



Place Based Integration of Public Services in Wigan Borough

Claire's Story

Amazing things happen in communities in Wigan Borough, e.g



- Sunshine House, Scholes
- Abram Community Co-operative
- Trust in Leigh
- Pelican Centre, Tyldesley

All helping to connect people to each other in local communities, improving lives, and reducing public service cost

How can we get public services to work better together in places, to support local communities?

When local public servants knew each other and the community they serve – the GP, Police Officer, Headteacher, Community Nurse, Housing Officers etc etc.

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Deal for the Future – extract



“Staff from different public services will be working more closely together in each place to support residents to live the lives they want to and to support communities to help each other. Workers from different agencies will share the common ambition and appreciation of what residents can do and what their strengths are and not only what they can’t do or what their need is”

“We recognise that to deliver the scale of change required it is essential that we work closely with partners, particularly those with whom we work to deliver and reform services for borough residents. The focus of public services should be on the people who receive them and the communities in which they live, and not on the organisations that provide them.

Place Based Integration – Early adopter site in Platt Bridge

What We Did

- Based around ASB/Criminal Justice
- Bring a **core** multi-agency team together in a place.
- **Share** knowledge and skills.
- Get to know the community
- Work in the **best interests** of the **place** and the **people** – not individual organisations
- Take a **common sense** approach to supporting people to help themselves.
- Understand the **value** of each contact with a resident



Multi-agency team

- Police – Chief Inspector, Inspector, Neighbourhood PC and PCSO
- Adults – Programme Lead and Adult Social Care Worker
- Children- Social Worker and Restorative Solutions Worker
- Housing – Service Manager and Housing Support Worker
- Domestic Abuse Team – Young Person's Domestic Abuse / Live Well Worker
- Anti -Social Behaviour – Anti-Social Behaviour Prevention Worker
- Mental Health – Dual Diagnosis Psychiatric Nurse
- Drugs and Alcohol Worker
- Fire Service – Safeguarding Fire Worker

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We learnt a lot from Platt Bridge about how public service could work better together in places ...

- multi-agency teams, working together not referring to each other
- asset based approach to residents, recognising their skills and talents and hopes
- identify residents proactively and intervening early to prevent crisis – which is distressing and expensive
- connecting residents to the assets of the community, including community groups and the private sector
- providing consistency of engagement with key workers for residents

...and from other public service reform in the borough



- An asset based approach to the reform of adult social care and health
- “Start Well” provides a clear narrative of place based, asset orientated, multi-agency reform, and the relationship with schools
- Community Investment Fund and the Deal for Communities has strengthened the capacity and sustainability of community groups
- New models of library service provision across the borough – recognising libraries as hubs for community engagement and volunteering.
- Place based working for Improving Offender Management – Wigan as a GM pilot site for this
- Integrated Neighbourhood Teams reducing unplanned admission to hospital in high risk cohorts

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We are also building a fundamentally different way of organising out of hospital health and care services

- Built on new clustering of GP Services
- Integrated Community Nursing and Adult Social Care
- New models of integrated children's services
- Transfer out of services from hospital into community settings (e.g outpatient services)
- Public Health Interventions

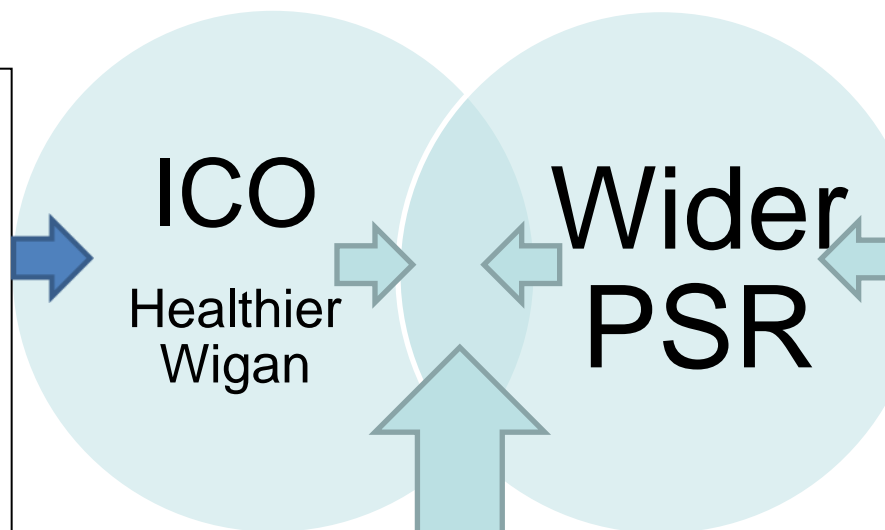
.. This is the stuff of our Integrated Care Organisation – “Healthier Wigan Partnership”

..and making sure this work is informed by Deal principles

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Consistency of Place for ICO and PSR

- Primary Care Clusters
- Integrated Community Services (District Nursing/Adult social care)
- Start Well
- Outpatients and Diagnostics
- Public Health Intervention



In each of 7 places

With the right attitude:

- Know the community
- Work together not cross refer
- Asset Based Conversations
- positive, courageous and accountable

- GM Police
- DWP – named leads
- Wigan and Leigh Homes - teams
- ASB teams
- Complex Dependency Workers
- Leisure Trust named leads
- Substance Misuse Workers
- Offender management (NPS,CIC)
- Community Knowledge Workers

