

Report of	Meeting	Date
Chief Executive	Executive Cabinet	18 February 2016

CHORLEY PUBLIC SERVICE REFORM PROGRAMME – UPDATE REPORT

PURPOSE OF REPORT

1. To present an update on the Chorley Public Service Reform Partnership.

RECOMMENDATION

2. To note the update

EXECUTIVE SUMMARY OF REPORT

3. The challenges facing public services over the coming years are well known; all organisations will have less money to meet the needs of more people, particularly older people. Public services in Chorley need to ensure that they can continue to deliver the best outcomes for local residents and look after those who are most vulnerable.
4. The Chorley Public Service Reform Partnership brings together partner organisations from all sectors to deliver the Chorley Public Service Reform Strategy. The strategy was formally approved by the Chorley Public Service Reform Executive in June 2015, following a review of partnership working and to respond to the recommendations from the Commission on the Future of Public Services in Chorley.
5. The strategy identifies the purpose and vision for the Chorley Public Service Reform Partnership as:

Purpose
“we will work together to integrate and reconfigure public services in Chorley to provide the best outcomes for residents”
Vision
“by 2020, we will have high quality public services which provide value for money and the best outcomes for the residents of Chorley”

6. The programme of activity is ambitious and challenging for all organisations in the partnership with the intention being that we will work at pace, using our collective resources as part of a consistent approach to:
 - Improve health and wellbeing outcomes
 - Improve service delivery standards
 - Manage service demand to support financial sustainability
 - Support a wider programme of transformational change across the system

7. This report sets out the key elements of the strategy and work programme, including activity and progress to date. It also provides an update on funding secured under the Transformation Challenge Award (DCLG).

Confidential report Please bold as appropriate	Yes	No
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CORPORATE PRIORITIES

8. This report relates to the following Strategic Objectives:

Involving residents in improving their local area and equality of access for all		A strong local economy	
Clean, safe and healthy communities	✓	An ambitious council that does more to meet the needs of residents and the local area	✓

BACKGROUND

9. The challenges facing public services over the coming years are widely recognised and acknowledged; reducing budgets and increasing demand for services mean that it will no longer be sufficient for individual organisations to manage their budget cuts within their own organisations.
10. The Chorley Public Service Reform Partnership brings together partner organisations from all sectors to deliver the Chorley Public Service Reform Strategy. Partners include Lancashire Care Foundation Trust; Lancashire Teaching Hospitals Trust; Lancashire Fire and Rescue Service; Chorley and South Ribble Clinical Commissioning Group; Primary Care; Lancashire Constabulary; Chorley VCFS Network; Department for Work and Pensions; Lancashire County Council and Runshaw College.
11. The Chorley Public Service Reform Strategy sets out how we will address the challenges together through a number of priorities, with a focus on working at a community level as a starting point for change. The aspiration is towards the 'perfect locality' as one where:
- communities are resilient
 - residents empowered, and
 - services meet needs in a sustainable way
12. There are three levels of accountability in the partnership: a Board to provide oversight and scrutiny, Executive to guide strategic direction, and Implementation Group as an operational delivery vehicle. The Executive and Implementation Group meet on a monthly basis to support strategic direction and operational delivery respectively; the Board meets twice a year.

The strategy and supporting partnership structure is included at Appendix A.

PROGRESS UPDATE

13. The focus of activity in year one has been around developing a shared understanding of communities in Chorley, as a basis for improving processes and behaviours within teams so that services are delivered as part of a coordinated, sustainable system. This will support improved health and wellbeing outcomes for local residents and reduced costs for organisations through addressing areas of high demand such as primary care (GP's) and hospital accident and emergency.

14. Partner organisations agreed an area of focus as a starting point for implementing new approaches. The selected locality area within Chorley East Ward (to be known as Chorley inner-East) presents a range of opportunities to address key challenges and improve outcomes. A comprehensive profile for the area has been developed, bringing together data sets from all partners to build up a detailed picture of the population, demand for services and local assets.
15. In December 2015, the Chorley Public Service Reform Partnership agreed a set of proposals that will progress delivery of the strategy in 2016.
16. Proposals are grouped around 3 key themes and each includes a range of specific actions and initiatives that will be delivered in partnership as part of an integrated approach; the themes are :

Building community capacity

Better understanding the local communities needs and the potential for individuals and communities to help themselves by working with them to design better services, making better use of existing community buildings and facilities.

Establishing the single front line

Equipping front line teams and services with the knowledge, skills and tools to promote health and wellbeing at the first point of contact, so that residents receive the most appropriate support for their needs, either from within the community or through access to the right services.

