



Total Place: reflecting back and looking forward

Nuala O'Rourke: Greater Manchester Project Manager

- A healthy skepticism about early intervention and prevention

Total Place – Broad Messages

- The Case for Prevention
- The citizen at the centre of service design
- Enabling self reliance
- Pooled budgets
- Reduce bureaucracy

Listening to the public's voice

Hayley's story

'I was just really emotionally disconnected. I felt like a robot. I couldn't even manage the basics. I wanted it all to be over. I didn't know what it was but I knew I shouldn't be feeling what I was feeling. The health visitor did check me for postnatal depression after about 6-8 weeks of having her, but it was just a questionnaire, so I ticked whatever to say I was fine. I was worried that they would take her away from me if I said I was depressed. She didn't properly explain what they were going to do with it"



Jana and Pankag's story



'We are both alone, our families are away, they are not here, we are all on our own... we do it [care for son] all on our own... the health visitor is very busy... she came for the first couple of weeks, and then she didn't come again, when I needed some more help later on I asked for a visit or for some help, and the hospital said there was no one because they were too busy... we needed help because I didn't know how to stop her crying... I have maybe been really unlucky, the doctor wasn't nice, the GP at the time was maybe racist, I don't want to sound horrible, but it felt that way. He didn't advise me what to do, he told me the rules in this country, how the process works but in a very horrible way.' 6

After Total Place

- What next
 - Public Sector Reform
 - Deliver Greater Manchester Strategic priorities through the City Region workstreams
 - Seek early efficiencies

Partnership working through the Manchester City Region workstreams

- A true partnership at all levels
 - Wider leadership team representing public sector agencies
 - Thematic groups for each strategic priority led by a steering group with full public sector representation
 - Local pilots with steering groups with full public sector representation
 - Aiming for integration of teams on the front line

Partnership working through the Manchester City Region workstreams

- Early Years and Better Life Chances
 - Steering groups representing all partners
 - Identifying barriers
 - Language
 - Professional loyalties
 - Legal/Financial
 - Collecting baseline data
 - Agreeing shared outcomes and outcome measures

Aims of the Early stages

- Create a hypothesis for each thematic pilot which will be tested over the life of the pilot.
- Collect robust evidence for government to support the continuation of the pilots
- Articulate the kind of savings we are looking at and what we envision public sector reform looks like

Seven Early Years pilots

- Looking at ways to join up services more effectively
 - Early intervention should focus on moving people from dependence to self reliance
 - Supporting families in better parenting should deliver children to school more 'school ready'
 - Long term impact should be felt across all public agencies
- Testing the theory of moving to a more holistic based care system through increased public sector engagement particularly in deprived areas

The Ardwick Pilot

- Deliver 'everything but the baby' from the children's centre.
 - Demedicalise pregnancy and early years
 - Assertive outreach into the community
 - To establish a positive, universal relationship with parents at the earliest possible opportunity in order to build up trust.

