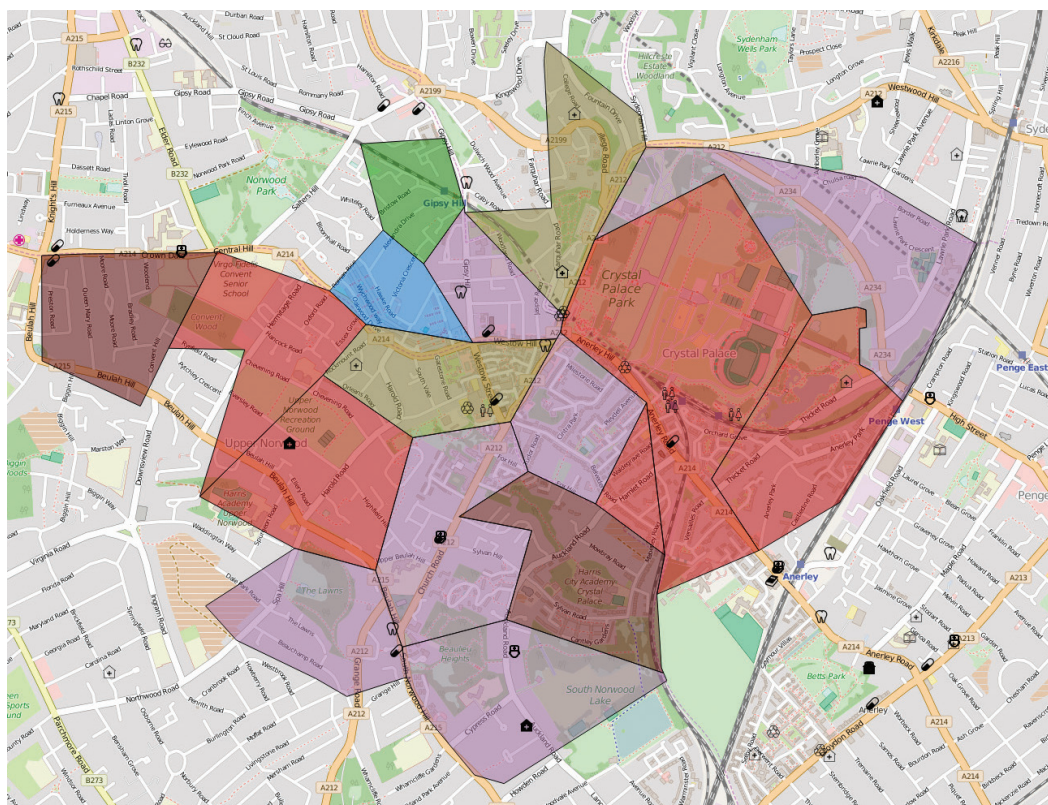


# LG Inform Plus

A premium information service  
for managers in local government



# Improving services through information

The LG Inform Plus service, developed together with local authorities for over a decade, is your essential tool for shaping and running local services. Designed to run in tandem with LG Inform, it gives subscribers the power to drill down to the finer detail.

