

Notes Key Discussion Points task and finish Scrutiny – Placed Based Integration

Councillors involved in discussions - Councillor C McLaren, Cllr R Surjan, Cllr J Harrison, Cllr Pythian

Officers involved in discussions to date – Sayyed Osman, Neil Consterdine, Rachel Dyson, Katrina Stephens, Richard Lynch, Dominic Whelan




General PBI Discussion and contributing presentations /documents

- Progress against the road map has been good. Quarter 1 and Quarter 2 actions are mostly complete. Slight delay due to summer Holiday period and the Mourning period following the death of HM the Queen.
- 5 Planning for real and asset mapping sessions completed.
- Initial meetings with scrutiny have been beneficial and both terms of reference and a workplan has been identified.
- Real importance now to focus on going through the themes in a productive way. Possibly three sessions with 2 themes per session that have mutuality.
- Identifying the role of Members in PBI, training and agreement on a consistent approach to PBI.
- Clarifying what district working is, what is case work, what is BAU service requests from Council, single issue service requests vs complex issues. How professional leads will work to support and problem solve, how area or neighbourhood based problems will be resolved.
- Having a clear offer of what PBI is and importantly what it's not.
- What does good governance look like so that it isn't overbearing but able to support and strengthen the council's approach to PBI and Resident First. – See presentations below – Develop a consistent Place Governance framework
- Consult with representative residents focus group on approach.
- Make recommendation to Leadership

Thematic areas of Discussion along with recommendations to date:

Theme – General PBI

PBI – Develop a consistent Place Governance framework C	It is recognised that the Governance in each place to drive forward Placed Based working across the partnership needs to be further developed. How we bring together partners to discuss Place and People issues is critical to the success of PBI along with how members are involved.	Neil Consterdine
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Supporting Documents	
General PBI overview, PBI briefing and snapshot to support scrutiny	   PBI overview Jan 23 Members Briefing PBI PBI _ Update - Jan - NC.pptx Jan 23 v2.docx 2022 - snapshot NC V


Key Recommendations/Actions/Discussion

1	What is meant by Local Leadership? – See presentation above ‘ways of working’
2	District Teams and their future locations. Update all members
3	Future discussion - Question about what steps are being made to include other partners in the design, such as Police, Mental health etc and how would their budgets align.

Theme - Customer and Residents First Strand

Customer Service - designed with a ‘Resident Focused’ approach. A	Further exploration of the resident “customer” offer within place, ensuring this is fit for purpose, responsive to local need and easily accessible. This will increase resident trust in the council and partners.	Dominic Whelan
Residents First – Brand chosen by the Leader to work with all council and Partner initiatives e.g. Don’t Trash Oldham. A	To further develop the branding and communication of place-based working based on a resident focus. The aim being to ensure the place offer is well understood and meaningful to residents. Members would be keen to help with this.	Shelley Kipling – Dominic W covered this area. Further discussion with Shelley to be agreed

Supporting Documents

PBI and Resident Experience	 Scrutiny - Task & Finish Group Theme
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Key Recommendations/Actions/Discussion



1	Customer Experience / Resident First programme would be a workstream within the overarching PBI programme along with others such as comms, property, libraries etc and that our intent was to ensure that the Resident journey is carefully assessed and taken into account.
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2	Recommended that PBI/Customer Experience/Residents First programme should be included on the Member Development training plan after the elections to introduce all members to the approach ensuring the role of elected members within each Place is redefined?
3	Agreement with the intent of having a consistent approach to Branding. A welcoming offer, clarity and guidance for the customer journey within the Hubs and a resident focussed layout.

Theme – Family Hubs and Early Intervention and Prevention

<p>Family Hubs – The council has been invited to submit proposals for the Government funded programme. B</p>	<p>The Family Hub approach is a national pilot programme that promotes a transformational approach to delivering services and support to families, parents and children in a Place Based setting. This would involve Children’s centres, 0-19 services, Library and life-long learning services.</p>	<p>Richard Lynch / Katrina Stephens</p>
<p>Early Intervention and Prevention – recognise the way forward to reduce demand is to work much more upstream to help the resilience, capacity and ability of our residents to remain independent. B</p>	<p>To further explore and understand the all-age early intervention and prevention strategy, ensuring residents are supported at the right time.</p>	<p>Katrina Stephens</p>

