

# Innovation and New Ways of Working

Action	Lead/ Co-ordinated By	Indicator/Measure of Success	Current Performance	Target(s)/ Timescale
Enter into joint Public Service Agreement with central government to improve service performance in key areas	Cheshire County Council	County and District Councils sign up to PSA with support from the Cheshire Partnership	N/A	Negotiate Jan/Feb 2002  90% of performance targets contained in PSA met by 2005
Rationalise the number of partnerships, plans and strategies and improve links between <ul style="list-style-type: none"> <li>• crime and disorder, drugs, youth and domestic violence</li> <li>• learning, drug awareness and health promotion</li> <li>• the NHS Health Improvement and Modernisation Plan and Community Strategies and plans</li> </ul>	The Cheshire Partnership/GONW	No. Cheshire-wide plans and partnerships	To be determined	Reduce the number of Cheshire-wide plans and partnerships by 50%
Improve public access to advice, information and services by: <ul style="list-style-type: none"> <li>• integrating the public sector communications equipment across Cheshire</li> <li>• developing a 24 hour call centre with a single number for all public services</li> <li>• creating an electronic “one stop shop” for public sector information and access points in both urban and rural areas</li> <li>• providing a Cheshire wide web site facility for community groups</li> <li>• developing the Peoples’ Network of computers in public libraries</li> <li>• ensuring that all public sector services can be accessed electronically by 2005, in keeping with central government targets (all public sector organisations)</li> </ul>	Cheshire Information Consortium	No. partners connected to Cheshire network  No. calls handled  No. community access points established and their usage  % interactions with the public, by type, which are capable of electronic service delivery and which are being delivered using internet protocols or other paperless methods.	Libraries/Info Points, Highways, Police, Fire	Research, scoping and pilots during 2002  Baseline figures being collected

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<p>Use public sector buildings more creatively to provide community resources and shared bases for public service providers. Explore potential of “one stop shops” in key locations:</p> <ul style="list-style-type: none"> <li>• Developing public sector buildings in local communities as centres that can be used by other public service providers and the local community</li> <li>• Promote the active role of as many local schools as possible as “portals” for the coordinated delivery of local services to the community</li> <li>• Develop the skills, resources and protocols needed for agencies to act on each others behalf when giving out information and advice and working together in localities</li> </ul>	The Cheshire Partnership Cheshire Information Consortium	No. shared bases developed	Ad-hoc arrangements  Not actively promoted	
Use Best Value to improve the quality of life in Cheshire by commissioning a countywide best value review on a cross-cutting theme, the criteria for selection being based on the economic, environmental and/or social impact for Cheshire	Best Value Practitioners Group	Community safety review underway	Review success and consider additional themes	
<p>Work together on Consultation:</p> <ul style="list-style-type: none"> <li>• Where possible, consult once and share the information</li> <li>• Develop ICT systems to share information across agencies about consultation activities and results</li> <li>• Co-ordinate approach to consulting with “hard to reach” groups</li> </ul>	Cheshire Information Liaison Group Cheshire Information Consortium		Manual/ad-hoc data sharing	Launch extranet early 2002
Establish Youth Issues Groups (YIGs) at county and district level to hear the views of young people and co-ordinate responses from service providers and Local Strategic Partnerships	Cheshire CC	<p>Youth Issues Groups operational</p> <p>Structure incorporated into all LSP’s community involvement strategies, terms of reference and operating structures</p>	<p>Youth forums in some localities</p> <p>Countywide Youth Reference Group</p> <p>No single structure or strategy</p>	<p>Youth forums or Councils in each area by Dec 2002</p> <p>Commitment from service providers by Dec 2002</p> <p>YIGs, involving young people and service providers operational by Sept 2003</p>