---

**1,600+** individual lower level geography data items available

---

**58 million people** - population statistics in England and Wales

---

**568** individual council service standards from

**125** different service areas

---

**6,000** Powers and Duties links to current legislation

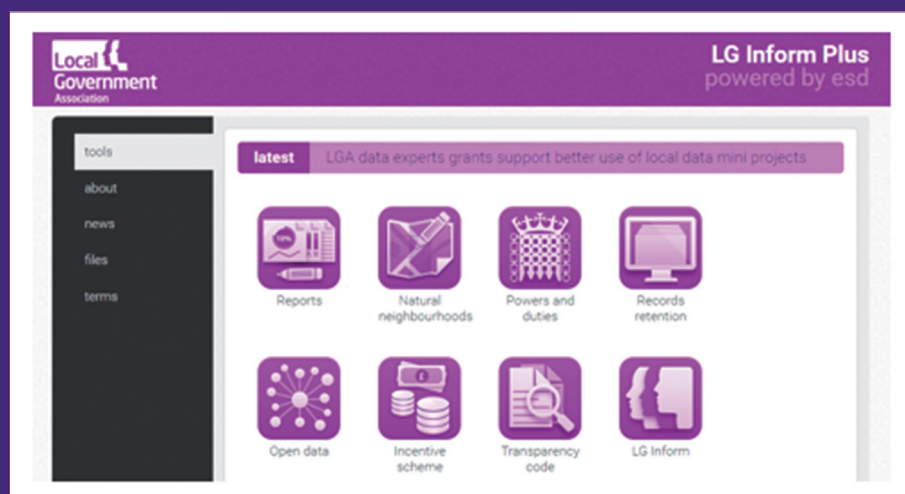
---

**1,500** Records Retention schedules listed for over

**100** different service areas

---

**5,000+** data items via the API data feed – direct access



LG Inform Plus provides subscribers with a suite of diverse online tools to help understand customers, improve service provision and reduce costs, all in one accessible place, including:

### **Reports**

Full-feature report writer including enhanced search, charts, maps, tables and dynamic text, supported by 1,600 regularly updated metrics, giving you an easy way to present key information to decision makers.

### **Natural Neighbourhoods**

Instead of standard geographies, create custom areas, such as community zones, for more meaningful reporting and greater insight.

### **Records retention**

Save money on your council or fire and rescue service's records retention by using LG Inform Plus's 1,500 retention schedules for every service in the Local Government Service List.

### **Powers and Duties**

Over 6,000 links to current legislation will help guide your authority when making decisions about which services to provide.

### **Application Programming Interface (API)**

Use our direct data feed to access over 5,000 data items for your performance reporting arrangements, or simply export them for analysis or your own reports.

### **Standards**

These Standards, developed by the sector, underpin service delivery, allowing councils to take a 360-degree view of local government: from services and functions to changes in circumstances and reshaping service provision.

Take a closer look <http://about.esd.org.uk/>

# Report writer

Improving customer insight through the latest up-to-date data

The report writer is a sophisticated tool that makes data-rich report writing easy.

**Have direct access to the data**, reducing the cost and burden of maintaining data locally.

## Improved for 2017

The search function now uses dynamic buttons to give you instant access to data and reports on any of LG Inform Plus' 1,600+ data items.

**Build content rich reports** including maps, charts, tables and dynamic text that updates as you modify your parameters.

Embed your reports, making new content available to colleagues and residents.

**Access up-to-date and trustworthy data**, with regularly updated datasets underpinned by recognised information standards.

**Combine online tools** to augment your reports or focus on local geographies using Natural Neighbourhoods.

**Download prebuilt reports** for individual metrics and subject specific reports written by the Local Government Association (LGA).

## New

Generate reports using new geographies created in 'Natural Neighbourhoods'.

[reports.esd.org.uk](https://reports.esd.org.uk)

# Natural Neighbourhoods

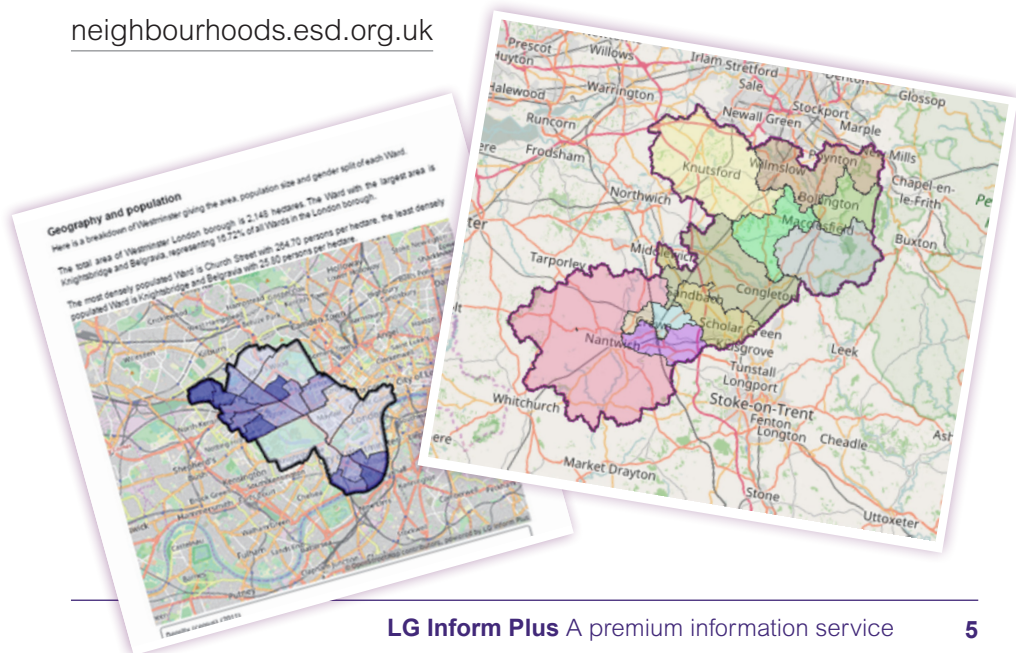
A new way to view data and create reports for the areas you are interested in

