

BRECKLAND COUNCIL

At a Meeting of the

TRANSFORMATION TASK & FINISH GROUP

**Held on Wednesday, 28 September 2016 at 2.15 pm in
The Norfolk Room, Elizabeth House, Dereham**

PRESENT

Mrs E J Bishop
Mr P. R. W. Darby
Mr K.S. Gilbert
Mr K. Martin

Mrs S.M. Matthews
Mr I. Sherwood
Mr P S Wilkinson (Chairman)

In Attendance

Julie Britton
Riana Rudland
Rob Walker
Leanne Neave

- Senior Democratic Services Officer
- Breckland Place Manager
- Executive Director Place
- Member Trainer

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1/16 APOLOGIES (AGENDA ITEM 1)

None.

1/16 DECLARATION OF INTEREST (AGENDA ITEM 2)

None.

1/16 URGENT BUSINESS (AGENDA ITEM 3)

None.

**1/16 NON-MEMBERS WISHING TO ADDRESS THE MEETING
(AGENDA ITEM 4)**

None.

1/16 CHAIRMAN'S ANNOUNCEMENTS (IF ANY)

None.

1/16 ALIGNING PUBLIC SERVICES (AGENDA ITEM 6)

The Executive Director of Place provided Members with a detailed presentation. The presentation highlighted how the Council planned to work with all its public sector partners in a more joined up way to meet the future needs of its communities.

There were three projects set out in this part of the Transformation Programme which the presentation covered; these were the

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relocation of the Department of Working Pensions (DWP) into Elizabeth House and the benefits that had come with it, the early intervention hubs which were still on-going and another relocation project (DWP Thetford) which was at the very early stages was highlighted.

Referring to DWP, the Executive Director of Place explained that now this service was in the building, DWP customers were also Breckland's and the aim was to try and integrate services. The second project, the Early Intervention Hub, which was the first of its kind for the Council based in Breckland House, Thetford, accommodated Norfolk County Council's Children's Services; further partners would be joining in future and the model would be replicated at Elizabeth House. The Communities, Housing and Environmental Services Teams were currently being reviewed and new structures would be implemented forthwith to fit in with the hub model. The third project was behind schedule. It was noted that all projects had financial and non-financial benefits and these were highlighted.

Elizabeth House would become a strategic site as it was ideally located near to the A47 and work was on-going with the Strategic Property Manager to establish whether there was any interest in the current market.

Councillor Sherwood clarified the Terms of Reference of the Task & Finish Group which had been formed as part of the Transformation Programme and asked whose idea it had been to set up these Help Hubs. Members were informed that South Norfolk District Council had one located in Long Stratton but the idea of establishing local teams and locality models had stemmed from Norfolk County Council. The Executive Director of Place reported that he had received commitment from other organisations wanting to move into Breckland House and Elizabeth House. It made sense to bring all these services together so that cases could be dealt with all in one place. Councillor Sherwood was encouraged by what he had heard and asked if there were any plans for these models to work across the country; however, one area that he was not happy with was the health service and he wanted to know if there were such models of that nature anywhere in the country. Members were informed that there were but it was one of the areas that other hubs had struggled with and had not managed to get local health services fully engaged. The Executive Director of Place said that the Team had actively gone out and met with GP practice managers so the conversation had been had but nothing, as yet, been delivered. Councillor Sherwood pointed out that Breckland fell across two clinical commissioning areas which could prove difficult.

Councillor Darby asked if there was enough room to base these organisations at Elizabeth House, inside and out. He also asked if there was adequate public transport in both Dereham and Thetford. Members were informed that it was the DWP who chose to relocate from High Street locations and they had not received

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any concerns about travel. As for the Help Hubs these would only need to accommodate 12 staff; however, an organisational design piece of work would follow. As far as public transport was concerned, it was agreed that Councillor Darby would share the information that he had on the subject with the Executive Director. In terms of parking, there had not been any issues and car parking provision, as far as Breckland was concerned, was adequate. Councillor Darby also asked about the 'Presence' Offices and whether these Help Hubs would cause them to close as he knew the one based in Swaffham was well used. It was noted that Help Hubs and Presence Offices/Customer Service Centres were completely different models and there were no plans to close.

Sharing restricted information, system security and issues of consent that had to be addressed were discussed.

The Chairman felt that all these projects was about saving money and bringing services together and he looked forward to further projects in future. The Executive Director agreed; the Council had to get smarter with all this intelligence it had. He then gave an example of a customer who had phoned Serco to get help with their wheelie bin as they could not physically move it themselves. He felt that this would be the opportunity to ask some appropriate questions as to whether the Council could help in any other way such as house adaptations, benefits, debt, etc. depending on the circumstances.

Discussions then took place on issues with housing associations (registers providers).

The Chairman thanked the Executive Director for an excellent report and presentation.

1/16 NEXT MEETING (AGENDA ITEM 7)

It was agreed that digitalisation would be brought to the next meeting; a selection of dates would be emailed to Members accordingly.

The meeting closed at 3.15 pm

CHAIRMAN