

Wiltshire Accountable Bodies Group

Partnership Awayday
29 September 2008

Objectives for the awayday

- Share and enhance our understanding of each others' potential **contributions**
- Confirm our understanding of Wiltshire's **family of partnerships** will work and thrive
- Identify the key **partnership development** issues for Wiltshire
- Develop some **priorities and early actions** for the ABG and other 'family members'
- Reflect on any implications and **commit to actions** to help us succeed

Overview Agenda

0900 Coffee on arrival

0930 Welcome, objectives, introductions

We'll keep this short and sweet

0945 Our potential contributions

A speed dating session – should be fun!

1030 An emergent model of key issues

A brief presentation and initial feedback

1130 Coffee

1130 Syndicate groups

Based on the feedback on the emergent model above

1300 Lunch

1400 Whole group feedback and reflection

Facilitated whole group session

1530 Tea

1545 Taking it forward

Route map, early wins communications and next steps

1645 Tea on departure

Possible 15 minute highlights

- Results of the [advance survey](#) on partner planning processes
- Update on the Audit Commission's consultation on [CAA](#)
- Highlighting some current research on ['community'](#) in the County

Outputs from the awayday

- Overview of **potential contributions** that Wiltshire could benefit from
- Consolidated **understanding** of the Wiltshire family of partnerships
- A **change agenda** of the priority issues which Wiltshire must address
- A real-life '**route map**' for the ABG and other family members
- A simple communications plan and **headline messages** for the event

Possible ground rules

- Respect etc
- Teamwork
- Action logging
- Mobiles and punctuality
- Any others?
- The Wiltshire citizen

Speed dating

- Please use a card
- Start at the signal
- Get together in pairs or small groups
- Introduce yourselves and your agency
- Perhaps reflect on the entries in the pack
- Move on at the signal
- Repeat until we run out of steam
- Finally, summarise three key points on 'post-its' and place in groups on the wall

Suggested syndicate process

- Agree an informal chair
- Agree a rapporteur
- Follow a simple and explicit process e.g.
 - What's the challenge?
 - What does success look like?
 - What options do we have?
 - What are the consequences?
 - What should we do?
- Allow time to pull together your feedback
- Enjoy it

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These are the flipchart notes from the event:

SPEED DATING - the post-it comments were clustered into:

Communication

- Communication and key messages - within partners and to the public is vital!
- Cultural Change – how to prepare people and communication aspirations?
- Need to focus on success and communicate when we achieve it.
- Key to helping public to understand new arrangements - marketing success.
- Focus on success and communicate when we achieve it
- Marketing – branding family of partnerships – what do we do?
- Public understanding and trust – challenges for public services to explain, engage and enthuse

Community engagements/decision making

- Theme: How does my organisation get more involved at the community area level? (much enthusiasm)
- Community involvement in decision making
- How to achieve community involvement when most are not interested!
- Need to really define/develop notion of community cohesion
- “Localism” is a recurrent theme
- How to derive the needs of disparate groups? Managing expectations

Us

- Right people at the table
- Change management – all agencies/authorities undergoing change – are we converging or diverging?
- Working together with open, information about ourselves.
- Understanding others' issues by talking together.
- Understanding updating of each others' goals.
- College to talk with other groups – partnerships

Other Issues

- Collective will to actively tackle worklessness/economic exclusion – mechanism missing!
- Youth analysis and actions.
- Smarter not harder – delivering joined up working with potentially less resource
- Community perception of sentences in the community (community orders)
- Building – Police/Fire/Ambulance Services – into one unit in communities.
- How to meet concerns and increase public confidence in community safety/CJ agencies?
- Education and Training Stakeholder Group
- The environment is implicit in many of the partners' work.

MOVING FORWARD – ACTION AGREED

- Follow up 'processes' survey – establish network of officers (Sharon)
- Clarify role etc. of Area Boards at next meeting of ABG (Niki)
- Develop a systematic communications plan (Laurie)
- Hold the ring on the economy/community process (Keith)

DIRECTION/LEADERSHIP

- Dialogue with communities
- Needs assessment
- Assessment of consequences (to individual agencies and the LAA)
- Opportunity for debate over respective contributions
- ABG
- Selling and communicating throughout

COMMUNICATIONS

- Assembly on Friday (process; citizen conversation; why/what/how; economy/crunch impact; doing!)
- Press release
- 'Family members'
- Economic Partnership
- Own agencies

SUCCESS

- Understand LAA/economic impacts
- Real outcomes starting to be delivered by workstreams
- Evidence in individual plans that things will happen
- Greater clarity over what resilience means
- Increased awareness and understanding and acceptance
- CAA

Following the Awayday a briefing note was produced (circulated on 6th October). This is attached

Accountable Bodies Group Awayday
29th September 2008
Briefing note

The Group agreed that it needs to develop an agenda and deal with real issues that impact on the people in Wiltshire.

The key focus of the day was as the Accountable Bodies Group what should we be addressing and how will we tackle it.

