

Governance & Resources Scrutiny Commission 10 th June 2015 Whole Place, Whole System Approach – Long Term Unemployed with Mental Health	Item No 8
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Outline

The Governance and Resources Scrutiny Commission embarked on a programme of work to look at conducting a whole place, whole system review and the approach to be taken. The Commission decided to focus on areas of high spend and high need.

This review has involved conducting qualitative research with local residents to show case the ‘customer journey’ to help understand the triggers, barriers and their interaction with current local services. BRDC Continental were commissioned to carry out this research on behalf of the Commission and conducted 24 qualitative in-depth interviews with residents who are long term unemployed in Hackney.

This item is to discuss the findings from the qualitative research. The aim of this research is to reduce duplication of support and services to the same individual and to support the redesign of services around early intervention or at the point of need.

Action

The Commission is asked to identify recommendation for the deep dive service area and the barriers to whole place, whole system approach to service redesign.