

REPORT OF THE CHIEF EXECUTIVE

OVERVIEW AND SCRUTINY REPORT OF GOVERNANCE AND RESOURCES SCRUTINY COMMISSION DELIVERING PUBLIC SERVICE WHOLE PLACE, WHOLE SYSTEM APPROACH G&R – 11 th November 2015 Cabinet – 31 st October 2016 Council – 30 th November 2016	Classification Public	Enclosures Appendix 1 Report of review on 'Delivering Public Service – Whole Place, Whole system Approach' Appendix 2 Executive Response
	Ward(s) affected All	

Introduction

The Governance and Resources Scrutiny Commission review - *Delivering Public Services Whole Place, Whole System Approach* – set out to explore the barriers to what has become known as 'whole place' thinking. In the face of declining resources and rising demand, councils are facing a set of tough and complex pressures. The most entrenched and costly social problems being faced require a more connected and holistic approach. The view is services will need to be provided in a radically different way across the sector and take an approach that will go beyond the council itself. Councils and all local partners are facing similar financial pressures and the time has now come for a fundamental rethink of service delivery across the sector.

The review highlighted that breaking down silo working will require a fundamental shift in organisation culture and that the culture of the organisation and trust among the various organisations and frontline staff would be key. Service redesign work across the whole place and whole system would require considering how frontline staff across the sector could work holistically with service users, to meet their needs at the first point of contact (early intervention or at the point of need).

The review highlighted that approaches which ignore the complexity of individuals' lives as well as local community circumstances, which deliver a one size fits all solution will fail to meet local needs. What is required are solutions that are built around people and places rather than around traditional bureaucratic silos. Based on the service redesign principles we outlined in the report.

We recognise addressing the issues raised in the report will require cultural change, budget change and governance change and these issues will not be resolved in a single response. The Commission's recommendations encourage the Council to embark on the journey despite there not being a blueprint of defined outcomes. Urging the Council to work with partners to pilot a new model of employment support based on the service redesigned principles outlined in the report.

RECOMMENDATION

Council is requested to note the Commission's report and the response to it from the Executive.

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