

## ‘Lean’ in Local Authorities - challenges and triumphs

**Free seminar for Senior Officers and Members**  
**10am – 4pm, Friday 23rd July 2010**  
**PERA, Melton Mowbray, LE13 0PB**

The East Midlands Improvement and Efficiency Partnership (EM IEP) would like to invite Members, Directors and other senior officers to this free seminar, providing an insight into the ‘lean’ approach alongside practical examples that have improved services and delivered much-needed efficiency savings. The focus of the seminar is on successful implementation, with three authorities explaining how ‘lean’ has worked for them.

- **Nottingham City Council** will describe how it has transformed its Benefit service, saving over £675k, reducing processing times and raising customer satisfaction.
- **Arun District Council** will explain their 4 year programme of ‘lean’ reviews covering Housing, Revenues and Benefits, Planning, Legal Services, Building Control, Car Parks and administration. Savings of about £100k have been realised to date.
- **South Kesteven District Council** will show how they revolutionised Housing Repairs, with even the initial savings exceeding £650,000, together with a 60% reduction in time to complete repairs.

Other case studies will also be presented, together with the results to date of the county-wide Nottinghamshire Lean Systems Thinking project and a review of the past years efforts to raise awareness and build skills in systems thinking (the avocado lesson). The seminar will cover a broad range of implementation issues, including the cultural and management challenges associated with ‘lean’ change. It will also provide an excellent opportunity for delegates to raise and resolve specific implementation issues that they are facing.

The seminar follows on from a series of popular ‘lean’ training courses and workshops delivered by Professor Tony Bendell of Services Limited, an international expert in ‘lean’ practices and public sector efficiency. Based on the success of these a unique ‘Lean Learning Group’ has been established, to help Members and Officers share their learning from implementing the ‘lean’ approach. The group asked for a seminar providing real examples where ‘lean’ has worked - today’s seminar does just that.

**The seminar is funded by EM IEP so that it is free to delegates. To book your place please register online at [www.eastmidlandsiep.gov.uk](http://www.eastmidlandsiep.gov.uk) or contact Lois Dale at EM IEP - 0115 977 4921 or [lois.dale@nottscc.gov.uk](mailto:lois.dale@nottscc.gov.uk)**