

# DELIVERING DIFFERENTLY

TRANSFORMING LOCAL AUTHORITY SERVICES THROUGH NEW  
DELIVERY MODELS

*A JOINT PROGRAMME*

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Cabinet Office



Department for  
Communities and  
Local Government



### DELIVERING DIFFERENTLY CHALLENGE

The *Delivering Differently Challenge* is designed to support a small number of pioneering local authorities, either individually or in partnership, to select and implement new models of delivery for some of their services.

Drawing on a £1m fund, local authorities participating in the *Challenge* will have access to bespoke professional support to enable them to review which model is right for the service and decide how to implement it. This review will consider delivery by VCSE groups or a public service mutual, as well as joint ventures with other public and private sector providers. The details of this support will be developed in collaboration with each authority. In addition, participants will receive guidance from an expert panel throughout the process, and have opportunities to network and share their experiences with other *Challenge* authorities.

Applicants should be aiming to implement a new delivery model from FY13/14, and each should set out in their Expression of Interest the drivers for seeking to introduce a new model for the service in question, the outcomes they wish to achieve, and their intentions for engaging with staff or other organisations from the public, private, and VCSE sectors.

One of the aims of this programme is to share best practice and capturing learning for wider dissemination and we will expect participating authorities to work with us to share their experience and what they have learned with others. This will include participation in a workshop at the end of the programme.

The full package of support is as follows:

- Up to £100k of support – including access to bespoke consultancy support
- Workshops on delivery models and transformation
- Access to an advisory panel able to provide guidance and critical challenge
- Networking events and opportunities

All authorities are invited to an initial workshop on *Ways to Deliver Differently*, which will be held in London on Tuesday 21<sup>st</sup> January. This workshop will detail the range of alternative delivery models open to authorities, their potential benefits, and routes to implementation. It will also provide more information on the programme, and provide an opportunity for applicants to ask questions.

If you wish to participate in the *Delivering Differently Challenge*, you must complete an Expression of Interest **by Monday 10<sup>th</sup> February 2014**. Shortlisted authorities will be invited to interview on 19<sup>th</sup>- 21<sup>st</sup> February 2014.

## APPLICATION CRITERIA

Potential applicants should consider the following areas before applying:

### *Senior Support*

- Applicants must show they have the support of their Leader and Chief Executive. They must also have a senior sponsor from within the authority, who will be responsible for the options review. They will hold the relationship with the Panel.

### *Focus Areas*

- Applicants must highlight the service area or service(s) for which they wish to introduce a new delivery model, including details about the service, their priorities and vision for transforming it, why it presents a good opportunity to implement a different delivery model, and what benefits a new model would have for service users and the authority.

### *Dedicated Resource*

- Applicants must identify what dedicated resource they will allocate to the project.

### *Partnerships*

- Applicants must detail how they will engage with stakeholders and potential partners, such as VCSE providers, staff, and other public sector organisations (e.g. another authority, CCG etc.).

### *Wider Contribution*

- Applicants must explain how they will learn from the process, and how they plan to apply lessons to other areas of the authority.

## APPLICATION GUIDANCE

The Expression of Interest form which accompanies this pack asks six questions, covering the service you wish to transform, the benefits you hope to see as a result, the resource you would commit, and the stakeholders you would involve in the process.

We expect applicants to make clear in the Expression of Interest both their commitment to the introduction of a new delivery model and the scope for innovation.

Criteria	Guidance	Words
<b>What services or service areas would you explore?</b>	<i>Please describe the scope of the service(s) you wish to transform</i>	200 words
<b>Why these services or service areas?</b>	<i>Please set out why these service(s) are a good candidate for transformation e.g. sustainability, innovation, commercial potential, community involvement, staff engagement</i>	400 words
<b>What could be the benefits of a transformation?</b>	<i>Please describe what you believe transformation could achieve – this should include the benefits for the authority, the service, users, and the wider community</i>	400 words
<b>What dedicated resource would you apply to this project?</b>	<i>Please detail what internal resource you would commit to the project</i>	200 words
<b>How would you engage with stakeholders and potential partners, such as VCSE groups, staff, and other public sector organisations?</b>	<i>Please detail any existing partnerships, and list any organisations or groups you believe may be relevant to this project, including why and how you will engage them</i>	500 words
<b>How would being a Challenge project help with transformation in other areas of the authority?</b>	<i>Please describe how you would spread learning from the project through your authority and share with local partners</i>	300 words