2017 Consultation Response Sheet

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Document title / ref	Consultation: (CPP / CPPResources/ SHB ref)
Key	Black - Q1 – priority; Orange - Q2 – do different; Red - Q3 – stop doing; Q4 – start doing: Q5&6 – community; Staff
Heads of Service / Partner / Rep	Mark Palmer Corporate Director: Corporate Services
Categories	1. We like & will investigate it 2. We are & this is an update 3. We can't take this forward & this is the reason why 4. We like & will explore more with the public 5. We acknowledge & can explain 6. We have reflected on our priorities & your comments will inform our future direction

Feedback/Comments Received:
Partnerships: Community Planning Partnership: Resources
Refer to:
CPP 230-18863 / Page 17-18 / Bullets 71-109

71. a better co-ordinate approach
72. Best use of services
73. Better integration of services, reducing duplication and sharing assets.
74. better use of resources
75. contribute only to the up keep of buildings and property owned by the local authority and occupied by the police force. central government should meet all other costs; this is what we pay income tax for.
76. Ensure that all projects are feasible [sic] and provide the best use of resources.
77. Give attention and funding to ways of allowing different agencies/parts of the Council to work well together, so each organisation doesn't have to reinvent the wheel
78. how could services be combined in a cost effective way without loss of amenity
79. Integrate and coordinate many organisations into one main body to lead them. With a greater understanding of commerce and practicality integrated with a good understanding how psychology can be used in design and management, to vastly improve use of facilities. This would increase the foot fall and therefore the revenue of public services which with a good pricing structure, could pay for themselves or be less of drag on expenditure.
80. Interagency - co-operation wherever possible to improve   a) image of efficiency   b) reduction in wanting resources   c) less reliance on voluntary agencies
81. Joined up thinking.
82. More shared infrastructure across the public sector.
83. Need to continue to improve the way they work together could be better
84. operate as a joint organisation to provide services.
85. outsource some of the central support e.g. ICT, HR, Legal and financial services.
86. Partners communicating face-to-face (video conferencing rather than email.) Sharing expertise. Cascading learning.
87. Partners should not see social inclusion and volunteering for free as an end in

itself - this is curbing economic inclusion and subduing the local economy.

88. pool resources with other organisations - police, NHS etc.
89. Pooling resources and skills across all partners
90. Rationalise computer systems Stop the duplication of paperwork
91. Revenue is in short supply - Moray has considerable industry - these employers could be brought into C.P. more, and support youth initiatives etc. including finance.
92. Share core services across other authorities or nationally even – like Police and Fire have done.
93. share it/finance/hr
94. share services
95. Share support services with other public bodies
96. Share with other authorities the development of policy the government wants us to implement i.e. fostering continuing care and named person.
97. Sharing back up services. Providing clarity of responsibility.
98. sharing premises
99. Start doing things differently; jointly, with common purpose. Start with a clear vision. Start providing good leadership. Start with the thought, "How can I serve the people of Moray today?"
100.   Start sharing resources.
101.   Stop employing external trainers and use internal or community planning partners
102.   Stop using [sic] volunteers as wage-free workers. I enjoy my volunteer work, but we are increasingly [sic] required to take on more.
103.   stop working with independent admin/it
104.   streamline all aspects
105.   talking to each other and stop blaming!! start working collectively in order to find solutions
106.   There should be a greater focus on prevention. This will mean that there needs to be investment by one department/service which can lead to savings in other departments. For example: a different approach to clearing snow would not necessarily lead to savings for Direct Services but could lead to savings for the NHS or Health and Social Care by reducing hospital admissions. There will need to be a commitment to a joint approach between departments or even across community planning partners.
107.   work more together although I think it is moving this way to an extent
108.   work with private companies to deliver services
109.   working together better. Have multi-skilled staff. There are too many individuals that have jobs that aren't essential to the growth of Moray. Moray has many resources that aren't used to their full potential. Strategies that are drawn up aren't innovative enough and the Partnership is not prepared to take risks in order to radically change the outlook for families in the area.

Partner Response:

Whilst there are already many examples of the public sector doing some of the good things identified in this section of the feedback it is recognised that there is no room for complacency. The Moray Integrated Joint Board for Health and Social Care Services was formed two years ago with the aim of improving services through closer and joined up working. The Board consists of three councillors and three members of the NHS

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Grampian and they will represent local people to ensure improvements are delivered through the formalised partnership arrangement. The Scottish Government has made it clear that it expects public services to reduce costs by sharing the delivery of more services and the council has identified this as one of the priorities in its efficiency programme.

Public sector partners buy-in a considerable volume of services and where regulations allow are open to more provision being delivered in alternative ways, such as outsourcing where it is clear that this will be more cost effective. It is also important to assess the value of ongoing outsourcing arrangements, when the council reviewed the outsourced ICT service for schools it decided to transfer the service to the in-house team and saved £250,000 per annum.

Volunteering or participation by members of the community is likely to be an area that increases over the next few years. Whether this is driven by financial necessity or a political belief that communities should be encouraged (and supported) to be more self-reliant, this is the direction of travel.

Public services will continue to use technology more and more in an attempt to provide services in the diverse range of ways demanded by the public and also in an attempt to maintain as many services as possible with ever smaller budgets.

Two issues referred to by many people are volunteering and prevention. There are a number of references to the achievements to date in these areas and actions for additional work in the Moray Strategic Plan for health and social care services http://www.moray.gov.uk/downloads/file102054.pdf pages 22 & 23 list a number of preventative actions and the document identifies the importance of volunteering in terms of the added capacity that is provided and the positive impact on prevention for volunteers.

With reference to Q.75 – none of the Community Planning Partners are aware of any buildings being maintained that are not their specific responsibility. If there are any buildings that members of the public believe should not be being maintained by local public services we would be pleased to receive the relevant details.

Responded by:	Insert Individuals Name / Title / Partnership name

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