Demographic and financial pressures mean that the way councils deliver services needs to change. Traditional administrative and statistical geographies used to track information often bear little relevance in the real world, where services would be improved by delivering to places without 'official' definitions.

The Natural Neighbourhoods tool was created with this purpose in mind and allows you to map real, meaningful areas that currently may not exist formally. This integral part of LG Inform Plus gives users the ability to view data through new lenses. From hamlets to NHS regions, any imaginable type of area can be mapped and explored using official data, recalculated automatically by the system.

Once published, these personal geographies are shared so everyone can benefit from them.

[neighbourhoods.esd.org.uk](http://neighbourhoods.esd.org.uk)



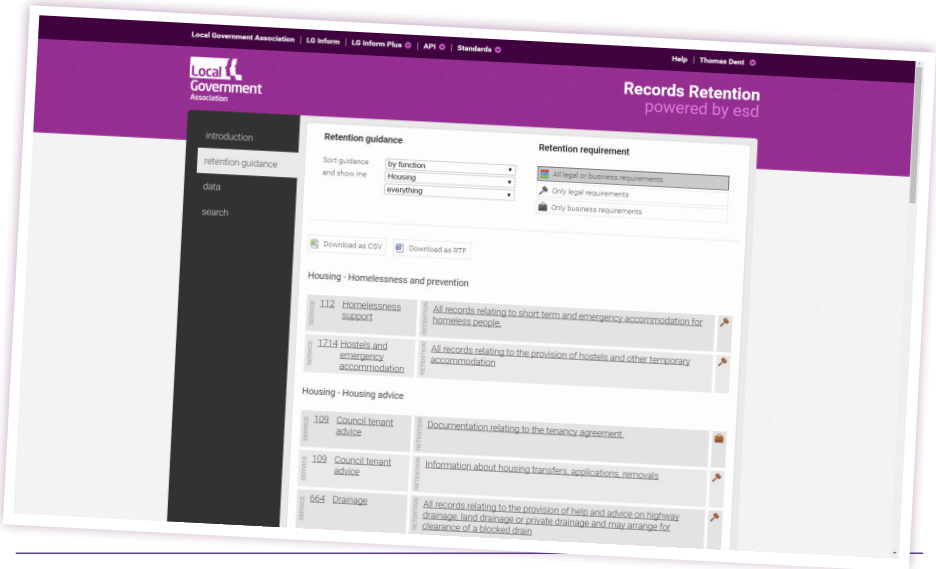
# Records retention

Clear and compliant guidance for records managers

Councils are required by law to keep records for a certain period of time. Keeping records for too long or for not long enough can be a problem, either increasing the costs of storage, or if records are not available or not compliant, raising the risk of fines. This is a complex, litigious area which this guidance simplifies.

LG Inform Plus provides retention guidance for every ‘customer centred’ service delivered by local government, as well as some internal services. Produced in partnership with Kent County Council’s Legal Services team, the information ensures compliance with Section 12 of the Lord Chancellor’s Code of Practice as well as helping to meet business needs. It is maintained against a changing legislative framework and has the potential to save substantial costs and time.

