

April 2009

LGA analysis and research bulletin

Welcome to the Local Government Association analysis and research bulletin (LGAARB), the regular one stop publication that keeps you informed about key issues and developments in research impacting on local government. The bulletin brings together our work as well as that of the other members of the LGA group (4ps, IDeA, LACORS, LGE and Leadership Centre for Local Government), and features relevant publications from the wider research community. The information in LGAARB is grouped under themed areas and our aim is to provide, on behalf of the LGA group, high quality:

- horizon scanning;
- analysis; and
- research.

Information about each of the members of the LGA group can be found along with website details overleaf. This publication is produced by LGA analysis and research which has been established to deliver a high quality and single research service to support the policy, lobbying and service delivery needs of the LGA group.

How to register

You can register to receive this bulletin by visiting:
<http://www.lga.gov.uk/research>.

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information about the LGA group

The Improvement and Development Agency (IDeA)

The IDeA aims to make public services the best public services by supporting self-sustaining improvement from within local government. The IDeA works in partnership with all councils, to enhance the performance of the best, accelerate the speed of improvement of the rest, and develop the sector as a whole. For more information visit: <http://www.idea.gov.uk/idk/core/page.do?pagelid=1>

Leadership Centre for Local Government

Leadership Centre for Local Government give leaders the opportunity to shift their thinking on leadership so they can fundamentally transform their communities for the better. They help and support leaders while they reassess their approach to leadership – in practice leading across place rather than just their authorities. This means thinking beyond the familiar, to find new and different ways of meeting the leadership challenges. LCLG create the space for senior managers and politicians to think about the ambitions they have for their communities and how they can achieve them in order to fundamentally transform their localities for the better. For more information visit: <http://www.localleadership.gov.uk/>

Local Authorities Coordinators of Regulatory Services (LACORS)

LACORS provide and disseminate comprehensive advice, guidance, good practice and information to make a major contribution to the development of high quality, consistent and co-ordinated local authority regulatory and related services across the UK. For more information visit: <http://www.lacors.gov.uk/pages/trade/lacors.asp>

Local Government Association (LGA)

The LGA exists to promote better local government. It works with and for member authorities to realise a shared vision of local government that enables local people to shape a distinctive and better future for their locality and its communities. The LGA aims to put local councils at the heart of the drive to improve public services and to work with government to ensure that the policy, legislative and financial context in which they operate, supports that objective. The LGA's European and International Unit (the former Local Government International Bureau) lobbies the EU and international institutions to get the best deal for councils; keeps councils informed about EU work that affects them; develops international partnerships and co-operation; supports locally elected members in European and international institutions; and promotes the development of local democracy around the world. For more information visit: <http://www.lga.gov.uk>

Local Government Employers (LGE)

LGE is the national centre of excellence for local authorities on pay, pensions and employment strategy. They work with local authorities, regional employers and other bodies to lead and create solutions on pay, pensions and the employment contract, to ensure the provision of excellent and affordable local services. For more information visit: <http://www.lge.gov.uk>

4ps

4ps, local government's project delivery specialist, works exclusively to help all local authorities deliver better public services via major infrastructure and service projects. A range of support is available from 4ps including access to best practice, skills development workshops, gateway reviews and project management support. This support can help local authorities seeking to deliver initiatives such as Private Finance Initiatives (PFI) and Public Private Partnership (PPP) secure funding, carry out options appraisals, evaluate bids and negotiate contracts. For more information visit: <http://www.4ps.gov.uk/>

LGAARB readership survey - results

Thank you to everyone who took the time to complete the recent LGAARB readership survey. A total of 241 responses were received.

The survey was conducted in mid March 2009 in order to establish how the bulletin is performing, what you find useful and what improvements, changes or extra areas of interest we could include in the future.

We will be reviewing the results from the survey over the next few weeks and aim to incorporate your comments and suggestions in forthcoming editions of LGAARB.

Overall satisfaction

Readers were asked how they rated LGAARB overall and whether the bulletin achieves its stated objectives.

