

Changing relationships with customers





WORKING TOGETHER

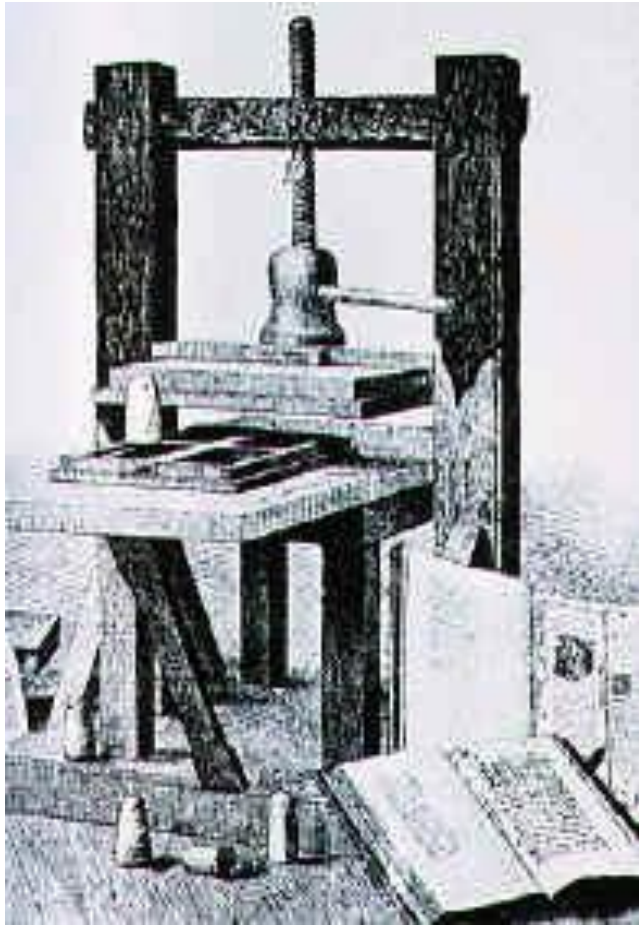


Havant
BOROUGH COUNCIL


The Plaza

 Hampshire
County Council





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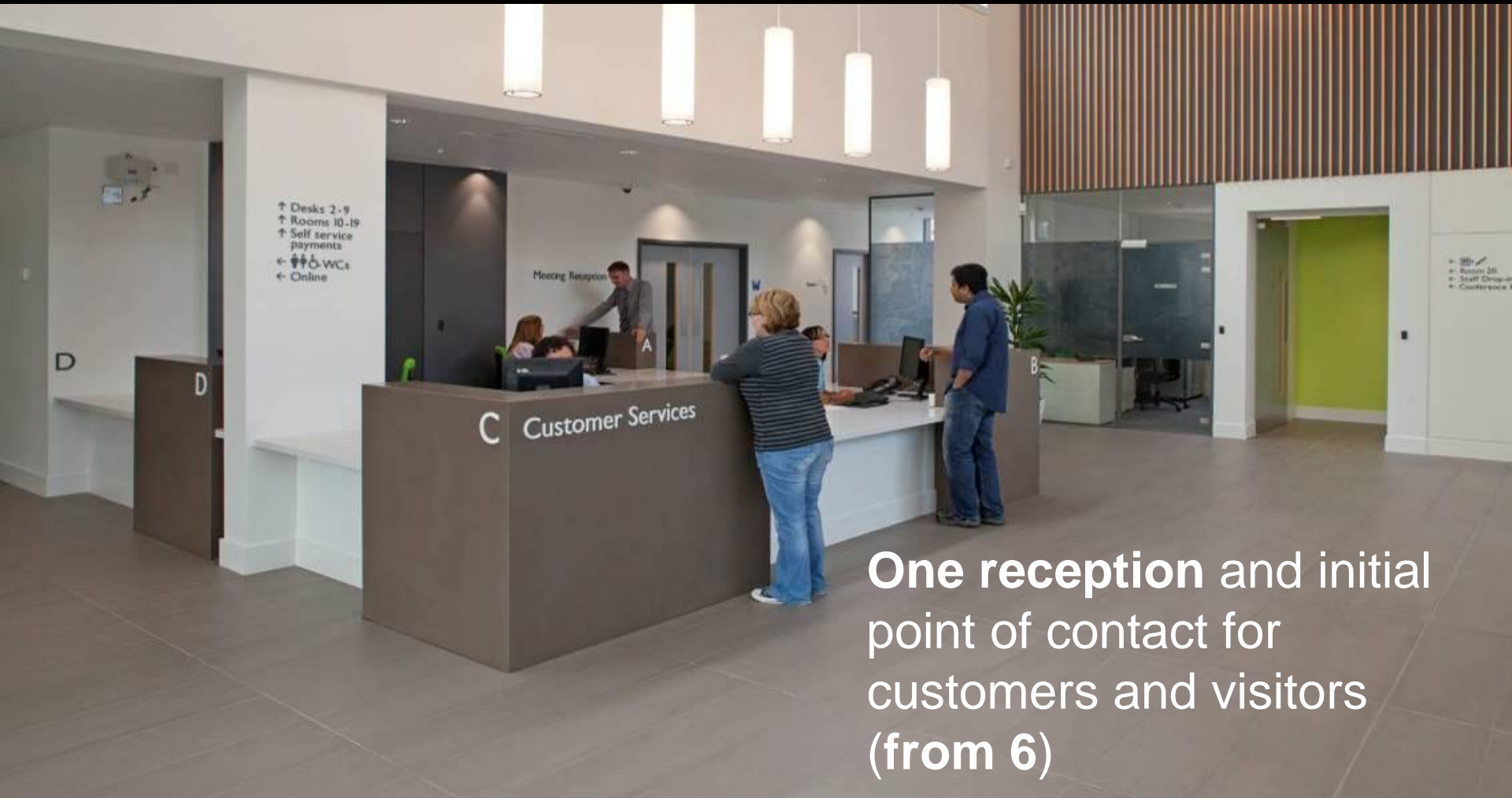
 Hampshire
County Council