[retention.esd.org.uk](http://retention.esd.org.uk)





# Powers and Duties

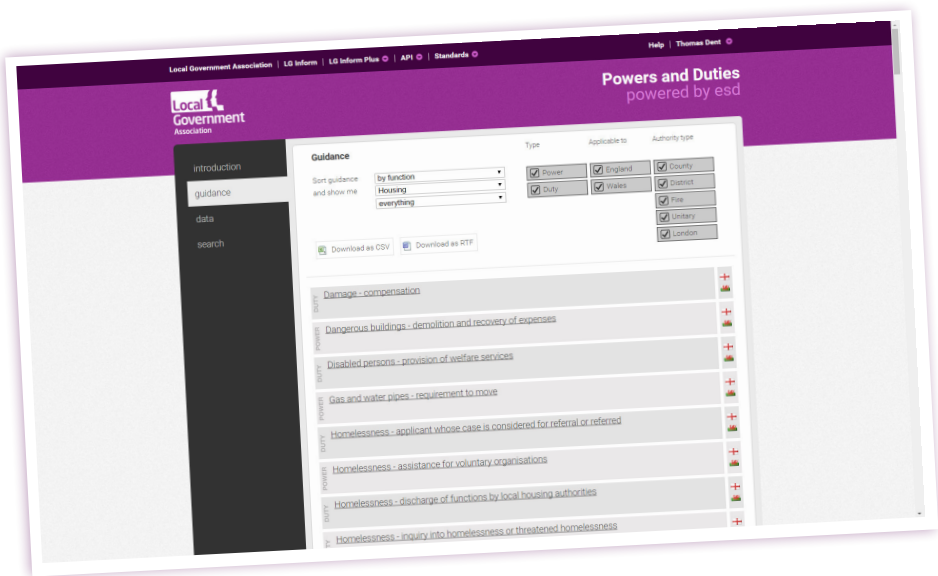
## A new way to design services

Councils and fire and rescue services continually improve and reshape their services. Understanding the legal duties authorities are required to perform is key and may even improve service delivery.

By highlighting which services are mandatory and which are optional, the Powers and Duties tool supports decision making. It encourages a re-evaluation of resources, challenging the status quo against the statutory framework placed on local government.

Produced in partnership with Kent County Council's Legal Services team, the information ensures compliance with statute in England and Wales for many different bodies of local government.

[powersandduties.esd.org.uk](http://powersandduties.esd.org.uk)



# Application Programming Interface (API)

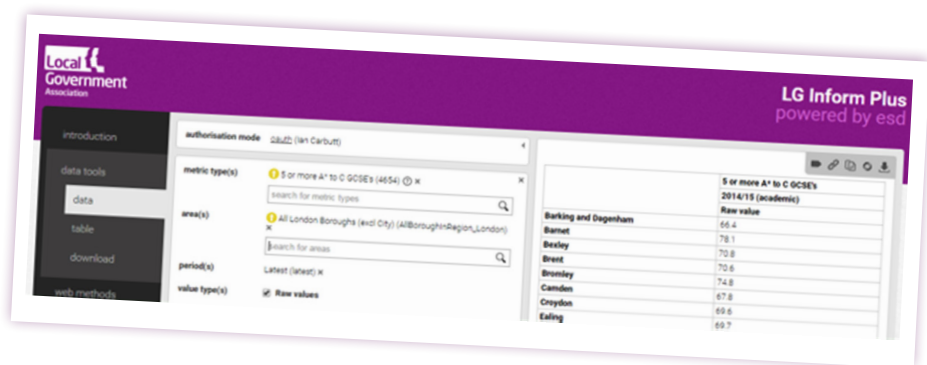
Easily accessible, local open data for everyone

LG Inform Plus' Application Programming Interface (API) or 'direct data feed' allows subscribers to view and download the local open data stored in its database. Over 5,000, regularly updated, data items are available from an array of different sources. The data feed has been built for use by both technical and non-technical subscribers, to deliver data that matters easily.

The direct data feed is also perfect for enriching apps with data about local places and people, such as population, employment figures, crime rates, health, housing and transport data. Our specialist data team rigorously check and update all data from multiple sources, so you can be sure of its accuracy, timeliness and relevance.

