

## Bath & North East Somerset Council

MEETING	<b>Resources Policy Development &amp; Scrutiny Panel</b>	
MEETING/ DECISION DATE:	<b>12 May 2014</b>	EXECUTIVE FORWARD PLAN REFERENCE:
TITLE:	<b>Public Service Transformation Network- Update</b>	
WARD:	All	
<b>AN OPEN PUBLIC ITEM</b>		
<b>List of attachments to this report:</b> None		

### **1 THE ISSUE**

- 1.1 This report updates the Panel on the work that the Council and partners have been undertaking through its membership of the Public Service Transformation Network. It highlights achievements so far, future plans and opportunities for learning, innovation and delivering better services.

### **2 RECOMMENDATION**

- 2.1 To note the report on the work of the Council and its partners so far through involvement with the Public Service Transformation Network
- 2.2 To receive an update presentation on the learning points from the process and on future plans for the three themes of "Into Sustainable Work", "Reducing Domestic Abuse" and "Affordable Warmth".
- 2.3 To note the national funding opportunities available in support of Public Service Transformation

### **3 RESOURCE IMPLICATIONS (FINANCE, PROPERTY, PEOPLE)**

- 3.1 The management of the programme so far has been undertaken within existing Council resources. However, the aim has been to build Business Cases where additional investment may be required but where this generates returns (these can be both financial and social benefits). We have been given support in using a Cost Benefit Analysis tool which draws on Treasury data and which shows impacts across agencies.

- 3.2 A key issue is how we address any savings and impacts across partners. The Business Cases also identify improved outcomes for our most vulnerable residents as well as mitigating future cost pressures.
- 3.3 The Government have announced a series of “funding streams” to assist with overall public service transformation work. These are:
- (1) £15 million (total) - Transformation Challenge Award 2014 to 2015 to support local authorities working with partners across the public service to transform services
  - (2) £105 million (total) Transformation Challenge Award 2015 to 2016 and £200 million capital receipt flexibility in 2015 to 2016, to support local authorities working with partners across the public service to transform services. Our Public Service Board was awarded funding from a previous round of this scheme for the “Connecting Data” project.
  - (3) £160,000 (B&NES figure) originally top sliced from RSG before the 2013/14 settlement by CLG, now returned unringfenced and earmarked for “local service integration and transformation”.

#### **4 STATUTORY CONSIDERATIONS AND BASIS FOR PROPOSAL**

- 4.1 As the programme covers a wider range of themes, the proposal is driven by a number of specific statutory considerations including equalities, crime and disorder and sustainability. However, it should also be seen in the context of the Council’s wider obligations as community leader and to promote social, economic and environmental wellbeing.

#### **5 THE REPORT**

- 5.1 The Public Services Transformation Network is a development of the previous national initiatives “Total Place” and “Community Budgets”. The aim is to reshape local services around customer needs rather than organisational and service structures as well as drive longer-term savings to the public purse.
- 5.2 Bath & North East Somerset’s Public Services Board is one of 9 areas which are part of the current Network. These aim to test innovative approaches to using all the resources available to the Council and its partners, including
- Better use and sharing of existing information and data, often held across a number of different agencies
  - Identifying more efficient ways of working, for example by collocation of services
- 5.3 As such, this programme is seeking to deliver locally a wide range of outcomes within the Resources PDS Panel’s area of work. These outcomes are:
- a) Building services around the needs of service users so people are not pushed from “pillar to post”, and public services intervene earlier where this makes sense. This could include collocation of services, for example at our one-stop shops.

- b) Identifying potential savings across public services (not just the Council) through better joint-working and early prevention

#### 5.4 The programme also:

- a) Contributes to the “One Council” and “One Public Service” approach to service delivery
- b) Further develops the Council’s role as leader for our area, using influence nationally to unlock key local issues. For example, recently at ministerial-level we highlighted our proposals for colocation of local services that help people into work, along the lines reported to members at the last meeting as part of the update on Welfare Reform.

#### 5.5 Public Services Board (which comprises Council, local public services partners and voluntary sector representation) agreed in November 2013 that the following themes be used to shape our involvement in the Network:

- “Into Sustainable Work” (this draws on previous reports to this Panel on Welfare Reform)
- “Reducing Domestic Violence”
- “Affordable Warmth”.

#### 5.6 Through listening to service users and working better with partners we have achieved the following so far:

- For the **Affordable Warmth** theme, we have simplified the Government’s Green Deal “offer” through our new Energy@Home project which has now received significant Council and DECC investment. This project is expected to launch shortly.
- For **Into Sustainable Work**, we are currently working with the Connecting Families Team, DWP and other service areas to design a new package of help for the people who most need help to get into work or sustain it. The next step is for this to form the delivery of the new Local Support Service Framework as set out at the previous meeting of the Panel. We have also made links with opportunities such as the 9000 new jobs planned for our Enterprise Area.
- For **Reducing Domestic Abuse**, we are working with the Police to see how we can better share information across agencies on this issue. As part of this project the CCG and PCC have now agreed to jointly-fund a GP referral programme on domestic abuse. Colocation opportunities with the Police are also being explored.

#### 5.7 From this work we have learned the importance of the following key issues which feed into the work of this Panel:

- Starting with the needs of service users
- Identifying all of the resources available to deliver a service, across a range of agencies

- Having a shared aim with relevant external agencies, such as DWP and Police
- Using outside support to complement and develop the skills **within** the Council and build on our strengths. For each of the themes we have received significant support from central government departments, as well as specific help with service improvement and redesign.

## 6 RATIONALE

6.1 Although our PSTN themes cross a number of service areas, it is considered appropriate that they be considered together by the resources PDS Panel so that a strategic overview can be taken. Any specific policy, implementation or funding issues raised by the programme will be considered through Council processes in the usual way.

## 7 OTHER OPTIONS CONSIDERED

7.1 None

## 8 CONSULTATION

8.1 The report has been subject to consultation with the Strategic Director-Resources, the Chief Financial Officer and the Monitoring Officer

## 9 RISK MANAGEMENT

9.1 A risk assessment related to the issue and recommendations has been undertaken, in compliance with the Council's decision making risk management guidance.

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<b>Background papers</b>	<i>None</i>
<b>Please contact the report author if you need to access this report in an alternative format</b>	