LGA Transformation Conference

Tuesday 26 March 2024, 9.45am - 15.30pm

<u>Delegate briefing note:</u>

This note provides all the links shared through the LGA Transformation Conference in the presentations and the meeting chats. You can also find the slides from our speakers on the LGA Website.

<u>Welcome and Introduction</u>
Debbie Knopp, Director of Transformation, Essex County Council

The chair opened the conference and highlighted how to get involved with the LGA's Transformation Programme and the peer community that the LGA is growing, please have a look at our website: https://www.local.gov.uk/our-support/transformation

The link to join the Transformation Network: https://www.local.gov.uk/our-support/transformation/transformation-network

Or drop us an email: transformation@local.gov.uk

<u>Keynote Speech:</u>
Richard Baldwin, Director of Children's Services, London Borough of Bromley

Richard discussed the key milestones of the council's transformation journey under the leadership of Chief Executive Ade Adetosoye CBE. A key highlight was how Bromley's Children's Services has recently been awarded outstanding, making it only the third local authority to have received outstanding in all areas of social work.

<u>Transformation and Innovation Exchange (TIEx): the official relaunch</u>
Cllr Abi Brown OBE, Chair of the Improvement and Innovation Board LGA, Councillor for Stoke-on-Trent City Council

Cllr Brown relaunched the LGA's Transformation and Innovation Exchange (TIEx) which has been updated to reflect the changing transformation landscape in the post-Covid world we live in which incorporates significant changes to the functionality and outputs of the tool from the feedback we have had from the sector.

The links to explore the relaunched TIEx:
- Transformation and Innovation Exchange | Local Government Association
- TIEx User manual
- TIEx Resource Library
- The Local Government Data Maturity Assessment Tool powered by LG Inform.

<u>Transformation in practice: learning from the LGA's programme of support (Hybrid): Bevin Hall</u>

Four councils shared their learning from the LGA's Hands On Transformation Support Programme, delivered by Local Partnerships, including how they have addressed some of their key challenges in delivering transformation. We explored common themes from the shared services programme which will be of interest to those looking to enter into new shared services arrangements.

Speakers:
- **Sarah-Joy Lewis,** Director – Place, Local Partnerships
- **Brendan Carlin,** Assistant Director - Programme Management Office, Cumberland Council
- **Ian Collins,** Director - Environment, Southampton City Council
- **Nigel Brinn,** CEO, Forest of Dean
- **Kate Robertson,** Service Director for Customer and Organisational Development, Luton Council

Key links shared in the session:
- [Prioritisation Matrix and Transformation Plan](#) for Cumberland Council:
- Local Partnerships Transition Plan for Forest of Dean District Council: [Cabinet Report](#) and [decision sheet](#).
- Local Partnerships [Programme Management Office Guide](#).

LGA Peer Support: Council Showcase (Hybrid):
Smith Square 1 & 2

A deep dive into the LGA Transformation Experts support offer with Exeter City Council sharing their experience of assisting a council on their transformation journey by offering bespoke advice on organisational restructuring, digital change shift and shared services.

Jo Yelland, Strategic Director, Exeter City Council

Keeping Transformation on Target: overcoming obstacles
(In Person Closed Session):
Westminster Room

An informal behind closed doors session where delegates engaged in candid conversations in a supportive and collaborative environment, to discuss the obstacles when pursuing transformation, facilitated by our very own LGA transformation programme managers.

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

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Transformation Capability Framework:
What you need for successful local government transformation

This session launched the Transformation Capability Framework. This framework has been created with councils, for councils. It sets out 'what good looks like' so that councils can make sure they have the capabilities they need in place to deliver sustainable and effective transformation

- **Kate Lindley**, Director, Change Network
- **Stephen Curtis**, Digital Transformation Lead at East Riding of Yorkshire Council
- **Sam Pittam-Smith,** Director of Strategy, Design & Delivery at Norfolk County Council

Transformation Capability Framework can be found here:
https://www.local.gov.uk/our-support/transformation/transformation-capability-framework

Experts Show and Tell: The role of organisational culture in delivering successful and sustainable transformation (Hybrid):
Bevin Hall

This session explored the crucial role of culture in ensuring a successful transformation programme. And included insights looking at effective leadership, using behavioural insights, and balancing this with useful tools and techniques.

Michael Coughlin, Executive Director, Surrey County Council

Using AI to transform service delivery (Hybrid):
Smith Square 1 & 2

A session exploring the opportunities that AI presents for the local government sector. Derby City Council shared insights into their journey of adopting AI in service transformation and how they have integrated AI across the council and developed buy in.

Speakers:

- **Jenny McEneaney,** Senior Improvement Policy Adviser – Cyber, Digital and Technology, LGA
- **Andy Brammall,** Director of Digital, Derby City Council

Key links from the session:
- LLMs inquiry response: [Large Language Models: LGA, Socitm and Solace joint response to the Communication and Digital Committee inquiry - September 2023 | Local Government Association](#)
- Policy briefing of pro-innovation response: https://www.local.gov.uk/our-support/cyber-digital-and-technology/cyber-digital-and-technology-policy-team/pro-innovation#summary-of-a-pro-innovation-approach
- Response to the calls for evidence around the pro-innovation approach: https://www.local.gov.uk/our-support/cyber-digital-and-technology/cyber-digital-and-technology-policy-team/ai

Panel: Reflecting on what we learnt today?

A panel discussion with colleagues reflecting on the conference and exploring lessons learnt and key takeaways.