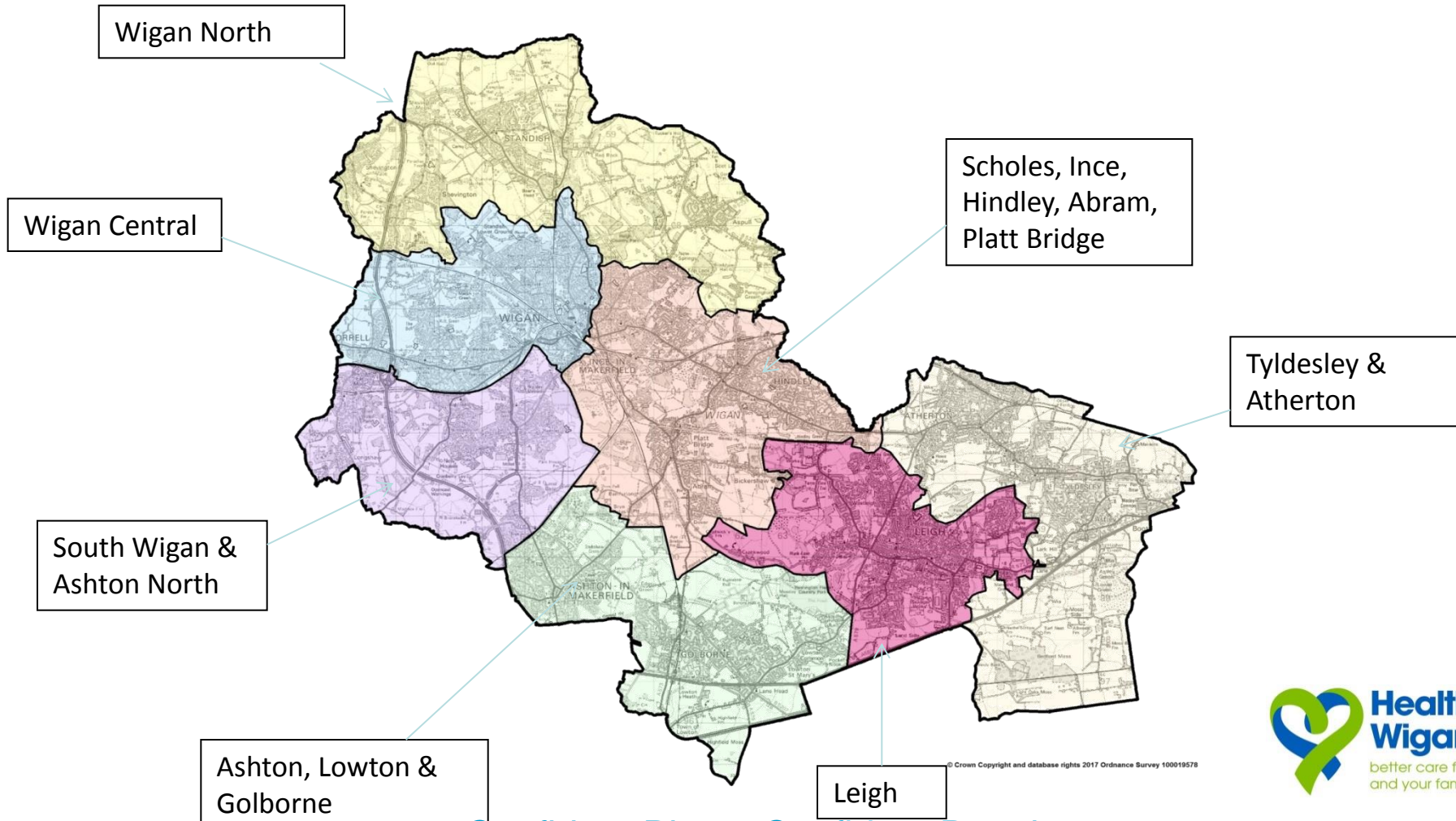
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A currency for service alignment

- Evidence that populations of approximately 30-50,000 is an optimum size for the integration of health and care services
- Big enough to create economies of scale, but small enough to be locally sensitive.
- GPs are working together and specifically recognising these boundaries - there are 7 Service Delivery footprints in the borough with primary care at their heart
- These 7 SDFs are also providing a focal point for wider public services to arrange themselves
- This tells us how we can roll out across the borough everything we learnt in Platt Bridge and elsewhere

Service Delivery Footprints



What this is, and is not....

This is not..

- Disregarding the contribution of local communities
- Telling people where we think they live
- A currency to frame public engagement
- An alternative currency to wards

This is..

- just a working definition to support the alignment of capacity from different agencies together in emergent joint teams – where they know each other

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Examples of wider Public Service Alignment – to SDFs – work underway to describe to ourselves “virtual place based teams”

- GMP Neighbourhood Policing Model based on 7
- Troubled Families programme orientated to 7
- Aligned non tenancy specific housing support to 7
- 7 Start Well “huddles”
- Adult Social Care – aligned to 7
- Inspiring Healthy Lifestyles – named workers
- Recommissioned substance misuse services – planned across 7
- Complex Dependency/Live Well Workers – allocated to 7
- DWP named crisis payment capacity for each of 7
- ASB team alignment – named workers for 7
- Named Start Well workers across SDFs and Schools
- Named GM Fire and Rescue Service officer
- Others (e.g probation, council environmental services)

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We've started working in this way now

- Testimony from residents

More to do

- Make sure we don't lose the connection to local communities and neighbourhoods
- Connection to Schools
- There is some duplication of meetings in places – but maybe this always happened but we can see it now
- Using public services buildings better
- Data Sharing!

But feedback from staff is positive

- Testimony from staff

SDF Development Capacity

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Questions?