

Full Council - Wednesday, 21 November 2018

Written question from Cllr Whitehouse to the Leader, Isle of Wight Council

If he will make a statement on his vision for one public service on the Island; if he will indicate the service improvements that achievement of that vision will deliver for the Island; and if he will set out his plan for achieving his objectives?

Response

Public Services on the Isle of Wight need to be rebuilt around the needs of the individual and not be driven by the organisational structures and process that require multiple visits and appointments with many services, just to clarify their need and services available to them.

People should be able to access services to get all of the information they need at the first point of contact, through a simple single access route that makes best use of digital processes. They should also be immediately directed to the provider of their choice, which is always available because of good planning, based on a clear and shared understanding of need.

Whichever public service is in first contact with an individual, will be able to speak and act on behalf of all public services. Health, the Local Authority, emergency services and even the department of work and pensions, should all come together sharing back office services such as payroll and payments, HR, ICT, communications and be led by single integrated management team where possible.

Dealing with the individual once, reducing duplication of management and back office functions will all lead to increase in the efficiency and effectiveness of the public services, releasing money that can be reinvested into frontline services to better meet the rising demand for them.

Digital and agile working must become the normal way that public services do business but ideally, a new single headquarters, shared by all of the services, would streamline the significant number of buildings still used by our public services and at the same time be a focus for excellence in service delivery and meeting need.

The integration of health and social care is a critical first step in delivering this agenda; this is why I am pleased the Cabinet supported the work of the Hampshire and Isle of Wight Sustainability and Transformation Partnership at its last meeting. This is an important first step in giving permission to our health partners on the Isle of Wight to progress this approach with us.