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One reception and initial point of contact for customers and visitors (from 6)



Joined up Services

- **Social care** – Children's and Adults services
- **Housing** and homelessness services
- **Benefits** & payments
- Community **safety**
- **Health** information and advice for young people
- Hampshire **Youth Support Service** (delivered from the PSP)
- **Victim Support**
- Havant **Citizens Advice Bureau**
- Havant and East Hants **Learning Disability Service**, part of Hampshire Partnership NHS Foundation Trust
- **Registry office** to register births and deaths and soon to be licensed for marriages April 2013
- **DVLA**

Value for money

- Half the funding was a grant from what was then the Department for Children, Schools and Families
- Both councils will now recoup their investments through savings and revenues resulting from the completion of the Plaza Project.

Core aims

- **Hampshire County Council's** core aims are:
 - Making Hampshire safer and more secure for all
 - Maximising wellbeing
 - Enhancing our quality of place.
- **Havant Borough Council's** core aims are:
 - Financial sustainability
 - Economic growth
 - Public service excellence.

Contributions to the core aims

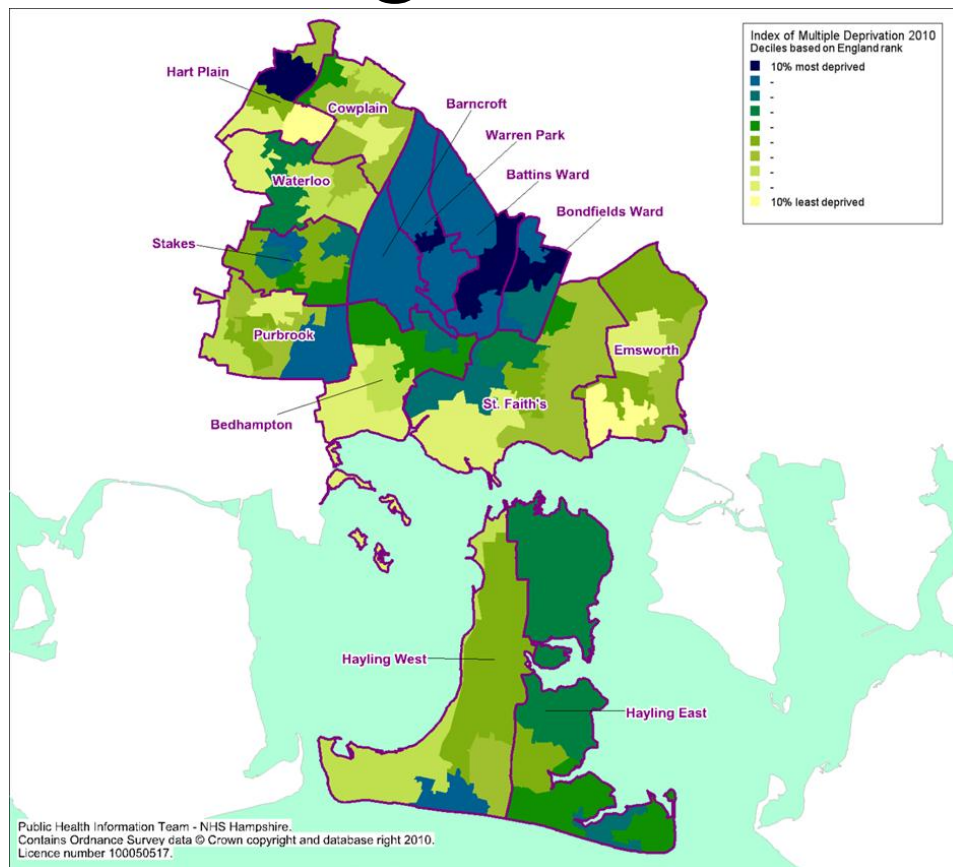
- **Improving the quality of place/facilities for customers**
- **Reducing waiting times** for appointments **Bringing together public services** in one location, leading to cost savings for all parties
- **Sustainable** 750 staff in same space (400 before)
- **Quicker and ‘Deeper’ sharing of information/data**
- **Financial efficiency** – income for partners

Other Evidence of success

- **SCALA Civic Building of the year 2012 (shortlisted)**
- Won a **Green Apple Award** (Green Organisation promoting environmental best practice around the world)
- Achieve **BREEAM Very Good Rating**
- And shortlisted for the **LGC Awards 2013**

Havant Borough

- Borough **most deprived** in Hampshire (**Leigh Park**).
- **25% residents have no qualifications**
- 51% achieved 5 A* – C (2010/11)
- **More than 1 in 5 children in poverty**, highest in Hampshire
- Older people in poverty
- **Life expectancy is significantly lower** than Hampshire



