

Impact of changes in the delivery of services: the local government view

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The Equality Framework for Local Government (EFLG) is a **tool** for local government to **self-regulate** its own performance:

Strong cohesive places

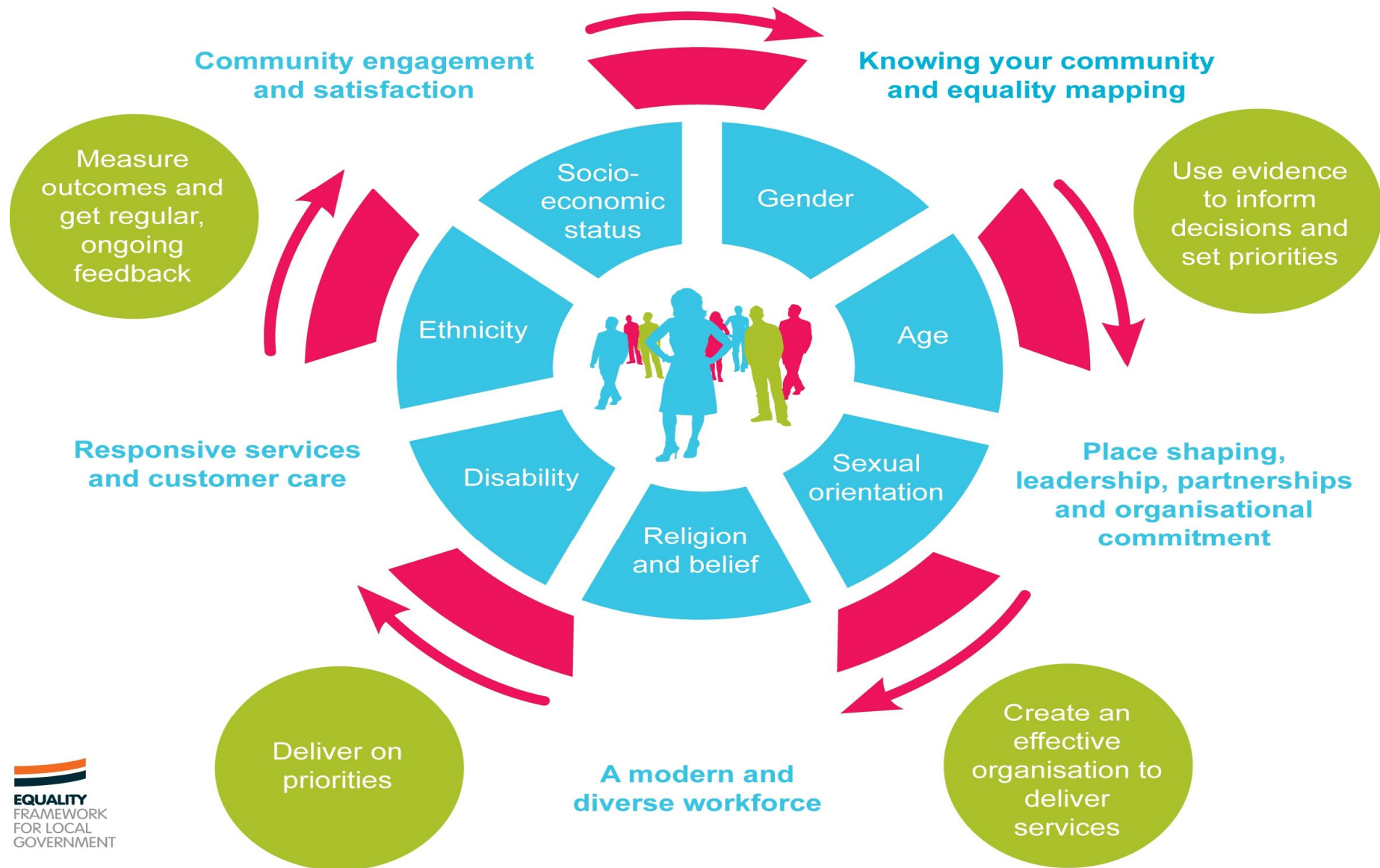
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Understanding communities