- Overall satisfaction with the bulletin was high with 89% of respondents rating the bulletin as either good or very good.
- 95 per cent thought that LGAARB was either good or very good at keeping them informed about key issues and research impacting on local government.
- 80 per cent felt that it was either good or very good at keeping them informed specifically about LGA group events and publications.
- 69 per cent found the bulletin helpful to them in their current role.

Publication frequency

Respondents were asked how many issues they read a year, whether they were satisfied with the frequency of publication and what if anything would make them read the bulletin more regularly.

- 97 per cent were happy with the frequency of LGAARB.

When asked what would make respondents read the bulletin more than they currently do;

- 41 per cent specified themes that were more relevant to their role
- 31 per cent requested different articles that are featured in an email alert
- 8 per cent would like different formats.

Review of LGAARB themes and their usefulness

Respondents were asked which themes were relevant to them, how useful they found the content of those themes and whether there were additional themes they would like to see featured in LGAARB.

The most useful themes in LGAARB were:

- local government;
- communities;
- employment, pay and workforce trends;
- regular publications and events;
- environment.

The most frequently suggested new themes were:

- research techniques /best practice/case studies/partnership working;

- migration/population/demographics;
- leisure/culture/sport;
- local authority/local government/public sector finance;
- equality and diversity;
- access to services/improvement/scrutiny/customer care/leadership;
- public health and well being.

(It should be noted that several of these are already featured in LGAARB on both an irregular and in some cases, regular basis)

Review of email alert

Readers were asked by which method they received LGAARB and to give their opinions on the LGAARB email alert:

98 per cent of recipients are sent LGAARB by email alert;

71 per cent did not want any change to the content of the email alert whilst 23 per cent would like more articles featured;

53 per cent felt that the email alert encouraged them to read the publication when the articles were relevant to them.

Possible developments to the bulletin and the website

Readers were asked if they would be interested in using either an annual archive (featuring all reports listed in LGAARB each year) or in registering for shorter topic based bulletins.

77 per cent of respondents would be interested in registering for shorter topic based bulletins in the future

73 per cent would use an annual searchable archive based on all articles featured in LGAARB.

User satisfaction with LGAARB against other information bulletins

233 readers provided details of other bulletins/newsletters that they regularly read.

The most commonly read bulletins/newsletters which deal with local government research are from:

Info4local, IDeA Knowledge, LARIA, LGIU, IPPR, IDOX, BURISA and GLA, London Councils EMIE/ NFER, LGE and LGA.

Readers broadly felt that LGAARB was of a similar standard to these bulletins.

Your comments:

- Keep up the good work please - LGAARB is always reliable, robust and timely and I always find it incredibly useful to have to hand 'just in case'...
- It covers a lot of useful subjects under the current headings. What I really like is that it provides access to key data and knowledge that is sometimes very relevant to areas of work in local government but that I just don't get from other information sources
- The publication fulfils its aims well. The precis is helpful, with the ability to follow the link if the topic is of particular interest
- I'd be interested in hearing the views of the LGAAR team on some of the articles/research you feature. You have a large and expert research team - I'd like to see them highlighting key themes within articles etc
- I think it would make LGAARB much more attractive to send it in HTML format with photos, blogs etc.
- A more simplified layout by particular theme area - i.e.make it a little more user friendly so that busy staff can go straight to the items that interest them (possibly a front end search mechanism?)

Employment pay and workforce trends

Working better phase 1 report

This report from the Equality and Human Rights Commission (EHRC) focuses on reforms to parental leave and the extension of flexible working. These aim to create a balance between work, family and caring responsibilities, which are shared more equally than ever before between men and women. For more information visit:

<http://www.equalityhumanrights.com/en/publicationsandresources/Documents/Equalities/Working%20Better.pdf>

Healthy work: challenges and opportunities to 2030

This report from the Work Foundation brings together more than 200 pieces of research to provide in-depth insight into how the health of British workers will change over the next 20 years. It argues that work – and in particular good work – must be placed at the centre of efforts to improve health. For more information visit:

http://www.theworkfoundation.com/assets/docs/publications/216_Bupa_report.pdf

Knowledge workers and knowledge work

This report from the Work Foundation examines the work-lives of over 2000 workers and aims to analyse the level of ‘cognitive complexity’ of different jobs. The report finds that the UK has a 30-30-40 shaped workforce: about 30 per cent of jobs have a high knowledge content, 30 per cent have some and about 40 per cent have less knowledge content. In addition, the report argues employers are poorly equipped to weather the recession because they use workers’ skills and talents less effectively, with the implementation of excessive rules and procedures, and giving them little say over how they do their work. For more information visit:

http://www.theworkfoundation.com/assets/docs/publications/213_know_work_survey170309.pdf

