

Strategic Assessment of Service Delivery Issues - Overview

- Research conducted by M.E.L. in May/June
- More than 40 interviews with representatives of key organisations and partnerships, including a SWOT analysis
- Half-day workshop on 7th May 2004 focussing on:
 - How best use can be made of community facilities
 - How we can reach “harder to reach” groups more effectively
 - How we can communicate and share key information better
- 7 key recommendations outlined in the report

Strategic Assessment of Service Delivery Issues - Aim

To identify:

- Which services are difficult for the public to access or agencies deliver, and what the barriers to these services are
- Which services the public feel fall short of their expectations
- The links between levels of funding and quality/coverage of service delivery
- Potential changes to improve take-up rates
- Opportunities for joint working to enhance service delivery

Strategic Assessment of Service Delivery Issues - Service Delivery Issues and Recommendations

Workshop Action = Audit and mapping of community facilities across the county

Issue 1. Recruitment and Retention of Staff

R = Form a working group on recruitment issues, particularly in relation to social services and education issues

Issue 2. Accessing “hard to reach” groups

R = Form a group to develop an engagement strategy (NB a group already exists to develop a Protocol for engaging “hard to reach” groups)

Strategic Assessment of Service Delivery Issues - Service Delivery Issues and Recommendations

Issue 3. Geographical Challenges - Rural v Non-Rural

Issue 4. Rural access to services/Transport

R = Work towards integrated transport planning - transport was identified as a key priority in the workshop.

Transport study and demand audit

Issue 5. Culturally appropriate services/assessing local needs

Issue 6. The public doesn't understand what services partner agencies deliver

Strategic Assessment of Service Delivery Issues - Service Delivery Issues and Recommendations

Issue 7. Accessing/Co-ordinating Funding - role of Leicestershire Together and the Funding Toolkit

Issue 8. Lack of Communication/Information between agencies

R = Shared communication - joint LSP newsletter, Communication Strategy (focussed and pro-active), website (e-mail alerts)

Issue 9. Unclear relationship between LT and District LSPs

R = Define the roles and remits of Leicestershire Together in relation to the District LSPs

Strategic Assessment of Service Delivery Issues - Service Delivery Issues and Recommendations

Issue 10. Partners don't understand the value of Leicestershire Together

R = Formalise the roles and responsibilities of members - emphasise the need for pro-active engagement in Leicestershire Together AND market Leicestershire Together more effectively - need to achieve visible "wins" on the ground to show that change is underway

Issue 11. Partnership overload

R = Define the "territory" and responsibilities of Leicestershire Together, including partnership mapping