

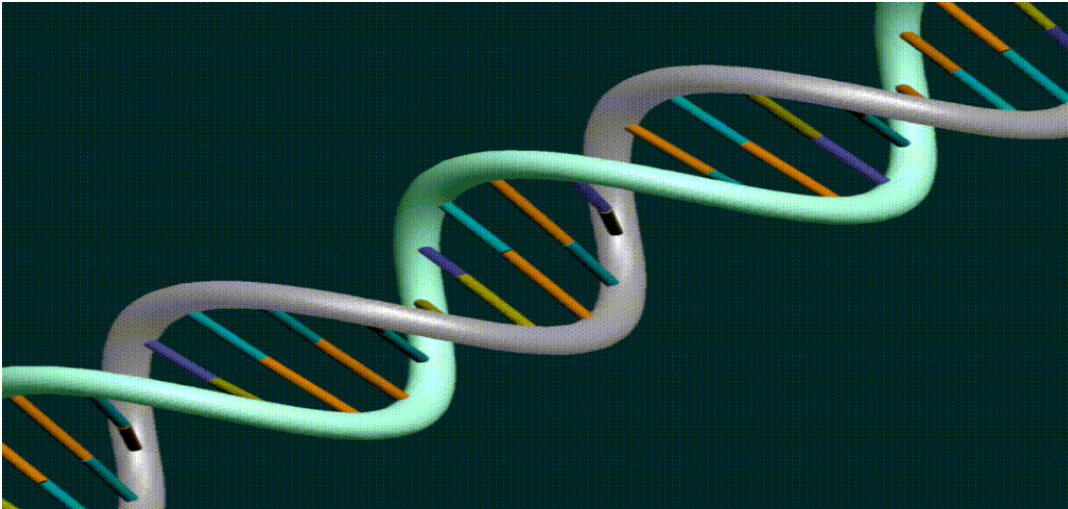
The Improvement Journey



Presentation: CIEH/LACORS YEAR AHEAD
Derek Allen, Executive Director, LACORS
29 February 2008

The Improvement Journey

- Reality Check
- DNA of High Performing Councils (DNA HP)



- Dynamic
- Notable
- Ambitious

High Performing Council Regulatory Services

- **Relevant, Valid and Valued**
- Customer and Citizen Focused
- **Outcome Focused**
- Golden Thread
- Politically Astute
- Communicative
- Collaborative
- Innovative
- Not Risk Averse
- In touch, fast & responsive
- Reflexive
- Strategic

High Performing Council Regulatory Services

- **Glocal**
- Well led
- Intelligence led
- Risk led
- Integrated
- **Balanced**
- Autonomous
- **Use of Resources**
- External Validation

Relevant, Valid and Valued

- Contributes to the wider ambitions and objectives of the Council
- Example – Newcastle have a commitment to achieve a safe night time economy



Outcome Focused

- Not just driven by numbers of inspections
- Pushing the boundaries – being innovative!
- Example - Westminster Beacon Status – Securing food safety from local businesses.

本屆大賽使用之點心皮及面食材料，均由環球面廠提供

Chinese Masterchef City of Westminster
2007 Westminster 中國料理名廚大賽
首屆點心廚、面廚競逐即將登場

第四屆「西敏區中國料理名廚」大賽，將於5月22日假座於 Westminster Kingsway College 舉行。

當日冠軍廚師將會贏得獎金 £1000，兩張來回機票機票及本屆「西敏區最佳中餐廚師」的名銜。另外本屆更有最佳點心廚和面廚比賽。

最佳點心廚及最佳面廚的冠、亞、季軍，將分別獲得 £500、£250及£100獎金。冠軍更可獲得一籃資助食品及一箱虎牌啤酒。

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Http://www.westminster.gov.uk/chinesemasterchef/

Collaborative

- Collaboration & Relationship management
- Working in Partnership internally and externally with other agencies



- Example - Warrington – restricted sales of tobacco enforcement issue but also LAA target - health implications of smuggled cigarettes

In touch, fast and reflexive

- High performing services are in touch with current issues
- Not just reactive but changes in response to the outside world e.g. reorganizing staff structure



- Example – Surrey CC response to Foot & Mouth outbreak

GLOCAL

- Understanding Council's own local contribution to regional, national and international
- Example – Dudley MBC in partnership with Brockmoor Foundry helped to protect the environment from industrial pollution & contribute to local economic viability



Strategic

- Has a clear understanding of it's role with staff understanding why and what it does and who are committed to strategic priorities and objectives set for the service.



- Example – Shropshire Healthy eating award has attracted £90,000 of LAA funding

Use of Resources & Funding

- The Bottom Line = core funding is needed but there is also a need for Regulatory Services to be more innovative and proactive.
- Example – Trafford MBC a low funded council has set up the Trafford Centre Consumer Fair Trade Scheme



Conclusion

- Challenges and opportunities ahead
- Are you up for it? – Get involved!
- LACORS – key role in supporting you and driving improvement
- Your success is our success!

'its up for grabs now'