Enhanced multi-agency teams

Sharing our collective intelligence effectively, safely and consistently to identify and put in place joined up support for vulnerable or high dependency individuals, ensuring early intervention and preventing more costly longer term problems.

17. The intention is that the proposed activity will be implemented in the Chorley inner-East area initially to monitor outcomes closely and understand the most effective approaches. This will then provide an evidence base to apply a similar way of working in another area, or to scale up successful interventions to support the wider community.
18. Delivery activity will commence in February 2016 to include further communication and engagement with local stakeholders including ward Members. An evaluation exercise will be carried out after the first 6 months to help inform the way forward.

FUNDING

19. Additional funding of £300,000 has been secured through the Transformation Challenge Award to deliver activity specifically in Chorley to embed the new Lancashire County Council Wellbeing Service and support a reduction or delay in admissions to high cost services, such as hospital and residential care.
20. This activity will form part of the wider programme of initiatives within the Public Service Reform Partnership work plan, and funding will help to accelerate delivery towards improved health and well being outcomes and service efficiencies.

IMPLICATIONS OF REPORT

21. This report has implications in the following areas and the relevant Directors' comments are included:

Finance		Customer Services	
Human Resources		Equality and Diversity	
Legal		Integrated Impact Assessment	

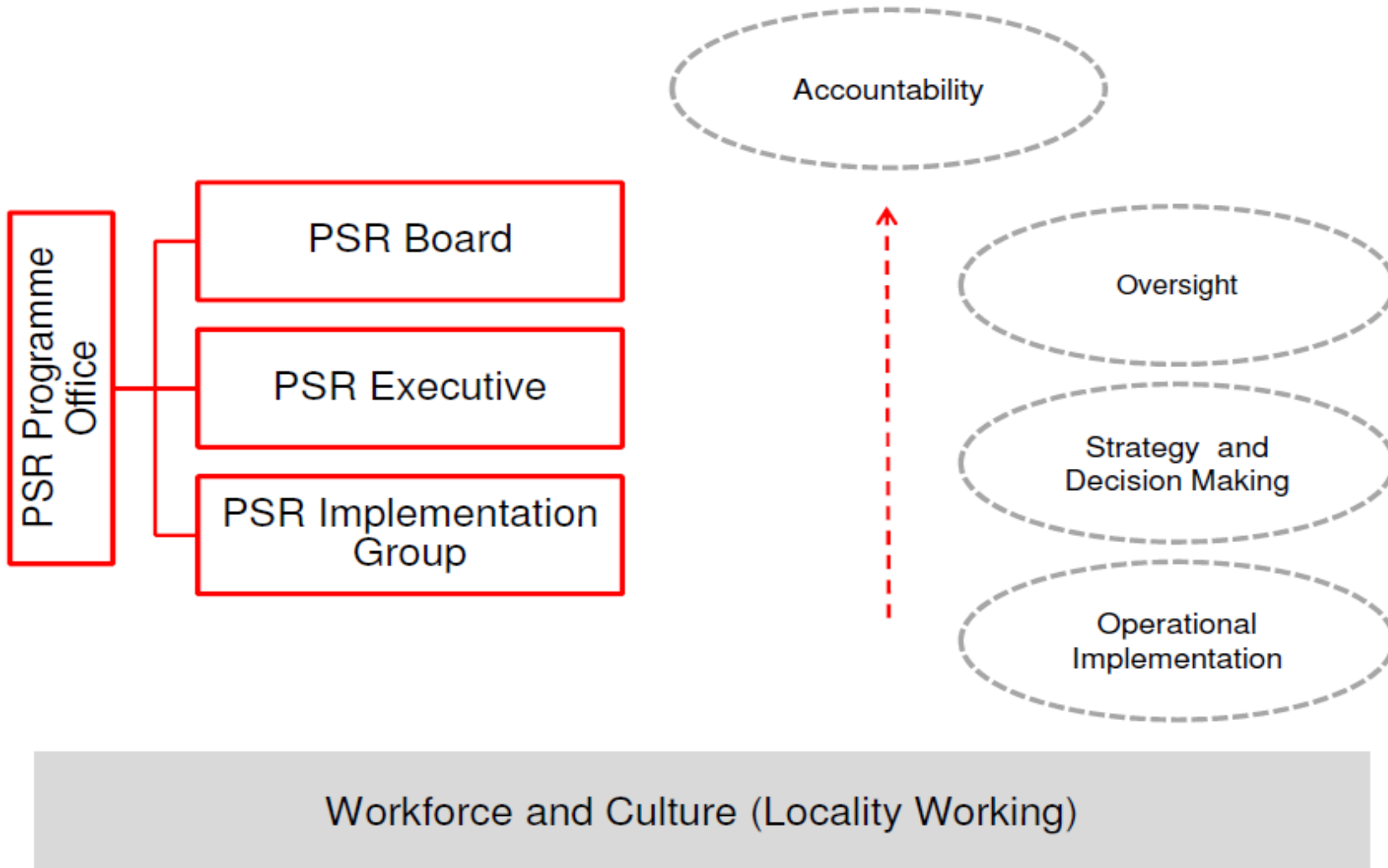
		required?	
No significant implications in this area	✓	Policy and Communications	

GARY HALL
CHIEF EXECUTIVE

The background paper to this report details information on the locality profiling.