Workforce data standards consultation

The LGA, Department for Children’s Schools and Families (DCSF), and Children’s Workforce Development Council (CWDC) are jointly consulting all local authorities between 20 April and 17 July 2009 about proposed harmonised data standards and definitions for the children and young people’s and local government workforce. The proposed harmonised data standards and definitions take account of existing standards and working practices and are based on the Schools Workforce Census, the National Minimum Dataset for Social Care, Children’s Service Mapping and the Local Government Earnings Survey. Details of the work to develop the standards and how to submit to the consultation will be available at: <http://www.lga.gov.uk/lga/core/page.do?pagelid=1095037>

Transport

Bus and light rail statistics Great Britain: Q4 2008

The Department for Transport (DfT) has published national statistics summarising the latest quarterly data on passenger satisfaction, bus reliability and bus and light rail patronage. For more information visit:

<http://www.dft.gov.uk/pgr/statistics/datatablespublications/public/buslightrail/buslightrail200809/busoctdec08>

Evaluating productivity impacts of transport

The DfT is taking forward a programme of research to develop an approach to evaluating the productivity impacts of key transport schemes. The aim of such evaluations will be to generate as comprehensive an understanding as possible of how transport schemes influence productivity at different geographical levels. This initial scoping study assessed the feasibility and considered different methodological options for evaluating the productivity impacts of transport schemes. For more information visit:

<http://www.dft.gov.uk/pgr/evaluation/evaluationguidance/evalprodimpacts/>

DISTILLATE – design and implementation support tools for integrated local land use, transport and the environment

The principal objective of DISTILLATE is to develop ways of overcoming the barriers to effective development and delivery of sustainable urban transport and land use strategies and, through them, enhanced quality of life. DISTILLATE is co-ordinated by the Institute for Transport Studies (ITS) at the University of Leeds. It is divided up into seven projects which cover the range of different activities that are involved in the development of sustainable urban transport and land use strategies. The projects cover:

- behaviour and barriers
- option generation
- indicators
- organisational effectiveness
- funding
- modelling
- appraisal

To date, DISTILLATE has developed 18 different tools and guidance documents, across the seven project areas. In addition it has produced a web-based tool to help practitioners analyse the issues that apply to them and guide them by providing information about which DISTILLATE tools might be appropriate. For more information visit <http://www.distillate.ac.uk>

The tool for practitioners is available through the local transport planning network website <http://www.ltpnetwork.gov.uk>

Housing

Is a not-for-profit home credit business feasible?

Commercial home credit is long established, with large numbers of customers on low incomes. Customers value many of its features highly, but the cost is high. This Joseph Rowntree Foundation (JRF) study tested the commercial feasibility of a not-for-profit home credit service. For more information visit:

<http://www.jrf.org.uk/sites/files/jrf/home-credit-business-full.pdf>

Low-cost home ownership and the credit crunch

This report from the Tenant Services Authority (TSA) aims to explore the nature of regional markets for low cost home ownership (LCHO) offered by housing associations (HAs) since the downturn. It also examines the impact of private developer shared equity schemes on HAs and the degree to which HAs are competing with these schemes. For more information visit:

http://www.tenantservicesauthority.org/upload/pdf/LCHO_and_credit_crunch_summary.pdf

House price index statistical releases

Communities and Local Government (CLG) have released the latest UK house price index statistics which include data based on mortgage completions during the month of February 2009. For more information visit:

<http://www.communities.gov.uk/documents/statistics/pdf/1201483.pdf>

Education and Children's Services

Local authorities and school improvement – the use of statutory powers

The LGA commissioned National Foundation for Educational Research (NFER), to conduct a study examining how local authorities support and challenge their schools, using informal, formal and statutory strategies. Supporting school improvement has consistently been a key concern for the Government, policymakers and practitioners over the past decade. Local authorities are a central component of the school improvement process, and can use a range of strategies (including statutory powers) to assist schools that are struggling to effect necessary changes and improve their schools. This report examines the formal and informal strategies that Local Authorities have developed to support and challenge their schools, and focuses in particular on whether Local Authorities have (or have not) used the intervention powers that have been available to them, and the reasoning behind their approach. For more information visit:

<http://www.nfer.ac.uk/publications/pdfs/downloadable/LGle-report.pdf>

Engaging young people: local authority youth work 2005–08,

This Office for Standards in Education, Children's Services and Skills (Ofsted) report draws upon evidence from local authority youth services inspections which took place as part of Ofsted's joint area reviews of children's and young people's services from 2005 to 2008. It reports on the quality and impact of youth work. The report tracks early developments in the introduction of integrated youth support. For more information visit:

<http://www.ofsted.gov.uk/Ofsted-home/Publications-and-research/Browse-all-by/Documents-by-type/Thematic-reports/Engaging-young-people-local-authority-youth-work-2005-08>

Children and parents' experiences of recently improved play areas - qualitative research

The DCSF commissioned this report as an independent national evaluation of the government's investment in local play provision. The Play Pathfinder and Play Builder programmes provide funding for every local authority in England to deliver a number of new or improved play areas by 2011. The report is based on qualitative depth interviews with parents, children and local authority staff in seven case-study areas which provide insights into the views and experiences of parents and children. For more information visit:

<http://www.dcsf.gov.uk/research/data/uploadfiles/DCSF-RR089.pdf>

Teacher voice omnibus October 2008 survey: school inspections

In Autumn 2008, the NFER conducted research on behalf of Ofsted into teachers' attitudes towards school inspection and what impact these inspections had. For more information visit: <http://www.ofsted.gov.uk/Ofsted-home/Publications-and-research/Browse-all-by/Documents-by-type/Consultations/NFER-Teacher-Voice-Omnibus-October-2008-survey-school-inspections>

Aspirations and attainment in deprived communities

This Cabinet Office report explores the potential to raise the attainment of young people in deprived communities, by raising aspirations and changing attitudes within these communities. Young people in certain types of neighbourhood are less likely to develop high aspirations. These neighbourhoods tend to have high levels of deprivation, however the report shows that not all deprived communities are the same. Young people in some very deprived communities – often ethnically diverse, mobile, urban neighbourhoods – tend to have high aspirations for the future, whereas in other areas – often traditional working class communities in ex-industrial areas – low aspirations may be preventing young people from achieving their potential. For more information visit:

http://www.cabinetoffice.gov.uk/social_exclusion_task_force/short_studies/aspirations.aspx

Environment

New model for domestic energy consumption

Specialist research into domestic energy use by CityForm (<http://www.city-form.org>) has found that existing models of how people use their homes and the energy they consume are outdated.

In the past, traditional domestic energy models identified kitchens and living rooms as the higher energy consuming rooms of a house. But the new research shows that people are now more likely to use their bedrooms as living spaces, using technology for entertainment and office work and propelling bedrooms into the high energy consuming category.

CityForm's survey of homeowners in Leicester and Sheffield cross-referenced information about how they use their homes with their actual energy use. Analysis then revealed that the number of bedrooms in a household was the most significant indicator of its energy consumption.

These results also revealed a direct link between energy use and technology ownership. As technology becomes increasingly important to our everyday lives, these findings could impact heavily on how we calculate domestic energy consumption in the future and even how local authorities classify households for tax purposes.

The results have been submitted to the UK Government's Foresight study into creating sustainable communities by 2020.

For further information contact Dr. Keith Baker: keith.baker@sistech.co.uk and link to <http://www.communityenergy.info>.