Leigh Park

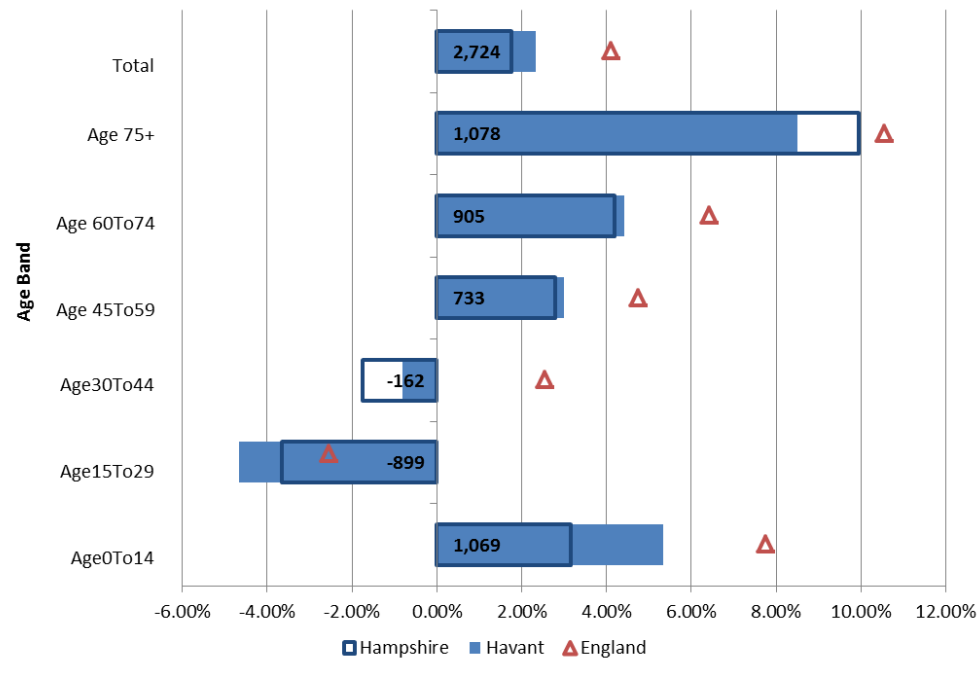
- All 4 wards in top 10% of most deprived areas in the UK:
 - Battins, Barncroft, Warren Park, Bondfields
- The Havant wards with the highest health needs:
 - Battins, Barncroft, Warren Park, Bondfields

Population projections to 2018

Havant

Forecast change in resident population between 2013 and 2018.

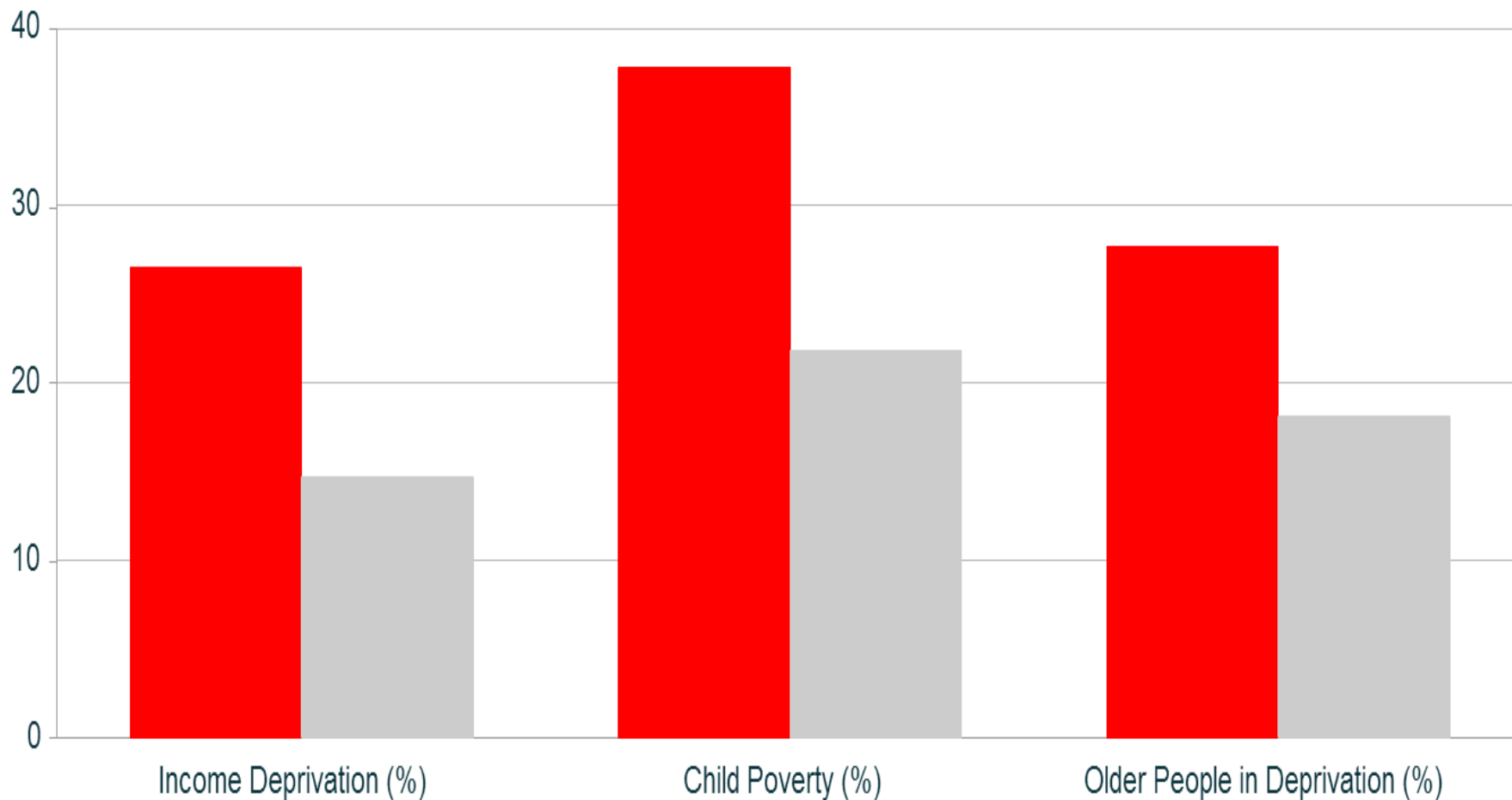
Source: HCC 2011 based small area population forecasts for Lower Super Output Areas. England comparator ONS 2010-based forecast.



