

CHORLEY PUBLIC SERVICE REFORM EXECUTIVE

PROGRAMME UPDATE

PURPOSE

The purpose of this paper is to provide an update on key aspects of the programme and progress made since the last meeting of the Executive on the 15th March 2016.

Members of the Executive are asked to:

- confirm that current progress is satisfactory and in line with expectations at this point in the programme
- provide a steer on delivery activity to ensure that outcomes will meet with expectations
- commit their organisations to supporting and resourcing proposed activity

BACKGROUND

The year 1 work plan for the Chorley Public Service Reform Programme was agreed by the Executive in February 2016 with a focus on 3 key themes and supporting activity to underpin delivery:

Theme	Description	Focus activity
1. Building community capacity	Helping communities and individuals to help themselves	Appoint external provider to work intensively in Chorley inner-East to engage, understand needs and activity encourage behavior change
2. Establishing the single frontline	Ensuring a consistent experience whatever public service someone first comes into contact with – ‘making every contact count’	Locality task group of frontline partners to test new ways of working in the community, starting in Chorley inner-East
3. Enhanced multi-disciplinary approaches	Better coordination, reduced duplication and use of technology to share information and increase access to the most appropriate support	Extended primary care MDT to bring together key partners with a primary care focus to target high dependency cohorts, understand need and improve access to clinical support
SUPPORTING ACTIVITY		
<ul style="list-style-type: none">• Data and intelligence	Understanding and developing ways to make better use of collective partnership intelligence	Developing shared locality profiles and establishing data sharing protocols with key partners
<ul style="list-style-type: none">• Leadership and culture	Creating leaders of systems rather than organisations and embedding behaviours throughout the system	Complete self-evaluation as a benchmark position, establish essential behaviours and appropriate development opportunities



PROGRAMME UPDATE - March – May 2016

The full year 1 delivery programme is attached at appendix A for information, with a summary of activity provided below and assigned a RAG (Red, Amber, Green) rating to show whether the activity is:

- Green - progressing to timescale and budget
- Amber - forecasting delays or budget issues
- Red – experiencing issues

Status summary:

Significant progress has been made in delivering the year 1 work programme with the majority of workstreams progressing as planned and therefore rated Green. Some aspects of supporting activity have been delayed to enable capacity within the Implementation Group to focus on delivery activity and although not posing any major concern for the wider programme, an Amber rating has been assigned along with clear actions to progress supporting activity in the next period. Key challenges over the coming months will be sustaining the resource commitment as delivery activity increases and continuing to allow teams to be flexible enough to engage in new ways of working.

Theme	Status
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Building Community Capacity		
Work completed	<p>A full specification has been developed for community capacity building and engagement work which was issued for open tender with a submission deadline of 15th April. Submissions were evaluated with support from Rachel Walker (LFRS) and the contract has now been awarded to SPICE.</p> <p>The inception meeting will be held w/c 16th May to finalise the detailed project plan including mobilisation with the contract in place for work to start no later than the beginning of June.</p>	
Forward plan and key milestones	<p>Key milestones to be agreed with the provider:</p> <ul style="list-style-type: none"> Engagement and assessment of community potential and assets including community consultation (using Chorley Conversation model) resulting in covering report with recommended approaches – June 2016 Options for delivery of community initiatives and mobilization including set up and active facilitation of behavior change – July 2016 <p>The delivery of this work will be overseen by the Implementation Group and link closely with the Locality Task Group.</p>	
Objective:	To gain a better understanding of community needs, motivations and generate examples of where a different approach can generate positive behavior change.	
Outcome:	Residents in the Chorley inner-East area will be more likely to help themselves and others and therefore less likely to come into contact with public services unnecessarily.	