Health and social care

Equality in later life: a national study of older people's mental health services

This Healthcare Commission report of a national study of mental health services for older people in England combined an analysis of national data with visits to a representative sample of mental health trusts. The study considered four themes: age discrimination in mental health services; quality of inpatient care; how comprehensive services are; and how organisations work together to provide services. For more information visit: http://www.cqc.org.uk/_db/_documents/Equality_in_later_life.pdf

Tackling the challenge: promoting race equality in the NHS in England

This report from the Healthcare Commission considers the extent to which the NHS in England is meeting the legal basic building blocks in promoting race equality. For more information visit: http://www.cqc.org.uk/_db/_documents/Tackling_the_challenge_Promoting_race_equality_in_the_NHS_in_England.pdf

Bordering on concern

Conducted by End Child Prostitution, Child Pornography and Trafficking of Children for Sexual Purposes (ECPAT UK) on behalf of the Children's Commissioner for Wales, this study focused on finding an evidence base for child trafficking in Wales. It also examined the levels of awareness of child trafficking issues among social services and selected voluntary sector organisations, explored how identified cases of child trafficking had been dealt with by social services and the extent to which local authorities promote co-operation between statutory and other agencies. For more information visit: <http://www.childcom.org.uk/uploads/publications/130.pdf>

A profile of alcohol and health in Wales

This report has been produced by the Wales Centre for Health with the National Public Health Service for Wales (NPHS). It contains information taken from several data sources and includes statistics on subjects including underage drinking, alcohol-related deaths, drinking during pregnancy, binge drinking and hospital admissions related to alcohol. For more information visit: <http://www.wales.nhs.uk/sites3/Documents/568/Alcohol%20and%20Health%20in%20Wales%5FWebFinal%5FE.pdf>

Hygiene in butcher's shops

LACORS and the Health Protection Agency (HPA) have released information to councils to support their participation in a survey about hygiene in butchers' shops. The study will look at ready-to-eat cooked meats and hygiene practices in butchers' shops, with a focus on E. coli O157.

The survey was identified as an area for national focus after the outbreak of E. coli 0157 in South Wales in September 2005. The outbreak affected 150 people and, tragically, one five-year-old died. The findings of a public inquiry into the outbreak, conducted by Professor Hugh Pennington, were published in March 2009.

The study runs over three months from the 1 April – 30 June 2009 and a joint report will be issued by LACORS and the HPA once results have been considered. For more information visit:

<http://www.lacors.gov.uk/lacors/ViewDocument.aspx?docID=21266&docType=N>

Communities and place shaping

Delivering mixed communities - learning the lessons from existing programmes

This CLG publication is a summary of the report that encompasses in-depth work across 10 different estate and area-based transformation programmes. It explores how existing programmes were potentially delivering more mixed communities, with a view to highlighting transferable lessons policy issues. For more information visit:

<http://www.communities.gov.uk/documents/housing/pdf/1185658.pdf>

Using the VivaCity2020 Toolkit: how diverse urban environments impact on quality of life.

As part of the UK research programme focused on Sustainable Urban Environments (SUE), researchers from the VivaCity2020 consortium have conducted three detailed case studies of diverse urban environments in London, Sheffield and Manchester to measure the quality of life actually experienced by residents and the decision-making rationales used by stakeholders in their development of these environments.

Indicators of poor quality of life (litter, waste, noise and anti social behaviour) were associated with mixed-use areas where residential housing and the lure of urban living (shops, cafes, bars, pubs, clubs and restaurants on people's doorsteps) were in close proximity. But equally ready access to amenities such as local shops and park space was a requirement for good quality of life.

This research has produced a body of evidence about how the process for making urban design decisions works in practice and how it can be improved to facilitate urban sustainability. For more information visit:

<http://www.vivacity2020.eu/vivacity-toolkit/spatial-data-analysis>

The future of public toilets

As part of the UK research programme focused on SUE, research consortium VivaCity2020 has delved into the world of the public toilet to find out why this most basic of facilities has gone from public convenience to embarrassing nuisance. VivaCity2020 has produced an assessment tool and a wealth of evidence to improve the design of public toilets and ensure modern British cities are well equipped for a 24 hour lifestyle with accessible, sustainable and more desirable public loos. For more information visit:

<http://www.vivacity2020.eu/vivacity-toolkit/all-tools#sustainability-issue-seven>

Generating a safer community - regeneration of Hulme, Manchester

As part of the UK research programme focused on SUE, VivaCity2020 has conducted an in-depth case study of the regeneration of Hulme, Manchester to find out how targeted regeneration can aid in the reduction of crime and the construction of safer communities.