- More births than Hampshire overall
- Older, with fewer working age people
- More long-term conditions and multiple morbidity
- Increasing numbers of vulnerable people including physical and learning difficulties

Index of Deprivation, 2010, %, Selection (comparing to England average)

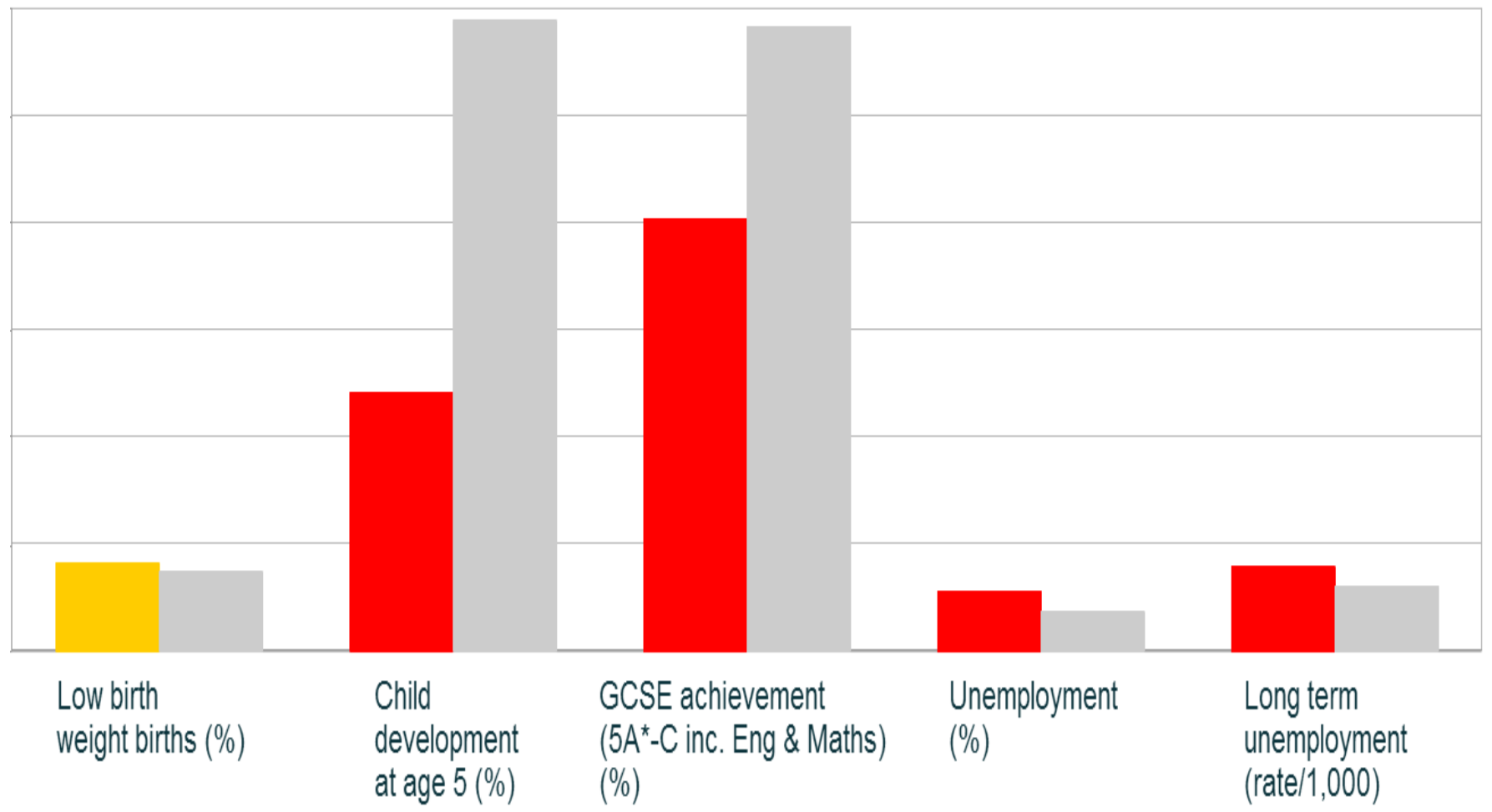
Significantly better than England Not significantly different Significantly worse than England Engla