The Ardwick Pilot

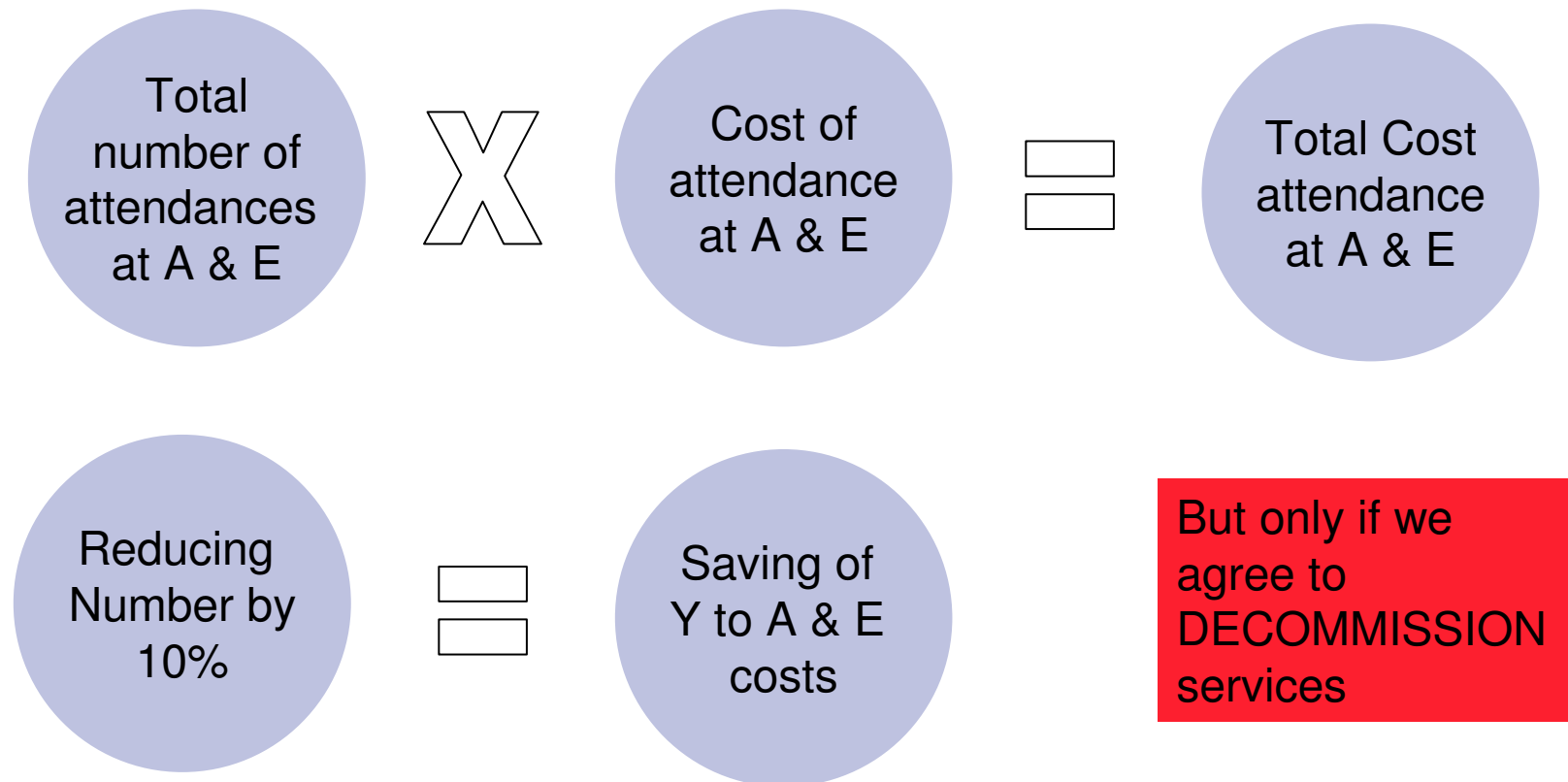
- Measure outcomes through Cost Benefit Analysis framework
 - Assess the comparative benefits of the different interventions
 - Reduction in child poverty
 - Assess the impact on school readiness – both financial and qualitative
 - Reduction in attendance at A & E
 - Parents being more work ready
 - Parental mental health improvement due to early diagnosis
 - Reduction in re referral for domestic violence

New ways of working

- Testing effectiveness of new ways of engaging with families
- Examples
 - Oldham – seven points of engagement
 - Wigan – booking in visit engagement
 - Rochdale – school readiness engagement with families

New ways of working

- Robust analysis of OUTCOMES
- For example:
 - Reduction in Attendance at A & E



Savings

- Are only savings when they result in decommissioning

Next steps

- Message to government from the City Region at the end of July
- Report on progress in September/October before the Comprehensive Spending Review
- Continue with two year pilots – monitor, assess and adapt

Language

- Informed Engaged
- Listening Hearing
- Co-location Partnership

Nuala O'Rourke

n.o'rourke@wigan.gov.uk

07525 657 140