

Aylesbury Vale Strategic Partnership

Local Delivery Workshop

16 December 2009

1 Introduction

1.1 Bucks Strategic Partnership (BSP) held a workshop on 11th November 2009 to begin a conversation which will lead to agreement about a strategic approach to joint local delivery. The aim is to achieve a multi-agency approach that meets the whole needs of the place (as set out in the suite of community strategies) through appropriate and effective integration of services and community engagement and participation.

1.2 A good amount of joint local delivery is already in evidence in Buckinghamshire. Examples include:

- Multi Agency Tackling Disadvantage project in Castlefield
- Thames Valley Police Neighbourhood Policing
- Review of public sector property holdings
- Building Capacity projects in Chesham
- Buckingham Centre
- BCC/PCT local delivery of services for children
- BCC/DCs – Environmental Health and Trading Standards
- MK& Bucks Fire & Rescue – Home Safety Check.

1.3 The workshop identified six principles that should apply as partners seek to take forward the work on joint local delivery. These are

- Flexibility
 - Not one size fits all
 - Not local for local sake
- Efficiency (balanced with need).
 - Putting total local budget and assets to effective use
- Customer focus
 - A 'no wrong door' approach, good customer insight and engagement
- Keep it simple
 - Important to build on existing projects
 - start small e.g. with pilots and evaluate before wider implementation
- Build Trust between partners based on transparency and a commitment by all organisations
 - This will need agreement on degree of sovereignty that partners are prepared to cede.

1.4 Buckinghamshire Strategic Partnership focused its discussion on three themes with potential for further collaboration:

- Customer Services
- Joined up services
- Resident- led engagement.

1.5 Members of the BSP encouraged the four District Local Strategic Partnership's to review the principles and themes for local delivery and to identify potential pilot projects in their areas.

2 Outcomes of the discussion at Aylesbury Vale LSP

2.1 The IDeA facilitated a short session on local delivery arrangements as part of the Aylesbury Vale Partnership meeting on the 16 December 2009. Following a presentation on feedback from the BSP event on 11 November, participants were asked to:

- Discuss the delivery principles and add/subtract to those as appropriate
- Discuss the suggested themes for potential collaboration and identify possible pilot projects for the Aylesbury Vale district.

Delivery Principles

2.2 Overall, there was endorsement of the delivery principles identified by the BSP.

2.3 In addition to the existing principles members of the Aylesbury Vale Partnership identified:

- **Inclusiveness**—the need to ensure that a full range of partners are able to contribute to the discussions and emerging policy
- **Urgency**—the need to ensure that the pace of change and delivery of the SCS reflects the challenging financial position faced by the public sector and the need to respond to these challenges quickly and effectively.

2.4 The discussion of the principles also raised the following points:

- **Flexibility:** a “not one size fits all” approach could not mean everybody delivering in their own way. The financial situation meant that in some instances there would need to be a greater degree of standardisation in order to achieve efficiency gains.
- **Keep it simple:** a “start small” principle might be appropriate in some cases, but this had to be balanced with the need to generate greater pace in the development of new delivery models and the realisation of efficiency savings.
- **Building Trust:** developing a settled position on the issue of shared sovereignty, and building the trust between partners to achieve this aim, would be crucial in enabling the practical work of redesigning local delivery

Delivery Themes

2.4 The discussion recognised the context of future financial constraints. Partners identified the need to ensure efficiency across the totality of public sector spend in the area. The Total Spend initiative was flagged and Partners

considered the possibility of undertaking a 'collaborative enquiry' approach to understanding spend in Aylesbury Vale. However, partners also highlighted the need to identify the likely impact of reduced government funding for each of the public sector organisations. This information would provide greater substance to the discussion on future local delivery models

2.5 Customer service integration was discussed, both in terms of raising standards and driving out efficiencies. Aylesbury Vale is considering the Kent Gateway model as one that could be lifted and replicated in the district. However, further work would be needed to consider how this might be developed as a wider partnership initiative.

2.6 Partners identified three initiatives for consideration as pilots:

Customer services

- Developing a multi-agency outreach offer to rural areas which would provide a mobile customer service approach that would ensure residents' and business needs could be addressed quickly and effectively. This could build on the Aylesbury CAB I VAN initiative.

Joined-up Service

- A review of the delivery of community safety in Aylesbury Vale, involving all partners, leading to a significant service redesign to deliver a comparable quality of service more efficiently.
- Mapping service delivery in a given area of Aylesbury Vale to get a better understanding of the number and type of contacts with residents by a wide range of agencies. The aim will be to use the information to help redesign services and improve coordinate between providers.

3. Next Steps

3.1 The Bucks Strategic Partnership will consider the outcomes of the initial discussions at its next meeting on 28th January 2010. Partners will discuss the emerging principles, potential pilots and they will develop the timeline and key milestones in taking this work forward.

3.2 Aylesbury Vale Partnership will consider how best to engage its wider reference group on these matters and it might help to take these forward.

3.3 The IDeA has agreed that it will provide continued support to district local strategic partnerships as they consider their contribution to the local delivery agenda.

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