Source: CLG © Copyright 2010

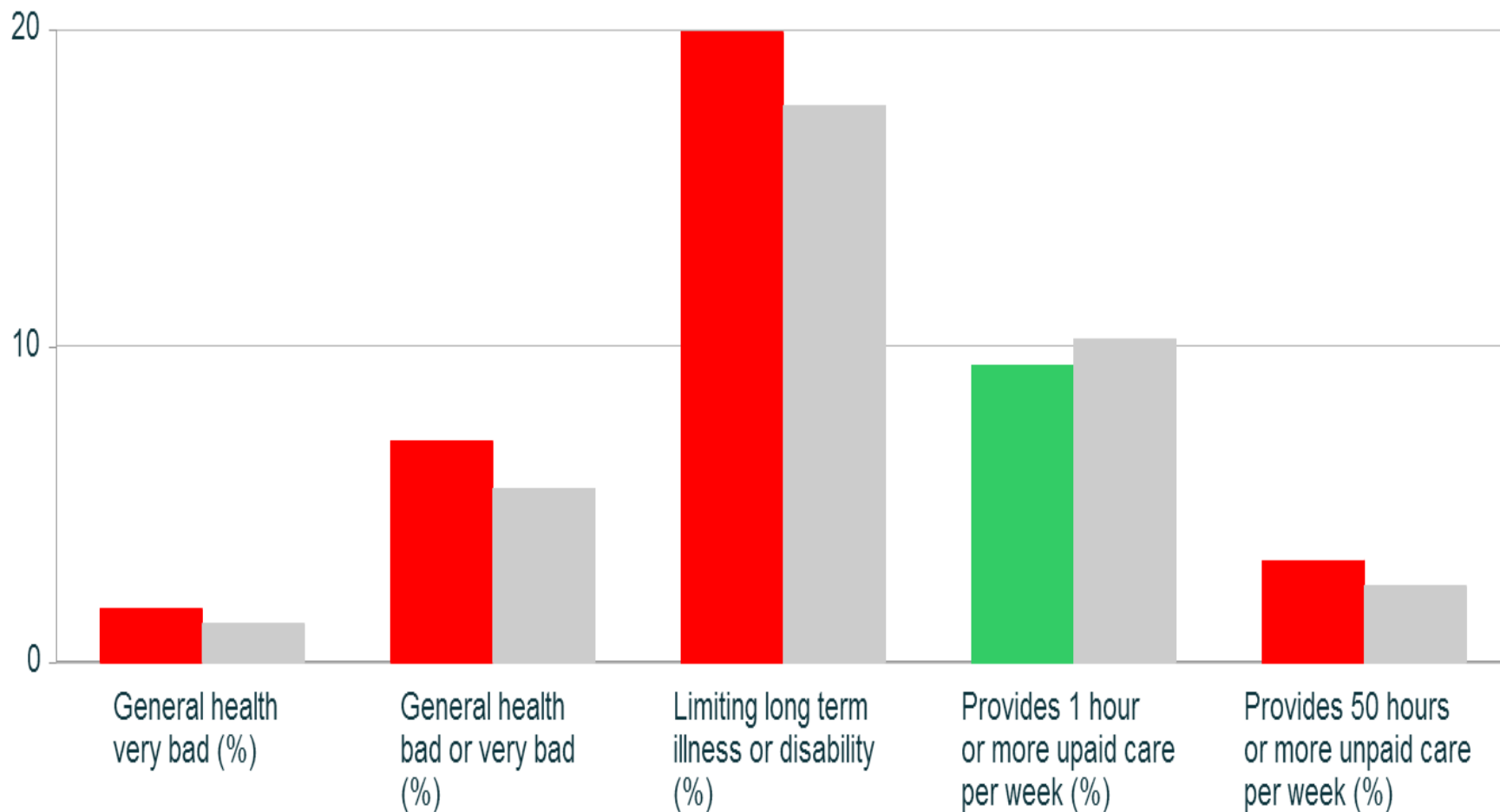
Child development, education and employment indicators, Selection (comparing to England average)

█ Significantly better than England
 █ Not significantly different
 █ Significantly worse than England
 █ Eng



Health and care indicators, 2011, %, Selection (comparing to England average)

Significantly better than England Not significantly different Significantly worse than England Engla



