

Chorley Public Service Reform Work Programme - Year 1

Activity	Lead	Timescales		Key Milestones	Timeline											
		Start	End		Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr			
1. Integrated Locality Working																
1.1 Establish clear and shared understanding of the Chorley locality and operational sub-localities (neighbourhoods) – both geographical and need-based.	IG	Aug-15	Sep-15		█											
1.2 Analysis of service pathways based on multi-agency data and service user engagement (Chorley Big Conversation)	IG	Sep-15	Oct-15			█										
1.3 Develop matrix of service provision/assets and resources linked to need across agreed localities	IG	Sep-15	Oct-15			█										
1.4 Identify test bed opportunities for multi-agency integrated teams – locality or issue based (e.g. mental health, older population)	IG	Oct-15	Oct-15	Review and agree test beds - 6th October			█									
1.5 Prepare framework to model and evaluate impact and outcomes for local population	IG	Oct-15	Nov-15				█									
1.6 Develop options for a model in which these services can be integrated on a perfect locality footprint, considering the most efficient way of delivering the right service	IG	Oct-15	Dec-15	Proposals for sign off by Exec - 1st December			█									
1.7 Redesign customer pathways into services and how these can be improved – reducing numbers of contact points with different organisations	IG	Nov-15	Dec-15	Proposals for sign off by Exec - 1st December				█								
1.8 Develop approach to implementation	IG	Dec-15	Feb-16	Implementation plan signed off Feb					█							
1.9 Mobilisation including comms and engagement	Exec/IG	Feb-16	Mar-16								█					
1.10 Implement new way of working	IG	Apr-16												█		
2. Data and intelligence																
2.1 Complete year 1 evaluation of the Integrated Action Team and identify recommendations for Implementation Group	PO/IG	Aug-15	Sep-15		█											
2.2 Carry out review of wider Multi Agency Groups operating in Chorley and understanding of partner intelligence and data requirements	IG	Sep-15	Sep-15			█										
2.3 Mapping of referral pathways including the new Lancashire Wellbeing Service	IG	Sep-15	Oct-15	Report findings to Exec Oct 20th			█									
2.4 Evaluation of best practise models and projects including digital platforms for information sharing	IG	Oct-15	Oct-15				█									
2.5 Prepare options for data management and sharing to support an integrated service delivery model	IG	Oct-15	Nov-15	Report findings to Exec Nov 17th				█								
2.6 Performance management – development of outcome measures to monitor progress against the strategy and impact for individuals	IG	Oct-15	Oct-15				█									
3. Partnership Oversight																
3.1 Review and mapping of partnership structures and programmes to inform suggested routes for engagement	PO	Aug-15	Sep-15		█											
3.2 Develop proposal for Executive	PO/Exec	Sep-15	Sep-15	Proposals approved Sep 15th			█									
3.3 Agree and implement approach with regular updates to Executive as per agreed timetable	Exec	Sep-15	Ongoing				█									
4. System Leadership																
4.1 Design flexible development framework for members of the Executive	PO/Exec	Sep-15	Oct-15	Proposals for sign off by Executive 20th Oct			█									
4.2 Establish training needs of Implementation Group	PO/Exec	Sep-15	Oct-15				█									
4.3 Implement development framework for Executive and training sessions for Implementation Group	PO/Exec	Oct-15	Ongoing					█								
5. Culture and Workforce																
5.1 Develop shared values, behaviours and culture of public service providers in Chorley	Exec	Nov-15	Dec-15					█								
5.2 Prepare road map for dissemination of shared values and behaviours across the system	Exec	Dec-15	Feb-16							█						