

# **Public Service Transformation Network**

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# What is the Public Services Transformation Network?

- A group of areas who have come together to:
  - **“Help local public sector partners remodel services so they are designed around the needs of people, not the needs of organisations**
- The Network addresses key issues for the Resources PDS Panel, including:
  - Designing services that deliver better value for money
  - Using resources more effectively by “joining up”- eg sharing buildings, systems etc. across services- and partners
  - Identifying ways of reducing future costs by better prevention
- The Network is supported and funded by the Department for Communities and Local Government
- We had to apply to join through a highly-competitive process only 9 applications accepted out of 60 local authorities applying

# Who is in the Network

- Bath & North East Somerset – our Public Services Board
- Bournemouth, Poole and Dorset
- Lambeth, Lewisham, Southwark
- Sheffield
- Swindon
- Hampshire
- Surrey
- Wirral
- West London Alliance - Barnet, Brent, Ealing, Harrow, Hillingdon and Hounslow,

## **ALSO (from a previous “round”)**

- Cheshire West and Chester
- Essex
- “Triborough” (Westminster, Hammersmith/Fulham, Kensington/Chelsea)
- Greater Manchester

# Why have we joined?

- It allows us to learn quickly from what others are doing
- It offers us direct support and help for trying out innovation
- It gives us direct access to Ministers and policy-makers
- It acts as a catalyst to deliver “on the ground” improvements to our communities
- We have the opportunity to share and showcase our own successes

# How does it work?

**We have worked with staff and service users to redesign services around the needs of service users. We have chosen the following themes**

- **Affordable warmth**
- **Domestic violence**
- **Into Sustainable Employment**



# Case Study: into Sustainable Work

***“The system is OK at dealing with the issues people come in with but not so good at identifying and tackling the underlying issues.”***

Welfare Support Team frontline worker

- Disjointed customer service: one place for Universal Credit, another for Council Tax support
- Public services treat “one issue at a time” rather than the whole picture
- By the time the service user comes into one-stop shop it may be too late to help properly

# The opportunity- Working together

- One Stop Shop and Welfare Support Team
  - Case Studies show that co-located “one-stop” helps people into work and helps with their bills
- Connecting Families
- Advice and Information Strategy
- Economic Strategy and Enterprise Area 900 jobs planned for Enterprise Area
- Job Centre Plus

**Bring together to introduce a new “Local Support Service” from October 2014 as part of Universal Credit implementation**

# What are the key issues?

- Keep working with Government departments such as DWP
- Making sure our voice is heard at Ministerial level
- Sharing data across partners
- How to share the Cost/Benefits across partners
- Access to new Government funding streams such as Transformation Challenge
- Making sure we get real benefits “on the ground” quickly
  - DWP soon to operate from our own stop shop and work with Connecting Families
  - New service helping GPs support victims of domestic violence
  - New Energy@Home service from the summer