The work has produced new evidence, specifically on how to reap the benefits of engaging with local community and campaign groups. It also highlights the importance of Police Architectural Liaison Officers, architects and

planners working in partnership. For more information please contact: Joanne Leach at joanne@joanneleach.co.uk or visit: <http://www.vivacity2020.eu/vivacity-toolkit/new-urbanism-hulme-case-study>

Change over time viewer launch:

Analysing Change Over Time for Small Areas - a Strategy has been available since December. Neighbourhood Statistics has now produced the *Change over Time Analysis Viewer (CoTA)*, an interactive tool created to support work on change over time. CoTA focuses on using benefits data as a proxy for worklessness. For more information visit: <http://neighbourhood.statistics.gov.uk/dissemination/Info.do?page=analysisandguidance/analysisarticles/change-over-time---guidance.htm>

For a free copy of the tool, email Neighbourhood Statistics at: better.info@ons.gov.uk with your full postal address, mentioning this bulletin. Please allow 28 days for delivery.

Population and migration

Migration statistics – interim report

This interim report from the Statistics Authority has been produced as part of its monitoring review of official migration statistics, initiated in July 2008..

International migration is currently the largest component of population change in the United Kingdom and therefore accurate measurement of the net flows of people, both into and around the country, is essential to obtaining reliable population estimates.

The purpose of the monitoring review is to report on the adequacy of the plans for improving the statistics, progress in implementation and the extent and effectiveness of co-operation across government to deliver the improvements. For more information visit:

<http://www.statisticsauthority.gov.uk/reports---correspondence/reports/migration-statistics--interim-report.pdf>

Migrant worker availability in the East of England: an economic risk assessment

The Institute for Public Policy Research (IPPR) was commissioned by the East of England Development Agency to conduct research into the role of migration in the economy of the East of England, to analyse associated economic risks and suggest ways to manage them. For more information visit:

<http://www.ippr.org.uk/publicationsandreports/publication.asp?id=656>

Economy / economic development

Recession-proof your website

At this time of uncertainty and acute financial and economic pressure, councils must ensure that key information and essential resources reach their residents and businesses, and continue to reach them throughout the downturn. Effective signposting of support – advice, guidance, financial and other – could help employers, employees and residents survive these times of difficulty. This good practice resource from IDeA is designed to help local authorities and their partners refresh their websites in response to the challenging economic climate. For more information visit: <http://www.idea.gov.uk/idk/aio/9551556>

Recession support for councils

A new web resource is now available bringing together all the work that the LGA group is doing to help councils combat the effects of the economic recession. For more information visit:

<http://www.lga.gov.uk/lga/core/page.do?pagelid=1743526>

Local government

Customer insight

The public expects increasingly more of its local services. Only by understanding what is really important to people can a service be efficient and effective. This new IDeA resource provides an introduction to tools, techniques and examples to help councils better understand their communities. For more information visit:

<http://www.idea.gov.uk/idk/core/page.do?pagelId=8998865>

Risk and return - English local authorities and the Icelandic banks

This Audit Commission report examines English local authorities' deposits in the Icelandic banks and their UK subsidiaries. It finds that the majority of councils acted properly in managing their investments and were alert to the risks. For more information visit: <http://www.audit-commission.gov.uk/Products/NATIONAL-REPORT/6AF6709B-9ACD-4F5C-B6C5-09B9C23BCF83/26032009IcelandRiskAndReturnREP.pdf>

European and international

The affordability of alcoholic beverages in the European Union - understanding the link between alcohol affordability, consumption and harms

This European Commission study considers the affordability of alcohol products across the EU, and of the potential impacts of affordability on harmful use of alcohol. It examines: the link between the affordability of alcoholic beverages, alcohol consumption and alcohol-related harms; the impact of cross-border tax-driven or competition-driven price differentials; and investigates the policy levers that can influence the affordability of alcohol, by providing an overview of current alcohol pricing policies in place across the EU. For more information visit:

http://ec.europa.eu/health/ph_determinants/life_style/alcohol/documents/alcohol_rand_en.pdf

Crime and disorder/ safer communities

Race relations in prisons: responding to adult women from black and minority ethnic backgrounds