Supporting Documents

<p>Oldham Prevention Framework</p>	 <p>Oldham Prevention Framework Jan 23 sc</p>
<p>Family Hubs and PBI</p>	 <p>Family Hubs PBI Update 30.01.23.pptx</p>

Key Recommendations/Actions/Discussion



1	Physical Family Hub sites discussion with recommendation the approach continues with alignment to PBI sites.
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2	Recommended that Family Hub sites are accessible to all and their purpose understood by the community, getting the comms and targeting right .
3	Workforce development is critical to this work – it needs to be more than e-learning to ensure we get the culture change we are looking for
4	Further thought needs to be given to elected member development including how we support Councillors to make sense of this and understand what the concept of 'local leadership' really means
5	Lots of support for the development of a service directory

Theme - Volunteering

Volunteering – create the infrastructure to support the growth and sustainability of volunteer lead solutions. D	Further develop the community, voluntary sector offer as part of the programme in recognition of their contribution and to provide sustainable support and capacity. A focus on capacity building and volunteering are key strands of this.	Neil Consterdine
Voluntary Community Faith Social Enterprise / Charity Sector – To strengthen capacity and the resilience of the sector. D	The council is seeing to promote asset-based community strength approach that makes best use of local facilities delivering more support and services through the VCFSE sector. To support this approach, it is recognised that we need to develop capacity and resilience within our communities.	Neil Consterdine

Supporting Documents

Scrutiny Volunteering Slides	 Scrutiny T&F D Slides Feb 23.pptx
Action Together Q3 Impact report	 ATCIO Q3 22-23 Oldham Impact Repor

Key Recommendations/Actions/Discussion

1	<p>Alongside the prevention work mapping current offer, including grant funding and commissioning to the VCFSE sector – to consider how ensure this is aligned to key strategic priorities including PBI, and how we shift investment into community led prevention</p>
2	<p>Priority Programme Fund currently grant funds a number of organisations, however this is only part of the picture so will need to be considered within the whole VCFSE and prevention offer</p> <ul style="list-style-type: none"> – Action Together (VCFSE Infrastructure) – Citizen’s Advice Oldham – Credit Union – Werneth and Freehold Community Development Project – Greenacres Community Centre <p>Review current council grants within this and bring forward recommendations for future spend</p>
3	<p>Task and Finish Scrutiny members to review the current Action Together SLA and Impact (Latest Impact report attached and summary of what they do attached in presentation). In addition, set up a meet with Laura WW for Scrutiny. Aim to identify any areas for increased focus or development.</p> <p>Quality in Action Award Review of this to ensure it was still appropriate for all groups to complete and could there be a simplified version for some of the smaller voluntary sector groups (to be included within discussion with Laura WW)</p> <p>Recognition that volunteers are difficult to attract, often lack expertise and subsequently the management of them is more of a challenge for voluntary sector organisations. Volunteering has also been further impacted by the cost of living and time people give to volunteering has reduced. As part of the Action Together discussions it is recommended: -</p> <ul style="list-style-type: none"> - review of how volunteers are currently advertised for centrally (Volunteer events, volunteer bank etc). - Actively seek people to volunteer and develop a campaign - Promote volunteering in place - Review Training Offer which should also include succession planning
4	<p>Community Use of Assets. A discussion on how complicated this process was for volunteer organisations and the often lacked the legal expertise</p> <ul style="list-style-type: none"> - Review the current process with the recognition that the process is about mutual benefit and offer support to voluntary organisations to complete the process. Access to legal support to be considered along with a toolkit of support. - Understanding of what we are trying to reach in partnership - Training and support to be delivered on legal frameworks

5	Task and Finish group to explore the role of elected members in supporting volunteer led organisations.
6	Revisit the role of Social Value procurement in delivering benefit to the VCFSE sector

Next Steps

- Chair of Scrutiny Councillor Colin McLaren (plus members from scrutiny) to meet with Sayyed Osman Deputy CEO and Neil Consterdine – AD – Youth, Leisure and Communities review process to date, review notes/recommendations, and agree next steps
- Review gaps in scrutiny discussions to date and pick up general conversations
- Prepare summary report for Cabinet member on all recommendations/observations

PBI Governance and District Case Work - Scrutiny Session yet to be organised

Case Work - Develop a consistent approach to support case work and its management.	The group noted the challenge of inconsistency in the support offer available to residents living in different parts of the borough. The approach to case management and service alignment as part of place-based working is part of the solution.	Neil Consterdine
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