To find out more, take a look at how Devon County Council is using the direct data feed in practice: [www.local.gov.uk/about-lginform](http://www.local.gov.uk/about-lginform)

[api.esd.org.uk](http://api.esd.org.uk)



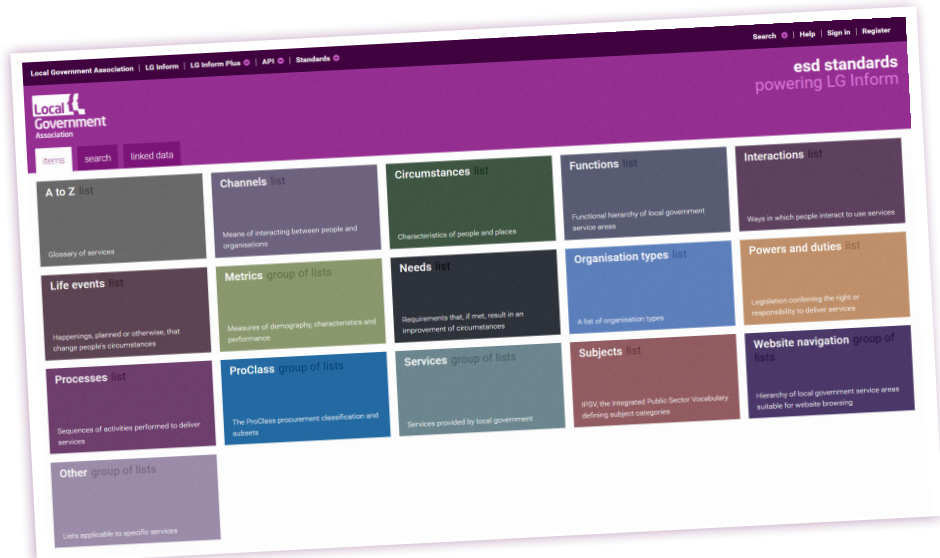


# Standards

A framework for organising how we hold and record everything we do in local government

These standards underpin service delivery and act as a prism to give a 360-degree view of local government: from functional areas to individual services, life events to resident's needs, and many more.

Each standard records the separate components of a facet of local government and each component is linked to other relevant parts, forming a framework of standard definitions that all in local government can share. For example, the Benefits Advice and Assessment service is related to the Financial Assistance need, the Advice and Welfare Rights function and Benefits section of a council's website, linking resident 'need' to a service provision.



As more councils adopt the standards in their day-to-day practices it becomes easier to publish data consistently for analysis on a much larger scale.

Categories include:

- An A to Z of all local services
- The channels of communication that each service might adopt
- The circumstances of an individual
- The functional areas of responsibility in local government
- The interactions that residents and businesses might make with their council
- The life events that an individual experiences, impacting their needs
- Performance monitoring and other metrics that challenge local government
- The needs of a resident based on their life style and circumstances
- The legislative powers and duties that underwrite council responsibilities
- The business processes that local authorities adopt to deliver services
- The full list of services delivered by local government
- The vocabularies that are used to describe local government services
- Website navigation.

## To find out more

For more information about subscription rates visit:  
<http://about.esd.org.uk/subscription-benefits>

Or email: [support@esd.org.uk](mailto:support@esd.org.uk)

## General enquiries

Email: [LGIInformPlus@local.gov.uk](mailto:LGIInformPlus@local.gov.uk)

Telephone: 020 7664 3000

[www.local.gov.uk/lginformplus](http://www.local.gov.uk/lginformplus)

For log-in assistance email: [lginform@esd.org.uk](mailto:lginform@esd.org.uk)



**Local Government Association**

Local Government House  
Smith Square  
London SW1P 3HZ

Telephone 020 7664 3000

Fax 020 7664 3030

Email [info@local.gov.uk](mailto:info@local.gov.uk)

[www.local.gov.uk](http://www.local.gov.uk)

© Local Government Association, February 2017

For a copy in Braille, larger print or audio,  
please contact us on 020 7664 3000.  
We consider requests on an individual basis.