This report from HM Inspectorate of Prisons provides an overview of the different experiences and specific needs of minority ethnic adult women in prison. For more information visit:

http://inspectorates.homeoffice.gov.uk/hmiprisonsthematic-reports1/Women_and_Race.pdf?view=Binary

Public confidence in the police and their local partners: results from the British Crime Survey - year ending September 2008

This Home Office release provides results from a new set of questions which were included in the British Crime Survey (BCS) from October 2007. These relate to levels of confidence in the police working with local agencies to tackle the anti-social behaviour and crime issues that matter in the local area. For more information visit:

<http://www.crimereduction.homeoffice.gov.uk/statistics/statistics077.htm>

Regular publications and events

ONS/LGA workshop on Improving Migration Statistics

19 May 2009, Birmingham

The Office for National Statistics (ONS) and the LGA would like to invite you to a workshop on Improving Migration Statistics, which aims to get councils involved as partners in measures to improve population and migration statistics. It will offer an opportunity for you to hear about ONS' work on migration, influence LGA's priorities on these issues, but equally importantly it is a chance to offer your own insights on what is needed, to share your experiences on the sources you've used and the problems with them, and to show ONS representatives how population statistics are used in local service delivery.

The workshop will be held at Groundwork UK conference facilities, Lockside, 5 Scotland Street, Birmingham B1 2RR. on the afternoon of Tuesday 19 May, starting with lunch at 1.30pm. There is no charge, but places are limited and previous workshops have been very popular.

If you would like to attend please register with Louise Dove at LGA Analysis and Research (louise.dove@lga.gov.uk) by 8 May. Places will be allocated on a first come first served basis.

Customer insight in Scotland: understanding your customers for local service improvement

A Laria in Scotland Seminar

A.K Bell Library, 2-8 York Place, Perth, PH2 5NH, – Tuesday 19 May 2009

Scotland's local services are under increasing pressure to meet growing customer needs with fewer resources. They are also being expected to capture and make greater use of customer views and integrate these within their Single Outcome Agreements. Current one-dimensional views of all customers having the same needs are giving way to more sophisticated (but efficient) approaches to understanding who customers are and what they want from local services. This event presents some of the latest approaches for understanding a wide range of customers, from around the UK as well as Scottish activity. There will also be an update on Improvement Service work to develop common approaches across Scotland's councils. For more information visit:

<http://mosaicevents.co.uk/newsletters/laria/booking-form.doc>

Governance International training course beyond checklists: innovative approaches to co-design, co-commissioning, co-managing and co-delivery of public services

19 June 2009 London

This training course offers cutting-edge case studies of innovative approaches to improve performance, and shows how to break new ground in public engagement with new interactive technologies such as web 2.0.

For details please contact elke.loeffler@govint.org or check <http://www.govint.org>

Research Councils seek feedback regarding their Knowledge Transfer schemes, activities and mechanisms

Research Councils UK would like to gather valuable feedback regarding their knowledge transfer activities from their Knowledge Transfer Stakeholders. This will contribute to the continued improvement of Research Council business and/or processes in knowledge transfer. If you have a Knowledge Transfer role within your organisation whether that be as a researcher, user, facilitator/broker, manager/administrator, professional or sponsor/funder of Knowledge Transfer then they would like to invite you to take part in this survey which will remain open until June and can be accessed online at: http://www.survey.bris.ac.uk/epsrc/rcuk_kt_consultation

EMIE research briefing - March 2009

EMIE's Research Briefings are produced bimonthly; they provide summaries of recently published research reports. The latest briefing includes details of recently published research concerning families information services, growing up in Scotland, and improving outcomes for Gypsy, Roma and Traveller pupils. For more information visit: http://www.nfer.ac.uk/emie/content.asp?id_Category=327&id_Content=6648&level=2



Local Government Association

The Local Government Association is the national voice for more than 400 local authorities in England and Wales. The LGA group comprises the LGA and five partner organisations which work together to support, promote and improve local government.



Tell us what you think

We hope to provide information which is useful and accessible. Please contact Michelle Pickford (michelle.pickford@lga.gov.uk) with your comments and feedback on LGAARB.

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