Source: ONS Census

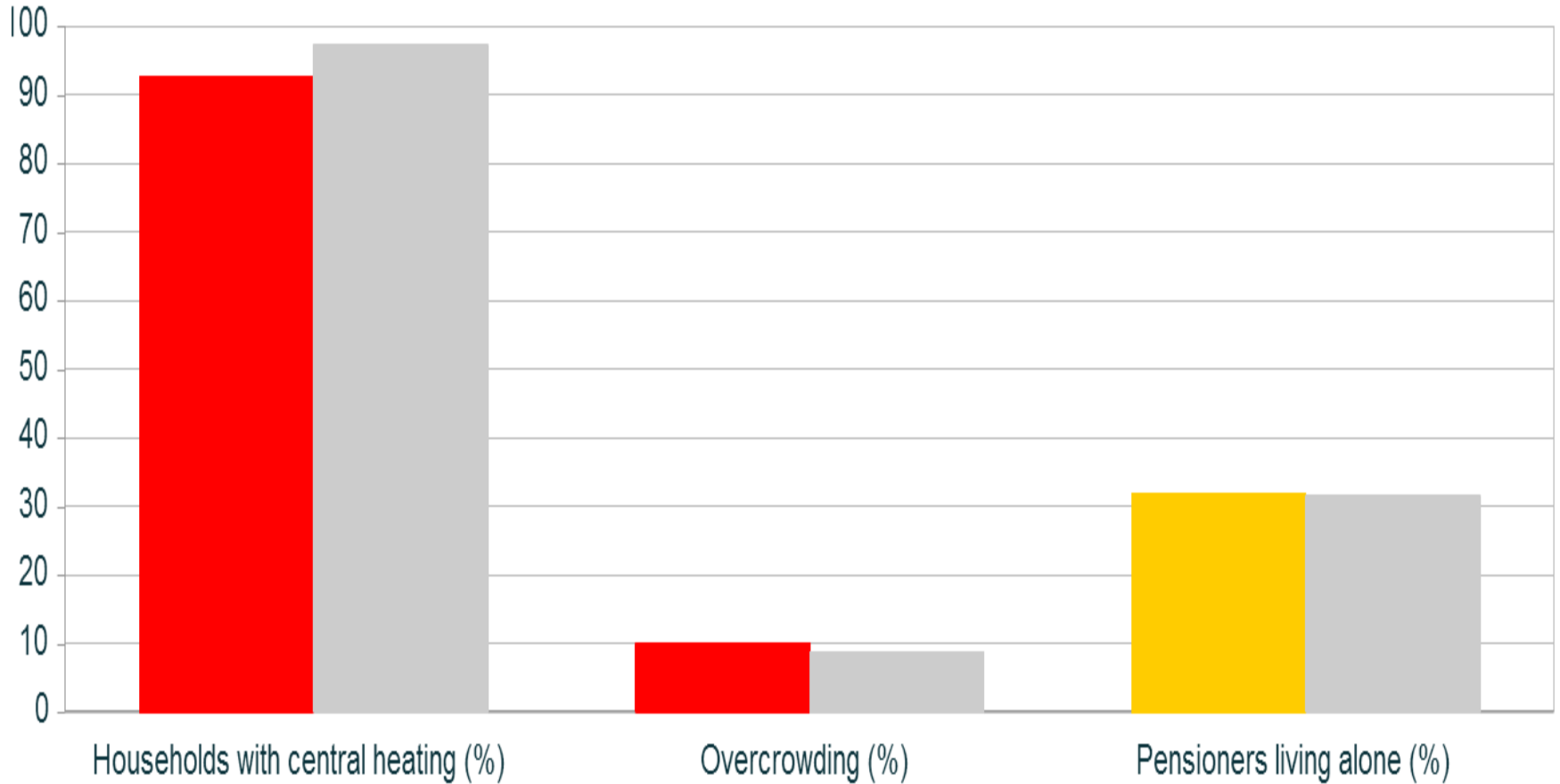
FIGURE

Health and care indicators, 2011, %, Selection (comparing to England average)

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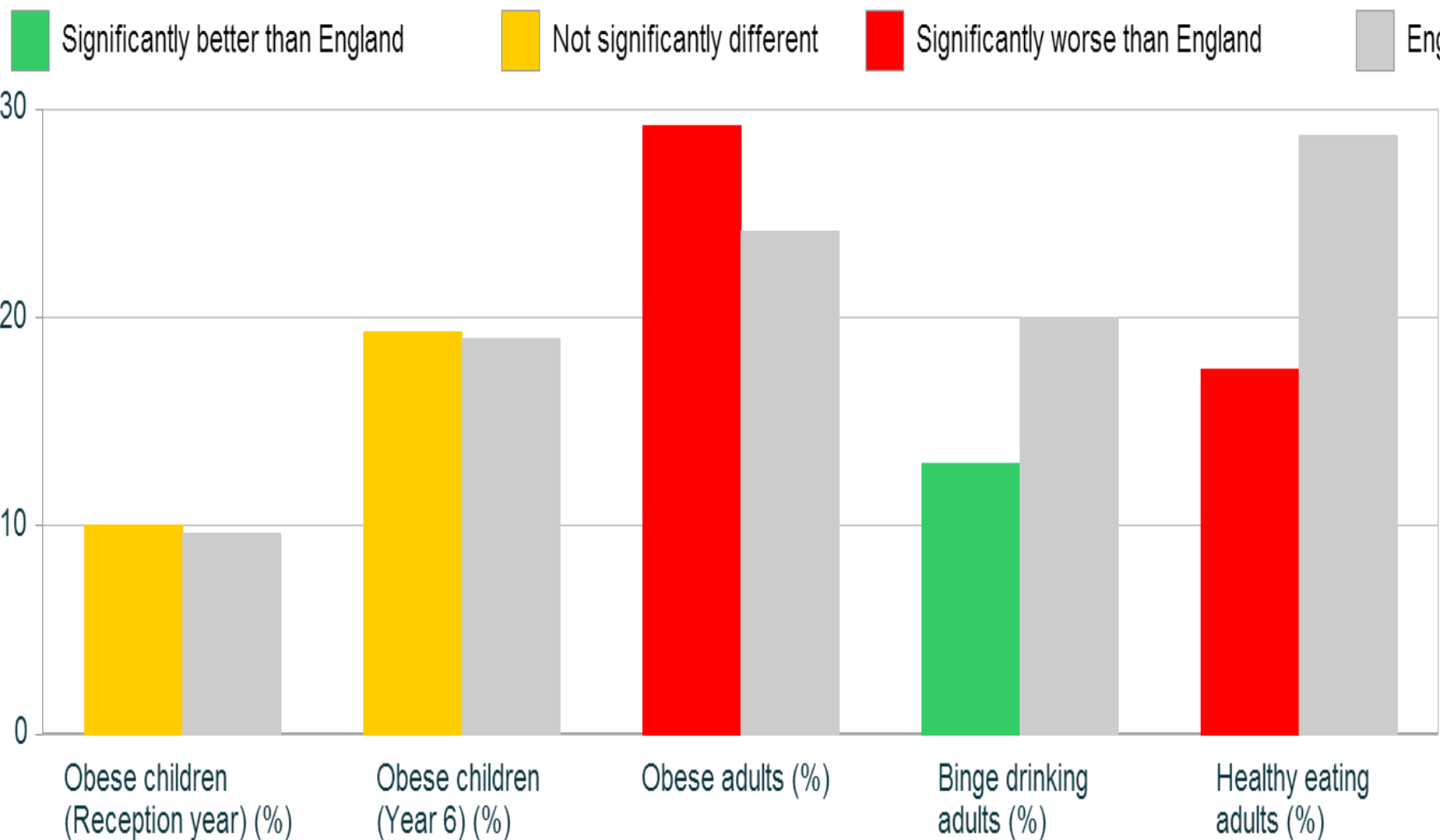
Housing and living environment indicators, 2011, %, Selection (comparing to England average)

