Local Government
Improvement and Development

Engagement and Performance in Local Government

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13th July 2010

www.idea.gov.uk

Best Council to Work For Scheme

Top scorers all:

- Had clear and realistic ambitions
- Had clear priorities
- Encouraged staff to innovate
- Had strong financial management

Top 3 also had:

- United effective leadership
  - Effective political leadership
  - Strong and inspirational chief executive
  - Good relations between members and officers
- Strong staff involvement and two way communications
- Council priorities reflected local residents' priorities
- Strong on external communications

Top 3 impact on performance

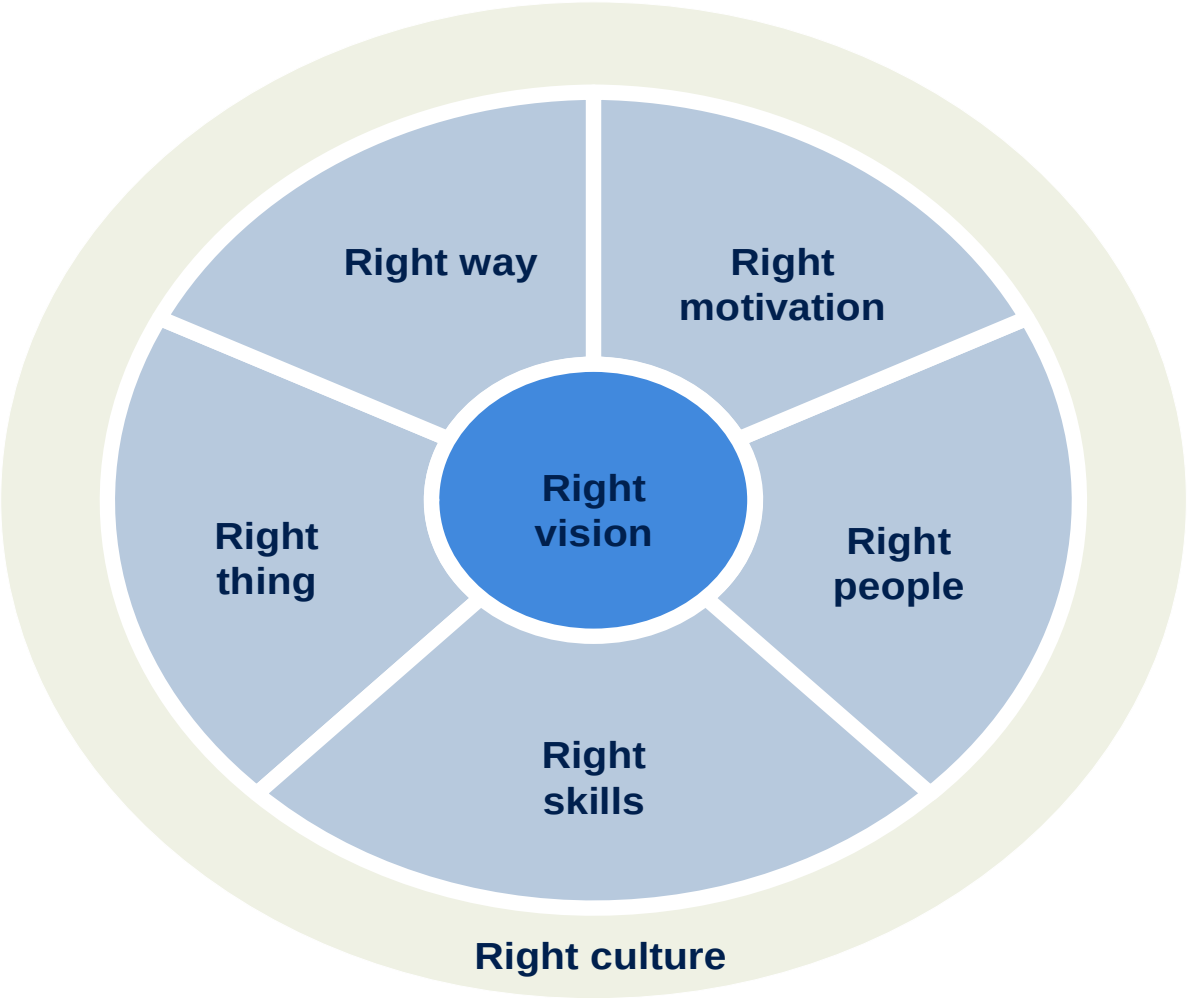
Virtuous circle created staff pride delivering:

- Effective partnership working
- Dramatically improving or excellent customer satisfaction
- Good/strongly improving performance indicators
- High inspection ratings

Best Council To Work For: Overall biggest Differences

Question	Private	Council	% diff
Senior managers truly live the organisation's values	5.26	3.95	-33.4%
I am inspired by the person leading this organisation	4.88	3.76	-29.6%
I am excited about where this organisation is going	5.16	3.99	-29.4%
I have confidence in the leadership skills of the senior management team	5.17	4.20	-23.2%
Senior managers in this organisation do a lot of telling but not much listening	4.54	3.73	-21.6%

Our Productivity Framework



Framework—detail

Future challenges…and opportunities

25% less resources over next 4 years:

- No option but organisational & cross – organisational transformation
- Need to create organisations that think & behave differently to deliver different outcomes
- Only survivors will be organisations where leaders truly engage their workforces

Relevant web resources

- Productivity: www.idea.gov.uk/productivity
- Organisational redesign: www.idea.gov.uk/organistionalredesign
- Cultural change: www.idea.gov.uk/culturalchange