



Community Leadership & Here to Help - connections

Council – 11 December 2013

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Liaison

and

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Agenda

- Context
- Community Leadership
- Here to Help
- Common Ground

Context

- Reducing resources now and into the future
- Growing numbers of older people and ever greater demands on services
- As others make savings some “need” transfers to us
- Continue to provide key services despite the cuts

The Challenge

- Support individuals and communities to help themselves more
- Grow capacity, in the community and in the organisation, to do more with what we have
- Find new ways to generate more income
- Work with partners to reduce / manage future demand

Ambition

- Community Leadership and Here to Help
 - More effective
 - More commercial
 - Smarter working

Community Leadership

- You are already doing it
- Need to share the good practice more widely
- Find ways to be even better
- Understand with more clarity

What does Community Leadership mean...?

- Knowing your local community
- Empowerment
- Managing expectations
- Recognising opportunity/change

Community Leaders?

- Available
- Effective
- Inspirational
- Empathetic
- Communicator

Making it Real

Community Leadership case study



Developing our Skills - a Member's toolkit

- Action Learning Sets
- Knowing the numbers – community profiles
- Working through Members' Workbook
- Member Development Programme
- Buddy Schemes
- Learning by visiting other Local Authorities
- Sharing case studies

Here to Help

- Peer Challenge 2012

*“It is a sound council, delivering good services with a high level of satisfaction from residents and underpinned by a healthy financial base. **It is well focused on the residents and communities it serves**”.*

Here to Help

- Ever more helpful for customers and colleagues – an awareness
- Celebrate the good examples
- Share and spread good practice
- Find new ways to be even better
- Agile, efficient and effective

Here to Help - activities

- Staff Briefings
- Workgroups
- Everyone to participate
- Tailored to service activities
- shared common understanding and values

Common Ground

- We are not the only piece in the puzzle
- Looking beyond the basics
- Supporting colleagues and partners
- Delivering positive outcomes

Summary

- Talked about ‘how’ members and officers can work even better / smarter to help residents and colleagues
- We know the ‘how’ may change over time
- Need to do it together – Community Leadership and Here to Help
- On a journey