Establish the Consistent Frontline		
Work completed	The locality task group for Chorley inner-East continues to be well attended with around 15 frontline partner organisations or teams represented at the last meeting. The group agreed a plan on a page of key activity to be delivered in the short and medium term	



	<p>based on key themes of connecting partners; stakeholder engagement and; understanding need.</p> <p>Actions have been progressed including sharing team profiles, considering digital tools to better connect services/teams and developing service user persona's to understand how partners can work differently to meet the needs of an individual. A number of joint initiatives have also been agreed to test out the key principles of locality working.</p>
Forward plan and key milestones	<p>Planned activity:</p> <p>Community employability event - to be held in the Chorley inner-East area mid-June with DWP to arrange target client base. Event will provide wrap around advice and guidance to support individuals transitioning from benefits to employment including help with skills, training, childcare, volunteering.</p> <p>Partner collaboration hub – 3 day pop-up event with all services or teams in the area to base themselves from a single venue in Chorley inner East area to facilitate information/intelligence sharing and encourage joined up working including joint visits. To be confirmed as w/c 20th or 27th June.</p> <p>Community food programme – project with 'the Larder' to deliver food champions training scheme and wider programme of activity focused on cookery skills, health and wellbeing and sustainable food. First taster event completed with training to commence 18th May.</p>
Objective:	To test out the principles of collaborative partnership working in a focused locality to raise awareness of services, educate residents on alternative pathways, reduce duplication and help shape new models of locality working
Outcomes:	Frontline services and teams will operate outside their organizational boundaries as 'One Public Service for Chorley' with an early intervention and prevention focus whereby individuals receive a more consistent experience and onward pathway.

Enhanced Multi-Disciplinary Approaches

Work completed	<p>Following an initial trial to confirm the process and cohort of partners/patients to be involved, a full extended MDT meeting was held on the 1st April with Chorley Surgery including representation from adult social care, Police, Lancashire Wellbeing Service, Fire and Rescue, district nurse and community matron.</p> <p>PMO continued to broker relationships with GP's from Regent House and Library House who attended to observe the second meeting of the extended MDT on the 29th April and will take part in the first three practice MDT (covering patient cohort of approx. 35,000 residents) in early June. Discover (Alcohol and Drug support service) also attended this meeting and keen to be involved in other aspects of the partnership.</p> <p>Cases considered have shown significant added value from wider partner representation in terms of information sharing and ability to assign ownership.</p>
Forward plan and key milestones	<ul style="list-style-type: none"> • Coordinate 3 practice MDT meeting – w/c 6th June • Progress opportunities for hospital in-reach with geriatrician consultant resource - May • Understand BwD/Transforming Lives Panel, and activity in Ribbleson/West Lancs, including data sharing approach • Review intelligence and consider links with other multi agency groups for longer term



	sustainability <ul style="list-style-type: none"> • Consideration and development of Information Sharing Agreement with Extended MDT
Objective	To reduce duplication and facilitate better information sharing to understand need and promote access to the most appropriate support as early as possible.
Outcomes	Solutions are identified to increase access to appropriate support and reduce demand for services.

Supporting activity	
Work completed	A range of supporting activity has been identified and all aspects of planned activity are now underway although in some cases later than anticipated due to capacity within Implementation Group and focus on delivery activity within the workstreams. <p>Workforce Development:</p> <ul style="list-style-type: none"> • Self Assessment completed for Executive and Implementation Groups. <p>Communications and Engagement</p> <ul style="list-style-type: none"> • Working group met 20th April and draft plan agreed with further detailed deliverables to be confirmed (draft communications plan attached) <p>Data and Intelligence</p> <ul style="list-style-type: none"> • Community risk profile work agreed with LFRS with work to start in June 2016. • Locality profile information with LCC for consideration • Co-ordinator recruited • Primary Care Risk Profile to be developed alongside Extended MDT activity, which will be part of Co-ordinator activity
Forward plan and key milestones	<ul style="list-style-type: none"> • Progress workforce development through systems leadership development • Finalise detailed deliverables and implement comms and engagement plan • MDT coordinator to commence coordination of multi-disciplinary groups, reviewing intelligence to date and considering possible solutions • LFRS to commence risk profiling • Develop performance management dashboard including key measures and indicators

Budget Position

Funding of £300,000 has been secured through the Transformation Challenge Award (TCA) to accelerate activity around a number of specific initiatives. Spend committed in this period includes:

- Multi agency coordinator - £40,000
- Contract to build community capacity - £70,000
- Development of a community risk profile - £20,000

Considerations for the Executive:

1. The level of commitment required of Implementation Group members and their teams is likely to increase over the coming months as delivery becomes established - can the Executive continue to give a commitment of resources to the forward plan set out, with mandate to try new ways of working?



2. Can the Executive advise if the scale and pace of activity is set at the right level and provide further direction on delivery to ensure that outcomes meet expectations when the evaluation is carried out later this year?

