

## **Appendix 1 – proposed outline work programme**

### *Workstream 1*

A programme of work to better understand residents' needs and aspirations and how people interact with public services, in order to explore opportunities for service redesign that promote self reliance and reduce demand and dependency in a time of shrinking resources (people/services)

This might include a variety of approaches, including ethnographic research and storytelling approaches to get to the heart of the client/customer experience and smarter use of existing citizen intelligence and both quantitative and qualitative research data available to partners.

The aims would be to better understand existing service provision from the client perspective and to harvest insights and evidence which members of the Alliance could use as the basis for potentially re-thinking provision, both within and across traditional service and organisational boundaries. This would also allow the Alliance to explore the possibilities for unlocking social capital and fostering the active participation of residents in co-designing services and securing improved outcomes for themselves.

Where possible, early prototyping and live testing of insights would be undertaken to reality check any emerging propositions for doing things differently.

### *Workstream 2*

Mapping the public sector estate, in order to explore opportunities for rationalisation and service improvement (place/services)

This might include mapping some of the key public sector property assets across the Borough or within a particular area. It would explore whether, in the view of the LSP partners, the services currently provided by partners from disparate locations could in some instances be integrated and provided from a single point. It would identify whether some properties could be better deployed, re-utilised, or parts of the total property portfolio could be used to release value for investment in service improvement.

In combination with workstream 1, this could lead to some very practical outcomes around how to improve the customer experience or rethink service design altogether, e.g. through more use of one-stop shops, where people can access multiple public services from across LSP partners, or through developing new and different approaches for residents to access support, that reduced the need to provide accommodation for traditional services.

### *Workstream 3*

A full scale mid-term review and refresh of the Sustainable Community Strategy from Summer 2010.

### *Workstream 4*

Consideration of the outcomes of the 13 Total Place Pilots.

*Workstream 5*

Respond to the prospective new statutory duty to produce an child poverty strategy.