

Wycombe Strategic Partnership

Local Delivery Workshop

27th November 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
- MKBF&R – 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 The workshop further agreed key themes for further potential collaboration and also areas where there were some existing examples from within Buckinghamshire. These themes were:

- 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 workshop with Wycombe LSP

2.1 The IDeA facilitated a session on local delivery arrangements as part of the Wycombe Partnership meeting on the 27 November 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 a possible pilot project for the Wycombe district area

Delivery Principles

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

2.3 Observations on the existing principles included:

- **Customer focus** – there was a strong endorsement of the 'no wrong door' approach. However, it was felt that this required an integration of customer services and joined up service delivery in the first instance.
- Partners felt that the principle of **Trust between partners** was crucial to local joined up delivery and would require investment in leading and facilitating operational change to deliver the integration. The need for strong political and organisational leadership across agencies was also recognised as key building block in developing trust and achieving operational change. Partners felt that there was a need to invest in facilitating and managing change. There was a discussion about the source of leadership and where this would come from. The role of the LSP was cited as important and the need for 'distributive leadership'.
- Within the principle of **keep it simple**, partners required a strong focus on the need for improved outcomes of any pilot project plus a requirement for review of what went well/what didn't and sharing of learning across the partnership

2.4 Partners identified a number of additional principles or enablers:

- The need for **effective communication** and a clear and shared language between agencies, to improve mutual understanding and overcome potential (and real) professional blockages
- The principle of **personal responsibility** of local people, particularly in relation to neighbourhood delivery

Delivery Themes

2.5 Partners felt that all three proposed themes were appropriate for the Wycombe District, but stressed that there was already effective co-operation in resident-led engagement. One group felt that collaboration in engagement should be about better analysis and intelligence led decision making in how services are planned and delivered, not more engagement activities (*'we have the data, what we don't have is the analysis'*).

2.6 Under the theme of **customer service**, the following pilots were identified:

- Improved understanding and knowledge of customer needs; for example a project to identify what measures are necessary to reduce anti-social behaviour among students and young people in the local University
- One group observed that this theme was already a key focus for partners with several initiatives and projects emerging
- Partners debated the need for a single point of customer contact, eg for services provided by WDC and BCC. This would need to be facilitated by IT and technology and would require a co-ordinated approach among the local government community and significant investment

2.7 Under the theme of **joined up services**, the following pilots were identified:

- Establishing better day and night shelter facilities that target homeless people and can provide a 'hub' of advice and support services. This would require the involvement and co-operation of the Police, Health, local authorities, voluntary sector (including faith groups), job centre and education
- Explore the Gloucestershire model of 'Village Agents', run by the Rural Community Council. Village agents support people aged 50+ living in rural areas of Gloucestershire, bridging the gap between the local community and the statutory or voluntary organisations able to offer help or support
- Explore areas of successful co-location of officer from local authorities and the Police who deal with anti-social behaviour and crime issues

3. Next Steps

3.1 Wycombe Partnership was the first of the four District LSPs to consider the principles and themes for local delivery and the other LSPs may wish to do the same at future meetings. The Bucks Strategic Partnership will need to consider the outcomes of the initial discussions, including the emerging principles and develop the timeline and key milestones in taking this work forward.

3.2 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.

BSP Local Delivery Event, 11 Nov 09; Exercise 2; Write-up summary

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