Report Author	Ext	Date	Doc ID
Victoria Willett	5248	26.01.2016	CPSR-Reporting

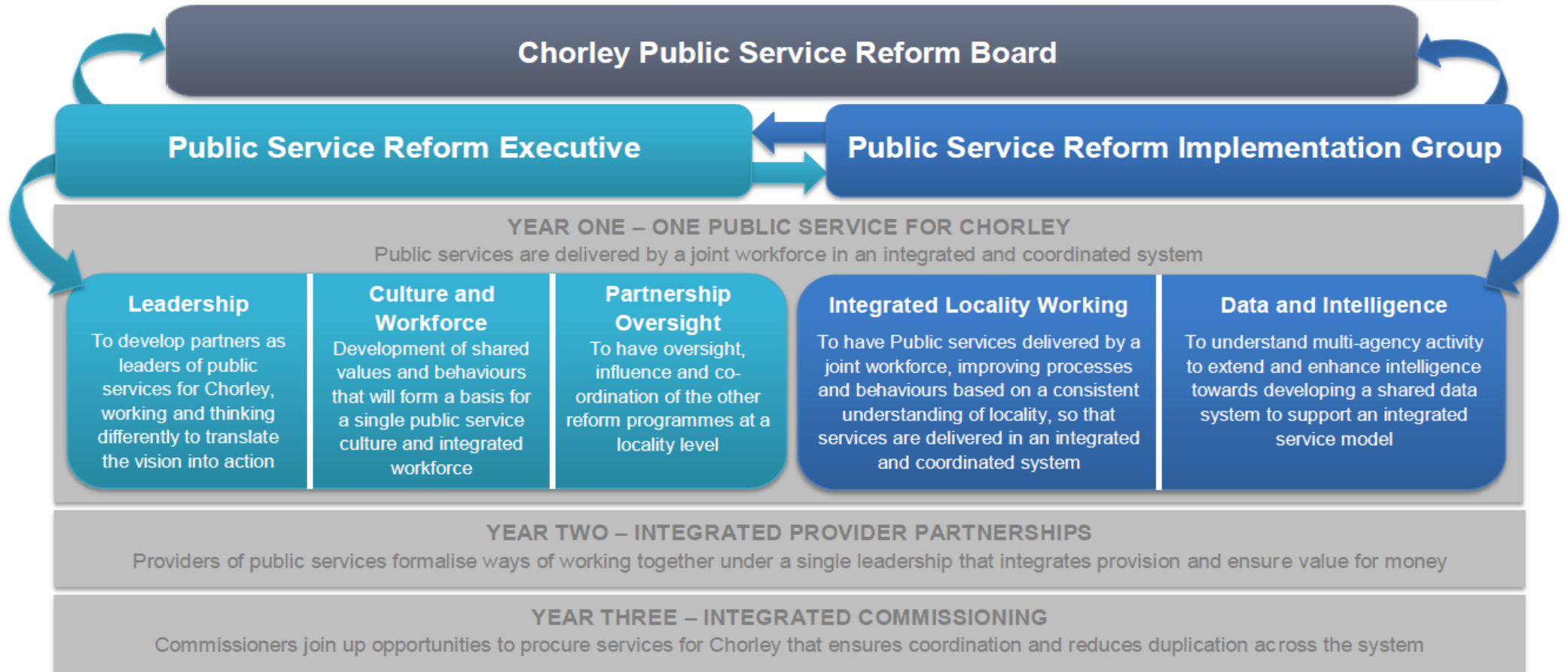
Structure, Accountability and Resource



Chorley Public Service Reform Partnership Strategy 2015-2020

PURPOSE: We will work together to integrate and reconfigure public services in Chorley to provide the best outcomes for residents

VISION: By 2020, we will have high quality public services which provide value for money and the best outcomes for the residents of Chorley



REFORM

PRINCIPLES

- We will make every contact count, regardless of the organisation or team to who it is made
- We will focus on early intervention and prevention to reduce demand
- We will reduce demand across the system by creating coordinated public services and therefore not shifting demand elsewhere