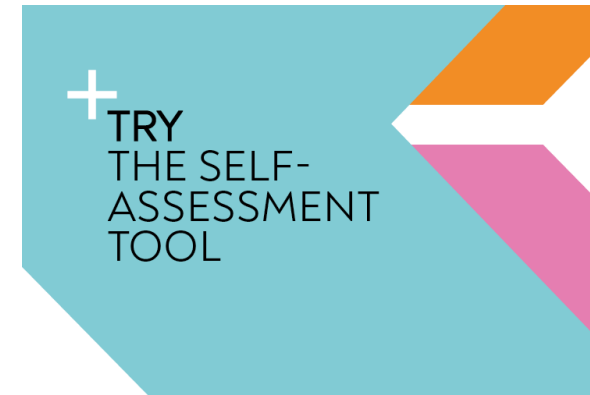
- Bringing together a range of resources, guidance, tools and training
- Capturing and describing the characteristics of effective councils
- Identifying your current capabilities
- Helping to prioritise and focus capacity and resource



The screenshot displays the 'Local Government Association self assessment results' page. The page features a purple navigation bar with links for Home, Getting started, CSF, Characteristics, Results, Action plan, and Organisation view. The main content area shows the 'Results for CSF: Leadership and management' section. A table compares 'Your result' (STRONG) and 'LGA's result' (COMPETENT). Below the table, there is a text box with the following content: 'The assessment indicates that the council meets the competent standard. There is a clear vision for the area. Council staff and members and public and third sector partners understand the vision. The authority has made progress in delivering the vision and is engaging with stakeholders as a part of the process. There are clear governance arrangements and oversight by members. Progress is being made in terms of outputs as well as outcomes. There is some recognition of the benefits of diversity innovation.' At the bottom, there is a search bar with the text 'Resources and references to help you achieve a higher standard'.

The backstory

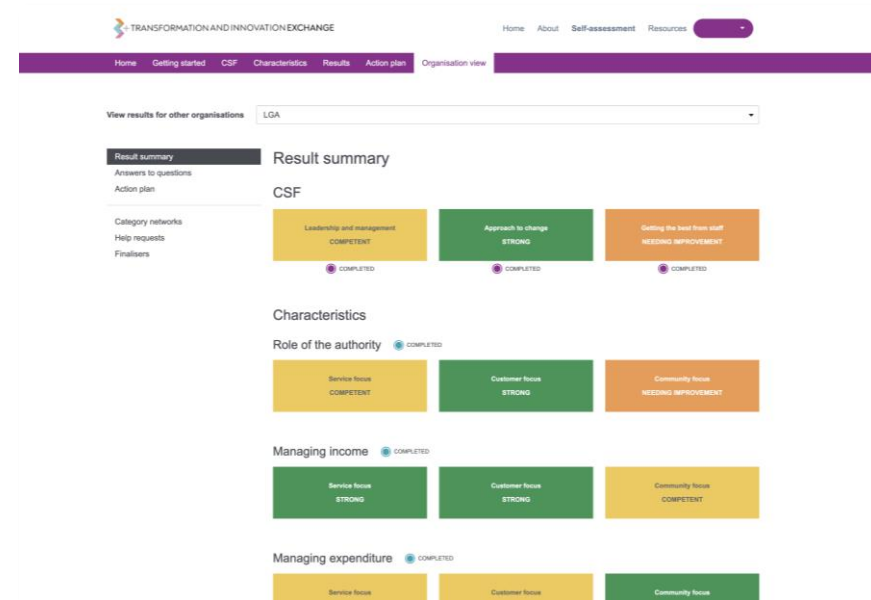
- Originally launched in 2019 at LGA Conference
- Developed specifically for the unique local government context, in partnership with councils
- Updated for 2024 to take account the post-COVID world we live in and feedback from councils
- Sits in the 'tools and resources' pillar of LGA transformation programme



The ask

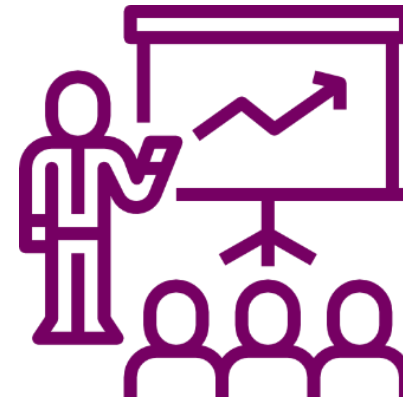
Light-touch consultation with the sector to:

- Make it more inclusive and relevant
- Refresh and update the content to reflect post-Covid world
- Improve functionality, navigation and user experience
- Better outputs: reporting and action plans



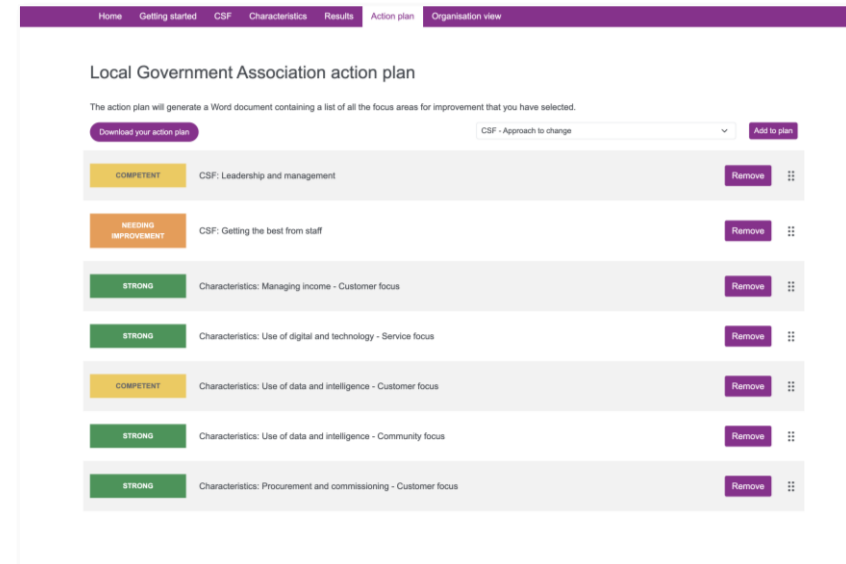
The process

- Provides a narrative of ‘what good looks like’
- Sets out a comprehensive description of characteristics and critical success factors of an effective council
- Apply this lens separately to your services, your customers and your community for the complete picture
- Gives a comprehensive understanding of where you are on your transformation journey



The improvements

- Reporting
- Functionality, navigation and user experience
- Action plans
- Increased comparators to benchmark yourself against
- Connect with others
- Opting in to tailored LGA Support
- Resources – 450+, 100 new



The benefits

- Identify areas of strength and potential improvement
- Download your own report and interactive action plans to facilitate improvement
- Evidences where to focus and prioritise your resources
- Benchmark yourselves against others

The screenshot shows the 'Answers to questions' section for 'CSF Leadership and management'. It contains two tables of assessment questions with response options.

Question	Response
1. The authority has a clear vision for its area (including residents and local business) and the role of the authority as the leader of place and has effective member/officer engagement in the decision-making processes.	Disagree
2. The authority's senior leadership have approved, and resource validated transformation plans for improvement, and are monitoring progress against those plans.	Disagree
3. The authority is monitoring and reporting on the success of its transformation programme and has evidential success measures being achieved.	Disagree
4. The vision is owned by members and officers and is understood by residents and local business through consultation, to identify the desired outcomes.	Disagree

Question	Response
1. The authority understands, resources, and evidences the effect of improvement and innovation programmes it requires.	Agree
2. The approach to change is underway and planned changes are progressing.	Disagree
3. The approach to change is understood by the people affected by it.	Agree
4. Resources have been identified and are committed in the order required to deliver the priority outputs.	Strongly agree

The screenshot shows the summary page for 'Local Government Association self assessment results'. It displays the overall result for 'CSF Leadership and management' as 'STRONG' (green bar) compared to the 'LGA's result' of 'COMPETENT' (yellow bar). A text box provides a summary of the assessment findings.

Local Government Association self assessment results [Download results](#)

CSF Leadership and management Add to action plan

STRONG **COMPETENT**

Your result LGA's result

The assessment indicates that the council meets the competent standard.

There is a clear vision for the area. Council staff and members and public and third sector partners understand the vision. The authority has made progress in delivering the vision and is engaging with stakeholders as a part of the process. There are clear governance arrangements and oversight by members. Progress is being made in terms of outputs as well as outcomes. There is some recognition of the benefits of diversity innovation.

Resources and references to help you achieve a higher standard

The benefits

- Hub of resources, guidance, tools and training that councils may find useful about transformation and innovation
- **Signposts you to resources and support**
- Aligned to new Capability Framework – content and resources
- **Connect with others and receive tailored LGA Support**
- Interactive space for knowledge sharing and support



The what next...



TIEx is now live – please start using it



Encourage others in your authority to use it



Benchmarking coming soon



Future support – facilitated workshops