The issues discussed were;

- The “credit crunch” and the impact the economic downturn is likely to have
- How can we have a real dialogue with communities
- How can we communicate effectively
- How will we evaluate success as a Group

The “credit crunch” will affect and impact on almost everyone in Wiltshire. The Group agreed that many organisations working together effectively focusing on action could help to minimise the negative and damaging impact on individuals and communities. A short summary of some of the potential affects is at the end of the briefing note.

A number of actions were agreed:

The “credit crunch”

- Collate needs assessment of the current position in Wiltshire both now and future forecast
- Assess if there are any gaps in information and intelligence
- Assess the consequences and potential affects the downturn could have – invite individual agencies to contribute
- Review of the Local Area Agreement to address the situation and challenges
- Commission and engage the appropriate bodies and groups to deliver the actions
- Raise the issues at the Wiltshire Assembly and ask for feedback and engagement

Having a real dialogue

- Review the opportunities for adopting a joined up approach to consultation
- Look at forums and ways of working to talk face to face to people
- Close the loop on any consultation
- Keep the communication dialogue going
- Look at Area Boards as an opportunity to open the dialogue

Communication

- Need to produce a clear communications plan
- Key messages within partners and to the public is vital!
- Need to focus on success and communicate when we achieve it
- Need to communicate the family of partnerships – What do we do?

Success – what will it look like?

- Right people at the table making key decisions on resources and delivery
 - Clear understanding of the LAA and the economic impacts
 - Real outcomes starting to be delivered by workstreams
 - Evidence in individual organisational plans that things will happen
 - Greater clarity over what resilience means
 - Increased awareness, understanding and acceptance of all partners
 - Can be clear about our outcomes
 - Greater awareness of the family of partnerships and what it is doing and has achieved
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Economic downturn - possible impact on Wiltshire

Business

Inward investment

Closures

Growth

Change of direction

Mergers

Skills - what's required - retraining, potential shortages

Housing

Mortgage arrears

Affordable housing increase in need

Debt management

Potential homelessness increase

Marital stress - potential break up

Stress impact on alcohol and drug abuse and general health and well being

Development slow down

Less affordable homes being built

Private sector housing - number of elderly people in large homes living alone?

Vulnerable People - who are we talking about?

Costs of fuel and energy

Cost of food

Keeping people safe in their homes

Need to adopt a one-stop-shop approach to care across the multiple agencies

Public Services

Costs to run and sustain facilities - i.e. leisure centres

Public transport - cost to run and maintain

Access - for older people and young people who rely on public transport could be affected

Young people if unable to access facilities could lead to anti-social behaviour

Other Impacts – e.g. health, to be determined as part of the assessment

Wiltshire Accountable Bodies Group Awayday

Monday 29th September 2008

Urchfont Manor, Devizes

Organisation	Member/ Representative	Comments	Signature
Environment Agency	Craig Fisher		
Jobcentre Plus	Jill Annal		
Jobcentre Plus	Kim Francome		
Kennet District Council	Stuart Wheeler	May not be there all day?	
Ministry of Defence	Bill Dowling		
Ministry of Defence	Jolyon Jackson		
Natural England	Gerry Hammersley		
Salisbury District Council	Paul Clegg		
South West Regional Development Agency	Tony Bray		
Wiltshire College	Goeff Burgess	To leave at 2.20	
Wiltshire College	Di Dale	To leave at 2.20	
Wiltshire PCT	Jeff James		
Wiltshire Police	Julian Kirby		
Wiltshire Police Authority	Christopher Hoare		
Wiltshire Probation	Paul Aviss		
Wiltshire Probation	Diana Fulbrook		
Wiltshire & Swindon Fire	Peter Baxter		
Wiltshire & Swindon Fire	Bobbie Chettleburgh		

Organisation	Member/ Representative	Comments	Signature
Wiltshire County Council	Sharon Britton		
Wiltshire County Council	Niki Lewis		
Wiltshire County Council	Keith Robinson		
Wiltshire County Council	Jane Scott		
Wiltshire County Council	John Thomson		
Consultant	John Tench		

Apologies received:

Tony Barron, Wiltshire PCT

Linda Conley, West Wiltshire District Council

Dick Tonge, North Wiltshire District Council

Sue Watkins, Learning & Skills Council

Thoss Shearer, Government Office of the South West

Wiltshire ABG Awayday Evaluation form

Thank you for attending this event. We hope that you have found it a stimulating and enjoyable experience. We would be grateful if you could complete this brief evaluation.

1. Content

Which elements of the day were:

a) Most useful, and why?

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b) Least useful, and why?

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2. Organisation/venue

On a scale of 1 – 4 please indicate grade; 1 indicates the lowest and 4 the highest.

Clarity of joining instructions	___
Venue	___
Helpfulness of staff	___

Comments.....
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3. Value (Low) 1 2 3 4 (High)

Did the event live up to your expectations?	___
How would you rate the overall value of the event?	___
Additional comments and/or suggestions	___

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4. Further comments

Please add any suggestions for future events of this kind.....

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Signed _____