

EAST AYRSHIRE COUNCIL

POLICY & RESOURCES COMMITTEE : 8 FEBRUARY 2006

INTEGRATED SERVICE DELIVERY AND GOVERNANCE MODELLING PROJECT

Report by Depute Chief Executive/Executive Director of Corporate Support

1. INTRODUCTION

- 1.1** The Scottish Executive and CoSLA have agreed to work together on the Integrated Service Delivery and Governance Modelling Project (ISGMP), the purpose of which is to investigate models of integrated service delivery and the implications for governance from any of the project models. Detailed discussions have already taken place between the Executive, CoSLA, SOLACE, and the Improvement Service to agree the aims, underlying principles, core outputs and outline design for the project.

2. AIM OF PROJECT

- 2.1** The aim of the project is to test Integrated Service Delivery Models across parameters such as governance, accountability, democratic arrangements and legislative and boundary relationships and will incorporate the identified and important aspects of the developing public services reform agenda. The service delivery models discussed in the project will be tested against the following principles:

- Optimising resources;
- Services designed around service users;
- Subsidiarity; and
- Local accountability

- 2.2** The project will develop and test a number of models of integrated public services delivery across local government, health, the enterprise network, other public service bodies and the voluntary sector and will, in addition, examine and test the governance implications of each model.

3. OUTLINE PROJECT DESIGN AND TIMETABLE

- 3.1** The project commenced with a self selection process across local government thus assessing initial interest in the project. East Ayrshire Council indicated that of the possible service delivery models and operating contexts outlined in the selection criteria matrix (see annex A to this report), that the potential regionalised structure was most relevant to this organisation and its Community Planning Partners and, equally, options 2 and 3 of the possible service delivery models, namely, common service functions together; frontline

and support services and/or joint venturing/thematic service approach were areas in which the Council had already had experience and which could be developed further; accordingly, options 2c and 3c were highlighted as our preferred areas for further exploration.

3.2 The remaining project plan and timetable is as undernoted:

Action	Date
Locally facilitated discussion by participant organisations (Community Planning Partners)	By 25 January 2006 (see paragraph 4.4 below)
Second round workshops (1.5 to 2 days involving senior management, political leaders and experienced operational managers – national exercise)	3 rd /4 th week in February 2006
Facilitated conference	3 rd /4 th week in March 2006 (rehearse the ISGMP report's principal findings with input from second round workshops and participants)
Final report	April 2006

4. EAST AYRSHIRE COUNCIL'S POSITION

4.1 Albeit that the timetable for the completion of this project has already been extended by the Scottish Executive/CoSLA by some 3-4 weeks (to the dates detailed in the table above), given the immediacy and conflicting dates for work on this project and the Council's Best Value and Community Planning Audit, the Chief Executive has indicated to the Scottish Executive that it would not be possible for this Council (and its Community Planning Partners) to complete the 1st round discussions by the required date of 25 January 2006.

4.2 In addition, each of the other two Ayrshire Councils have also identified the operating context of a potential regionalised structure as the most appropriate to explore within their respective Council areas and with their respective Community Planning Partners, a number of which, of course, have a pan-Ayrshire interest. Both North and South Ayrshire Councils recognise that there will undoubtedly, therefore, be a need to have Ayrshire-wide discussions in this respect.

4.3 Informal discussions were held with East Ayrshire Council's Community Planning Partners on Tuesday, 24 January 2006 at which the Leader of the Council and the Chair of Social Inclusion Partnership were present and at which the following was agreed:

- The East Ayrshire Community Planning Partnership supported participation in the project and the selections made by the Council;

- However, the timescales were considered too short to allow for the proper consideration of these issues and that the Depute Chief Executive/Executive Director of Corporate support transmit this to the Scottish Executive and seek clarification on the reasons for the timetable;
- The Depute Chief Executive/Executive Director of Corporate Support should identify from the list of existing joint working arrangements, a small number which might be developed further in accordance with the project criteria and the selections;
- To recognise the importance of the involvement of Members of East Ayrshire Council on the matter;
- To meet again as East Ayrshire Community Planning Partners to complete the work of the 1st Round of the project

4.4 Following those discussions and further consultation with North and South Ayrshire Councils as to the scope for a pan-Ayrshire approach to some of the areas of work identified for further consideration, arrangements are being made to hold firstly, a seminar for all Members of the Council at which there can be a wider discussion on our participation in the project and, thereafter, our formal 1st round discussions with our Community Planning Partners at which we are expected to clarify our thinking in respect of integrated service delivery within the selected models, examining areas such as our experience, the principal drivers, what issues might promote or challenge effective integrated service delivery and which specific services might we wish to include and, indeed, which of the preferred models might we wish to explore further in round 2.

5. RESOURCING AND SUPPORTING THE PROJECT

5.1 While the Executive indicates that the expected input to the project is limited to up to 2 consecutive days for the facilitated workshops (2nd round) and with perhaps a further day some time later, this requires to be supplemented by our work locally in preparation for the foregoing and, indeed, attendance at subsequent discussions. As indicated above, this project requires the commitment of senior management, political leaders and experienced operational managers with a knowledge, or expertise, in the joining up of partnership processes and public services delivery.

5.2 To take the East Ayrshire Community Planning Partnership's work through to the 2nd round of the project, the Executive has asked that each Community Planning Partnership nominate 5 people to represent and work on behalf of their respective partnerships. It is suggested that the East Ayrshire Community Planning Partnership is represented by the Leader of the Council/Chair of Community Planning Partners' Core Group and the Depute Chief Executive/Executive Director of Corporate Support together with representatives of 3 of our Community Planning Partners to be agreed by them.

6. CONCLUSION

- 6.1** It is considered important that the Council and its Community Planning Partners continue to participate in this project potentially in conjunction with one or other or both of the other two Ayrshire Councils and at a more measured pace than that set by the Executive.

7. RECOMMENDATION

7.1 The Committee is asked to:

- (1) note the terms of the Integrated Services Delivery and Governance Modelling Project being sponsored by the Scottish Executive/CoSLA/SOLACE/The Improvement Service;
- (2) endorse the steps taken and proposed, to date, to participate in the project;
- (3) agree to hold a seminar for all Members on the matter; and
- (4) agree that the Council be represented by the Leader and Depute Chief Executive/Executive Director of Corporate Support at all future events relating to this project.

Elizabeth Morton

Depute Chief Executive/Executive Director of Corporate Support

1 February 2006

EM/JR

BACKGROUND PAPERS

Nil

For further information on the content of the report, contact Elizabeth Morton, Depute Chief Executive/Executive Director of Corporate Support on 01563 576001

ANNEX A

Selection criteria matrix

Operating contexts

Possible service delivery models

Co-terminosity (inc. rurality or Island)

City/ Conurbation/ Hinterland

Potential Regionalised structure

1. Elected unified public services organisation

2. Common service functions together Frontline and support services

3. Joint venturing / Thematic service approach