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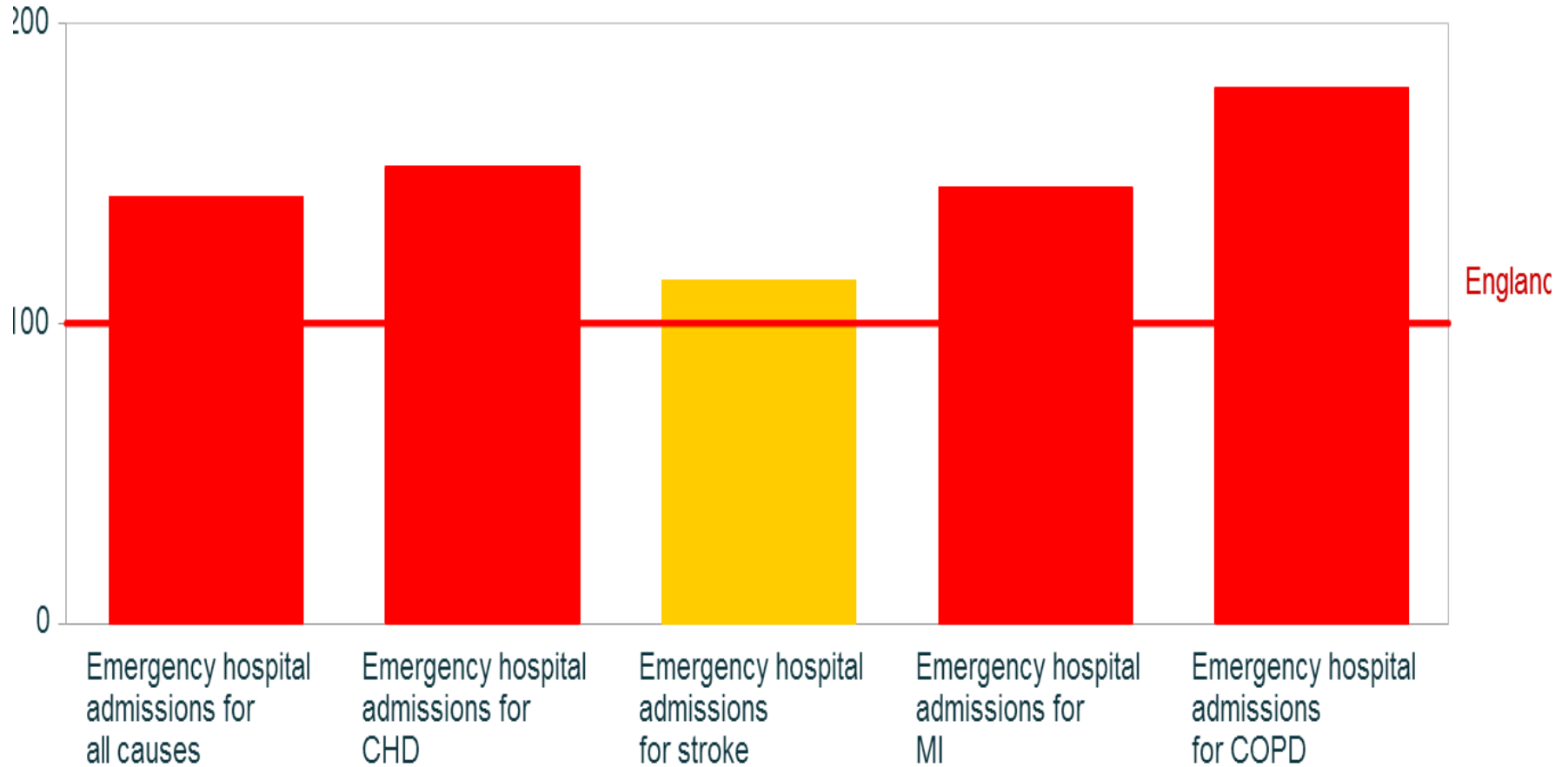
Source: ONS Census

Children's and adults' lifestyle indicators, %, Selection (comparing to England average)



Emergency Hospital admissions, SARs, 2006/7 to 2010/11, Selection (comparing to England average)

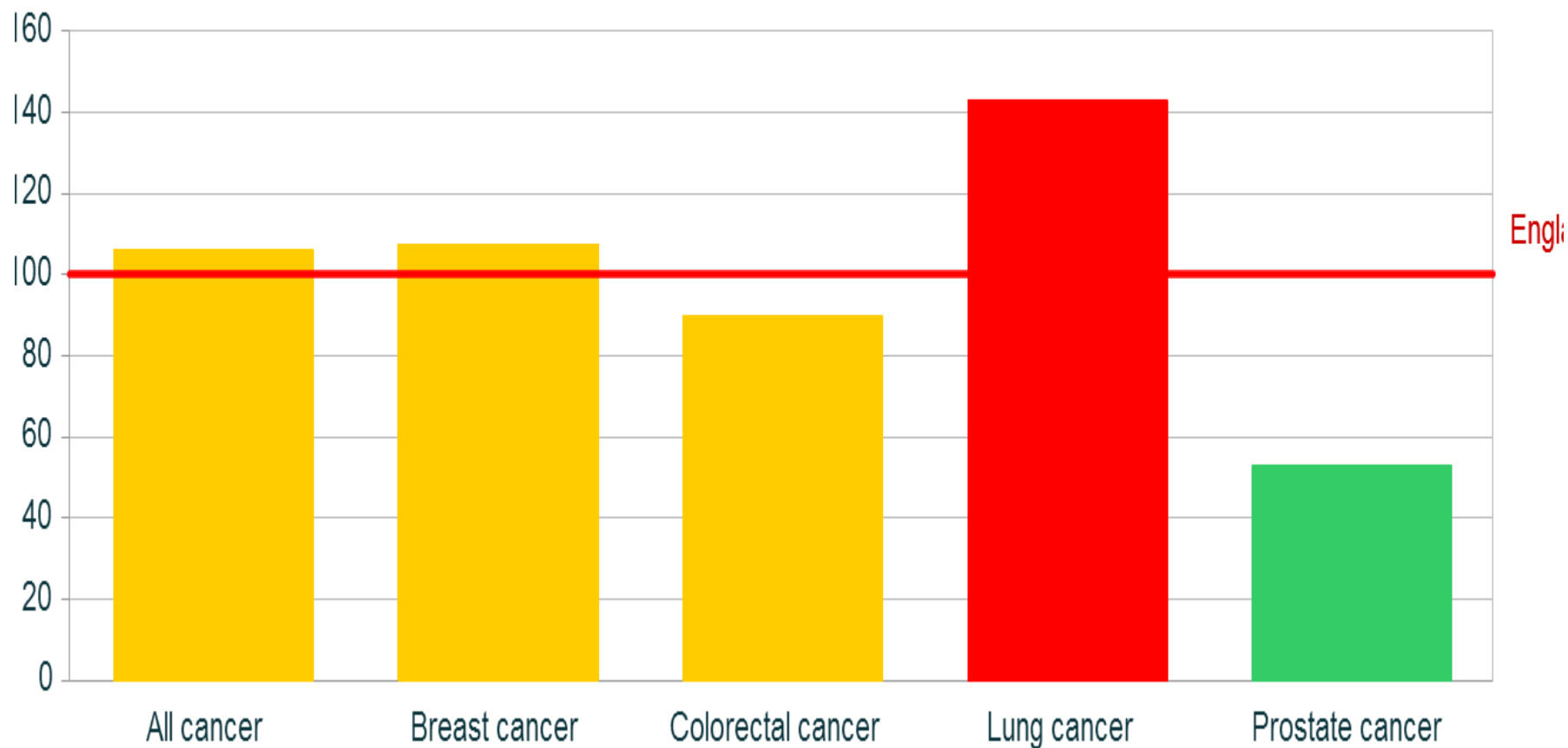
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Source: PHOs (now part of Public Health England), NHS IC © Copyright 2012

