



# OUR PLACE PROGRAMME

TOWN COUNCIL MEETING

REPORT 5/15

12 JANUARY 2015

The purpose of this paper is to provide the latest information on the programme as it enters its final stage leading to the submission of the completed Operational Plan at the end of next month.

**No. DETAIL**

---

**1) BACKGROUND**

- a) The impact of the two week break has been to further constrain the limited timeframe the programme has been required to fit into, not only limiting local progress but also affecting Locality's input with its Case Officer for the programme not back from leave until 12 January.
  - b) The Town Council's team for the programme – Jason Mack, Nicky Cox, Tony McCarthy and David Bartlett - met last week to clarify the remaining work that is both necessary and possible in the time available.
- 

**2) PEER REVIEW**

- a) As reported last month, Jason and Nicky attended a Peer Review Challenge Event in London on 4 December where Ventnor's draft Operational Plan was one of 16 reviewed for an hour each during the day by an expert Panel and including questions from the audience.
  - b) The feedback from that event has received just before the break and is attached to this report for information.
  - c) The Peer Review process is also due to involve a detailed study of our Plan by two other areas: Scarborough Borough Council and Test Borough Council. Scarborough have informed us that they are proceeding with that assessment with the results being available by the end of this month.
  - d) Our understanding is that we are due to provide an assessment of the Plans of two other areas, Scarborough Borough Council and Communities for Kids, a project in Tameside, Greater Manchester.
- 

**3) RESOURCE MAPPING**

- a) One area requiring more work is mapping the services and resources provided by public agencies within Ventnor.
  - b) As the largest of those agencies, the Isle of Wight Council has helpfully provided us with a designated officer with whom we can work to identify the relevant data in more detail. We are meeting with Chris Matthews on Wednesday 14 January.
  - c) We will also be in renewed contact with the other Agencies from whom matching information is central to the town's regeneration.
- 

**4) SURVEY**

- a) Preparations are underway for a House-to-House Survey of all residents in the town during next month using a range of questions to identify more clearly the more detailed priorities that the programme should be identifying and committing to respond to.
  - b) The questionnaire forms will be commercially delivered to ensure complete coverage and it is hoped that Members will be willing to arrange for their collection around a week later.
  - c) The Survey is fully funded by the programme.
- 

**5) MEETINGS**

- a) The next meeting with our Relationship Manager for the programme, David Newton, is on Wednesday 14 January.
  - b) A meeting with the Vision Group Co-ordinators is planned for next week and a meeting of the Co-ordinators and Vision Group Members will be arranged soon.
-



Ventnor Town Council  
Peer Review Feedback 4 December

*Please note that this feedback is a mixture of comments from all panellists, and Chair on the day*

**a) Vision & Overall fit with Our Place:**

- This is a hugely ambitious project fuelled by a real vision for the town,
- The panel thought it was great to see the Parish Council taking this on and making it a reality,
- You have a hugely ambitious vision to join up a variety of strands of work in the community that will simulate economic regeneration, that will create employment opportunities for the young as well as the retired, and promote health and well being,
- The panel felt that your project was a great fit with Our Place. The Town council is embracing its role as a 'place shaper' and taking community along with them. The panel were also particularly impressed by the level of community engagement and co-design.

**b) Service transformation:**

- The panel could see that a huge amount of work has gone into laying the foundations for the service redesign process. Your draft operational plan contains detailed activity timetables for each workstream, but it is difficult to tell from the plan at what point decisions might be made. Perhaps this is unclear given the very bottom up nature of the co-design process?
- There is good evidence of community engagement around different foci, from which six vision groups have formed - these will be brought together as a governance group,
- The panel commented that you thought you will have some services redesigned by September, and you're looking at a 5 year period to get things in place - this seems like a reasonable time frame bearing in mind the wide scope of what's being discussed.

**c) Business model:**

- One panellist noted that they realised that the CBA is a work in progress but they found it difficult to understand the Cost Benefit Analysis section of the plan without any context. For example at present, figures are



quoted in relation to a health and wellbeing project but without any commentary on what the figures relate to or what the project itself is. This is quite difficult for someone not familiar with the project to understand. In the final draft, it would be great if you could build some context into this section.

**d) Pooling or devolving budgets:**

- There is an impressive list of goals however the panel wondered whether you might be better served focusing and delivering on one theme or deciding which work stream will produce faster results and create a “butterfly effect” where the lessons learnt and the positives can be replicated on other work streams. (Although it is good to have a big picture, and how the different work streams go into making this happen.)

**e) Partnership, leadership and governance:**

- The panel felt that you have achieved an impressive amount given the team is so small,
- The panel commented that you have some interesting ideas regarding the Executive Inter-Agency Forum but feels like it is at quite a formative stage. It would be good to make clear whether this is an early stage proposal, or whether the model has buy-in from other partners.
- As outlined in your presentation discussion, is there now a need to consider a formal governance structure to oversee Our Place allowing the Town Council to put pressure to bear on partners rather than developing bi-lateral relationships? This may become increasingly important once work on service re-design takes place,
- You noted that building strategic partnerships with local Partners and Agencies has proved difficult; they are resistant to change and are uncomfortable with the cultural shift of the community taking responsibility in re-designing services. There is also the fear of losing budgets and can not see the benefit of pooling resources.
- One panellist also commented, in the barriers paragraph that it is a cultural shift for local partners and agencies to engage with Ventnor Parish Council; perhaps making partners more accountable to the community such as signing a social contract should be looked into,

- At present, the 'top table' for this work is the town council. The next step is to create a more formal structure - a town level partnership - which exists as a 'round table of equals'.

**f) Implementation plans:**

- It's great that there is so much information and planning underpinning the various workstreams (section 9 on activity tables and progress charts),
- The panel wondered whether this level of detail is necessary for the main body of the operational plan for example, you could convey the information in a summary form to outline progress and next steps for each service workstream.

**g) Resources:**

- As this is being driven so strongly by the Town Council and seen as 'core business' the panel felt confident that your workstreams will continue post March, but you might need to think about future resources when programme funding won't be available to fund community engagement which might be quite resource intensive.

**Overall comments:**

- A thorough and well-researched plan with strong community engagement, robust thinking around data sharing and management. The next challenge is to identify a route map to service re-design and implementation, given the limited resources of the town council and the vast number of workstreams,
- One panellist noted that your operation plan is really interesting reading however it does read like a Local Authority strategic document rather than an Our Place plan and could contain more of the passion as conveyed in the presentation,
- The data/cost benefit analysis could be more clearly illustrated in the plans, although the panel were conscious that this is a work in progress,
- The governance structure although referred to in the plan could be more defined and also perhaps state what success would look like,
- What is immediately striking is that the strategic goals underpinning this project are extensive and wide-ranging. The draft operational plan is huge - both very impressive and a bit bewildering for anyone who won't have time to read the whole thing.



- The team makes the case that the town's problems are wide ranging and interconnected, and that their goals need to reflect that.
- One panellist commented that 'whilst I wouldn't want to stem any ambition I think the next step is deciding which areas might be able to progress quicker than others - think it would be unrealistic to progress all work streams at the same rate and some quick wins might convince any sceptical partners to buy in.'
- All that said, it is hard to identify the tangible 'golden thread' in this project - it kind of feels like the project is everything, and thus that it may be hard to maintain focus and momentum over time.