** LGA case study template**

Date: July 2017

Local authority: South Kesteven District Council

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Case study title: Disrupting Public Services

Case study synopsis (100 words):

As seen in the LGA Innovation Zone at the LGA Conference 2017; mastering a collaborative approach to public service delivery….

* See problems turn into opportunities, with real buy-in from stakeholders;
* Understand who needs to be involved in conversations, when they need to input, and what their value is;
* Ensure your projects are properly resourced and fully supported from the outset;
* Realise early delivery of outcomes through the use of prototyping and incremental development; but only once you’ve properly explored the issue at hand!

… evidenced through a unique approach to housing strategy development by South Kesteven District Council

**The challenge:**

We know what our housing need is, and we know we have allocated enough land to meet that need. The problem is, though; housing delivery is not meeting that need.

**The solution:**

As it happens, its not about housing, but about the wider economy: the housing market will only deliver what people demand, and the best way for a Local Authority to influence that demand is to consider how it can meet the wants and needs of the key stakeholders in the district: businesses, landowners, education providers and developers.

**How is the new approach being sustained?**

South Kesteven District Council is developing a new, collaborative, housing strategy and has used the tools and techniques learnt by working with the LGA and Design Council achieve a deliverable plan of action which has the buy-in of Members, officers and the housing industry.

**Lessons learned:**

That using a collaborative approach to design, at whatever level; achieves outcomes in an iterative manner that supports learning, user buy-in and ensures success.

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**Links to relevant documents:**

(Open for business presentation will be attached)

**Please attach any imagery associated with your case study and send your completed template to webmaster@local.gov.uk.**