



POLICY AND RESOURCES COMMITTEE

21 JUNE 2007

## **INTEGRATED SERVICES PROJECT**

Report by Chief Executive

**PURPOSE OF REPORT** To update Members on the progress made with the Integrated Services project and seek the nomination of an Elected Member to serve on the Project Management Board.

### **COMPETENCE**

1.1 Funding has been secured for the implementation of the scoping phase of this project. There will be financial, legal and other implications of proposals to integrate services and these will be reported to the Comhairle once the scoping phase of the project is complete.

### **SUMMARY**

- 2.1 This project seeks to support the development of integrated services in the Western Isles for Community Access Points, health and social care services, facilities management, reprographics and Gaelic translation.
- 2.2 The project is led by the Outer Hebrides Community Planning Partnership and has the support of all partner agencies in the Western Isles.
- 2.3 Funding of £30,000 has been secured from the National Shared Services Board to support the scoping stage of this project.
- 2.4 A nomination is sought for a Comhairle member to serve on the Project Management Board to represent service users.

### **RECOMMENDATIONS**

- 3.1 **It is recommended that the Comhairle:**
- (a) note the award of funding by the National Shared Services Board for the scoping phase of the Integrated Services Project; and**
  - (b) nominate an elected member to serve on the Project Management Board to represent service users.**

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## **BACKGROUND**

- 4.1 The Chairman and Chief Executive met with the then Minister for Finance and Public Service Reform on 14 March 2006 and agreed that the next step would be for the Community Planning Partnership to submit an outline business case.
- 4.2 The Comhairle, in June 2006, approved the development of an outline business case that would pull together the Scottish Executive's agendas relating to Integrated Services, Shared Services and Efficient Government into one proposal for public services in the Western Isles.
- 4.3 The Comhairle approved the Project Brief in August 2006 and the Chairman was approved as the Comhairle's representative on the Project Management Board in October 2006.
- 4.4 In December 2006 an application for funding was submitted on behalf of the Outer Hebrides Community Planning Partnership to the National Shared Services Board (NSSB).
- 4.5 The Improvement Service carried out an evaluation of the application and recommended changes to the project. A revised funding application was made prior to formal consideration of the funding application by the NSSB on 21 February 2007. The Comhairle homologated the submission of this application in March 2007.
- 4.6 The proposals from the Outer Hebrides Community Planning Partnership focussed on the following service areas:
  - Community Access Points
  - Support for Joint Future
  - Facilities Management
  - Reprographics
  - Gaelic Translation

## **PROJECT FUNDING**

- 5.1 The OHCPP has secured £30,000 for implementing the **scoping phase** of this project. This funding will be used to resource the analysis of current activity, existing contracts, current and historic expenditure and future service requirements.
- 5.2 At the conclusion of the scoping phase, proposals identifying which services can be taken forward on an integrated basis will be presented to the OHCPP and Comhairle. Given delays to funding approval, it is likely that this will be reported to the Comhairle in October 2007 with final approval by the OHCPP in December 2007.
- 5.3 The National Shared Services Board noted that additional funding was sought for the implementation phase and once scoping is complete it is anticipated that these resources will be approved and released to the Partnership by the Board.

## **CURRENT DEVELOPMENTS**

- 6.1 The project manager has met with senior managers from all partner agencies who are responsible for the delivery of the services identified. Initial feedback is encouraging and the benefits from potential integration of services is recognised and welcomed by all partners.

- 6.2 Project steering groups will be established for Facilities Management, Reprographics and Gaelic Translation. The project will feed into the existing project teams established for the Community Health and Social Care Partnership and Customer Services.
- 6.3 The Project Management Board will be updated on the work of these steering groups.

### **REPRESENTATION ON THE PROJECT BOARD**

- 7.1 The Project Management Board comprises the following members:

<b>Role</b>	<b>Officer</b>
Project Executive (overall responsibility)	Malcolm Burr Chief Executive, Comhairle nan Eilean Siar
Project Manager	Helen Mackenzie, Internal Strategy Coordinator, Comhairle nan Eilean Siar
Representing service users	Jessie Macneil Association of WI Councils for Voluntary Service
	<b><i>Elected Member</i></b> Comhairle nan Eilean Siar
Representing service providers	Marion Fordham Director of Finance, Western Isles NHS Board
	Donnie Macaulay, Chief Executive, Western Isles Enterprise

- 6.2 Cllr Angus Campbell was nominated by the Comhairle to serve on the Project Board in October 2006 but due to the formation of the new Comhairle this role has now lapsed.
- 6.3 A nomination for the Comhairle's representative on the Integrated Services Project Management Board is therefore sought.

### **CONCLUSION**

- 7.1 The award of additional funding for the scoping phase of the Integrated Services Project will allow detailed scoping work to take place.
- 7.2 This will allow progress to be made with the implementation of this project and the development of integrated public services throughout the Western Isles.