

**REDDITCH BOROUGH COUNCIL AND  
BROMSGROVE DISTRICT COUNCIL**

**SHARED SERVICES BOARD**

**10th January 2013 at 5.30pm**

**COUNCIL CHAMBER, THE COUNCIL HOUSE, BROMSGROVE**

**Present:** Councillors Roger Hollingworth (Chairman), Mark Bullivant (substitute for Councillor Mike Webb), Steve Colella and Margaret Sherrey.  
(Bromsgrove District Council)

Bill Hartnett, Greg Chance, Carole Gandy and Debbie Taylor.  
(Redditch Borough Council)

**Invitees:** Councillors Rita Dent, John Ruck and Les Turner (Bromsgrove DC)  
Councillors Rebecca Blake, Mike Braley, Andy Fry, Yvonne Smith  
and Pat Witherspoon (Redditch BC)

**Officers:** Kevin Dicks, Sue Hanley, Angie Heighway, Helen Mole and Liz  
Tompkin

**Notes:** Rosemary Cole

1. **APOLOGIES**

Apologies for absence were received from Councillor Mike Webb.

2. **MINUTES**

The minutes of the previous meeting of the Board held on 11th October 2012 were approved as a correct record subject to the inclusion of apologies from Councillor Margaret Sherrey and Mike Webb.

**CONFIDENTIALITY**

These notes are an open public record of proceedings of the Board.

[Meetings of the Board are not subject to statutory Access to Information requirements; but information relating to individual post holders and/or employee relations matters would nonetheless not be revealed to the press or public.]

### **3. PRESENTATION – JOINED UP WORKING**

Mr Dicks and Mrs Heighway gave a detailed presentation on “A Cross Agency Review of Service Delivery” which focussed on the work which had been undertaken in respect of Joined up Working. Whilst the work had concentrated on Redditch so far this was largely because Redditch still had control of its housing stock and had Areas of Highest Need. The work would be rolled out to cover Bromsgrove District in due course. The issues arising from the work applied also to Bromsgrove.

Mr Dicks explained in detail the background and the reasons for undertaking the work in the light of the need to focus expenditure on protecting frontline services to support the most vulnerable people. The challenge was to address difficult social problems with ever decreasing resources.

It was reported that officers would be giving this presentation to the Public Services Executive Group later in the month. It was vital that the organisations involved accepted that there was a need for change both to improve services and to make better use of resources.

Officers explained that with the full agreement of the individuals involved a detailed study of two cases had been undertaken. In both cases there had been a long history of involvement with the individuals by a large number of organisations and agencies and these had eventually agreed to share data in order that an effective study could be undertaken. The individuals “journey” through the system had been mapped.

The studies had shown a large number of assessments and referrals had been undertaken by a number of agencies in respect of the individuals and families involved. It was questioned whether this had been the best use of resources when it appeared that earlier intervention through listening to what was actually required would have been more effective in improving the circumstances of the families and less costly as a whole.

The presentation which contained details of the case studies would be circulated to all Members. In addition Members were welcome to view the detailed mapping information which illustrated the complexity of the processes.

The presentation also illustrated a new approach which was being trialled by the Locality Team at Winyates. Mrs Tompkin explained some of the background and the progress which had been made. The Team was operating under a new set of principles and had permission to do what they felt was appropriate within these. The intention was to design “Citizen shaped services” Mr Dicks paid tribute to the work which was being undertaken and which so far did seem to be delivering an improved service. Members were welcome to visit the Team and to discuss matters further.

The next step included consideration of the presentation to be given to the Public Sector Steering Group and acceptance of the underlying principles, as additional resources/skills/expertise were required within the Locality Team. In addition there would be a need for internal senior leader for each expertise area to understand and validate the learning and take it back into their organisation.

Members thanked officers for the presentation and appreciated the work which had been undertaken so far by staff “on the ground”. It was recognised that risks had been taken in allowing the Team to work outside the normal restrictions and to trial a new approach. It was felt to be important that other partner organisations could be encouraged to take a similar approach in order that the new system could be properly tested.

Members recognised they had an important role as “leaders of the community” and in encouraging understanding of the new ways of working.

**4. PROGRESS REPORT**

The Board received a progress report which provided an update on all elements of the Shared Services / Transformation work taking place across both Councils.

**5. NEXT MEETING**

There was discussion on arrangements for future meetings of the Board.

It was felt it would be advantageous to have a programme of four meetings per year even if these were not required nearer to the date.

The meeting commenced at 5.30 pm  
and closed at 7.10pm