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Tackling inequality

How the Equality Framework improves performance



Strengths of the EFLG

- Mainstreaming
 - Peer support and challenge
 - Benchmark across public sector
 - Fire and Rescue, police, NHS, social housing, Ofsted, lifelong learning
 - Link to the PSED, localism, efficiency and the Big Society
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Challenges of the EFLG

Knowing your community – equality mapping	48%
Improving representation of under-represented groups	32%
Procurement	29%
Place shaping, leadership, partnership	27%
Community engagement and customer satisfaction	18%
Responsive services and customer care	8%
Workforce issues	10%

Understanding Cornwall 2009 - 2010

Understanding Cornwall 2009 - 2010 is based on a summary of 26 evidence documents with a total of more than 1000 pages in order to identify cross cutting messages for Cornwall in 2010. These source documents were written by colleagues across the authority and partner organisations and their work and support has been vital.

Understanding Cornwall will enable decision makers to think outside of traditional service or thematic areas and to work together effectively to understand cross cutting issues.

This summary diagram presents the headline messages and key findings for Understanding Cornwall 2009-2010.

Headline

Key findings

Geographical variations are significant and have an impact on services



- Cornwall's communities are very varied and the delivery of services needs to be flexible to different needs.
- Better understanding of how Cornwall's characteristics vary geographically is critical to how individual services may adapt, if appropriate.
- Some neighbourhoods in Cornwall's urban areas are clear hotspots for a number of issues including deprivation but peripheral or rural areas also face challenges and area based initiatives can miss smaller pockets of high service need.

Demographic change will have a profound effect on the public sector and the services it delivers



- The population of Cornwall is not only gradually increasing but also changing demographically, with an increasingly ageing population.
- Changes to the distribution and structure of the population will impact on the labour market and service needs.
- Migration is Cornwall's largest contributor to population growth, which presents challenges for service delivery as it is difficult to control and plan for. The current economic situation has lowered the rate of in-migration which has implications for levels of future population growth.

Prevention and early intervention can save money and make a difference



- At a time of public spending constraints, identifying the most cost effective ways of addressing problems is important.
- Issues like crime, ill health, flooding and deprivation have wide reaching and long term costs. These are also issues identified as examples of those which could benefit from a preventative approach.
- Prevention and early intervention can make a real difference to people's lives and provide a cost effective option.

Deprivation is a persistent problem in both rural and urban areas



- Cornwall as a whole is not deprived but there are areas where there are very high levels of deprivation and this has not changed for some years, despite investment.
- For individual households facing challenges, deprivation is associated with a number of interlinked causes and effects that lead to contact with many different support services.

Transition between services and life stages is a risk area



- Transition between services for children & young people and adult services is identified as an issue for more than one service area, affecting more than one group of customers. Service areas highlighted include social care, drug and alcohol, offending and mental health.
- Anecdotal evidence suggests that problems with transition are also present from early years to children's services, adults to older people's services and transition between services.

Need to make the most of our strengths and opportunities

- Cornwall's environment is a key asset and contributor to the economy and quality of life of our residents and visitors.
- Renewable energy technology provides an unequalled opportunity for the transformation of the local economy, environment and residents' wellbeing. But skills improvements are vital to realise this ambition.
- The strong sense of identity and unique culture are other key reasons why people chose to live, work and visit Cornwall.



Doing it better?

- The business, moral and legal case highlights
 - Developing the skills of officers
 - Building different relationships between officers and councillors
 - Strengthening partnerships internally and externally
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Why are we doing it?

- “Pursuing equalities good practice may seem like a luxury, but tackling inequality to create a fairer borough for everyone to live and work in is not something that should be sidelined because we are on a tighter budget. In any event it can bring cost savings, with more customer-focused, more efficient services.”
(Chief Executive, Weymouth and Portland Borough Council)
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Further information on the LG Improvement and Development's equality work is available from:

www.idea.gov.uk/diversity

The Equality Framework for Local Government is available from:

www.idea.gov.uk/equalityframework

Network and share good practice with local government and partner colleagues on our Equality CoP:

www.communities.idea.gov.uk