Cancer incidence, SRRs, 2005-2009, Selection (comparing to England average)

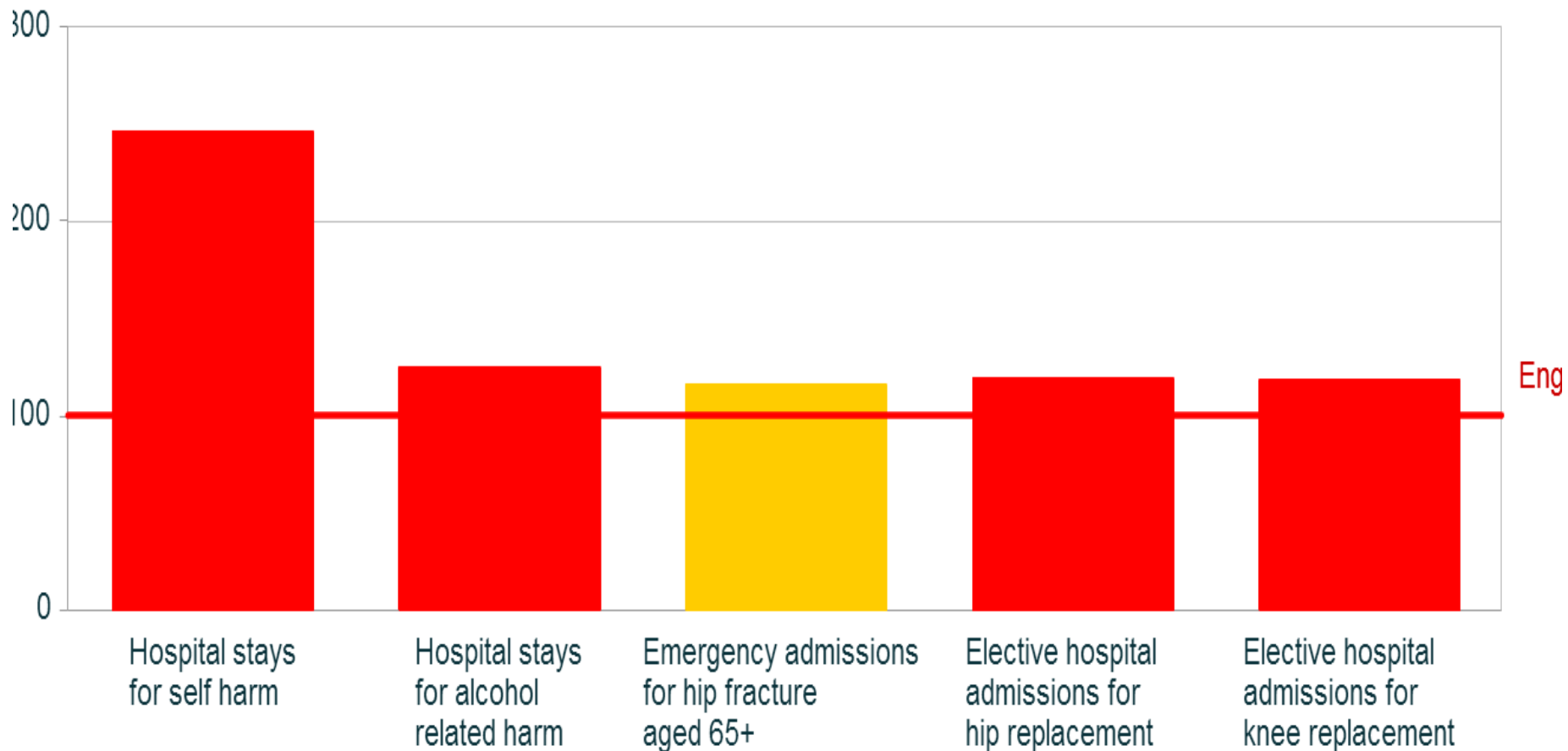
Significantly better than England Not significantly different Significantly worse than England



Source: UK Association of Cancer Registries (now part of Public Health England), National Cancer Data Repository

Hospital admissions - harm and injury, SARs, 2006/7 to 2010/11, Selection (comparing to England average)

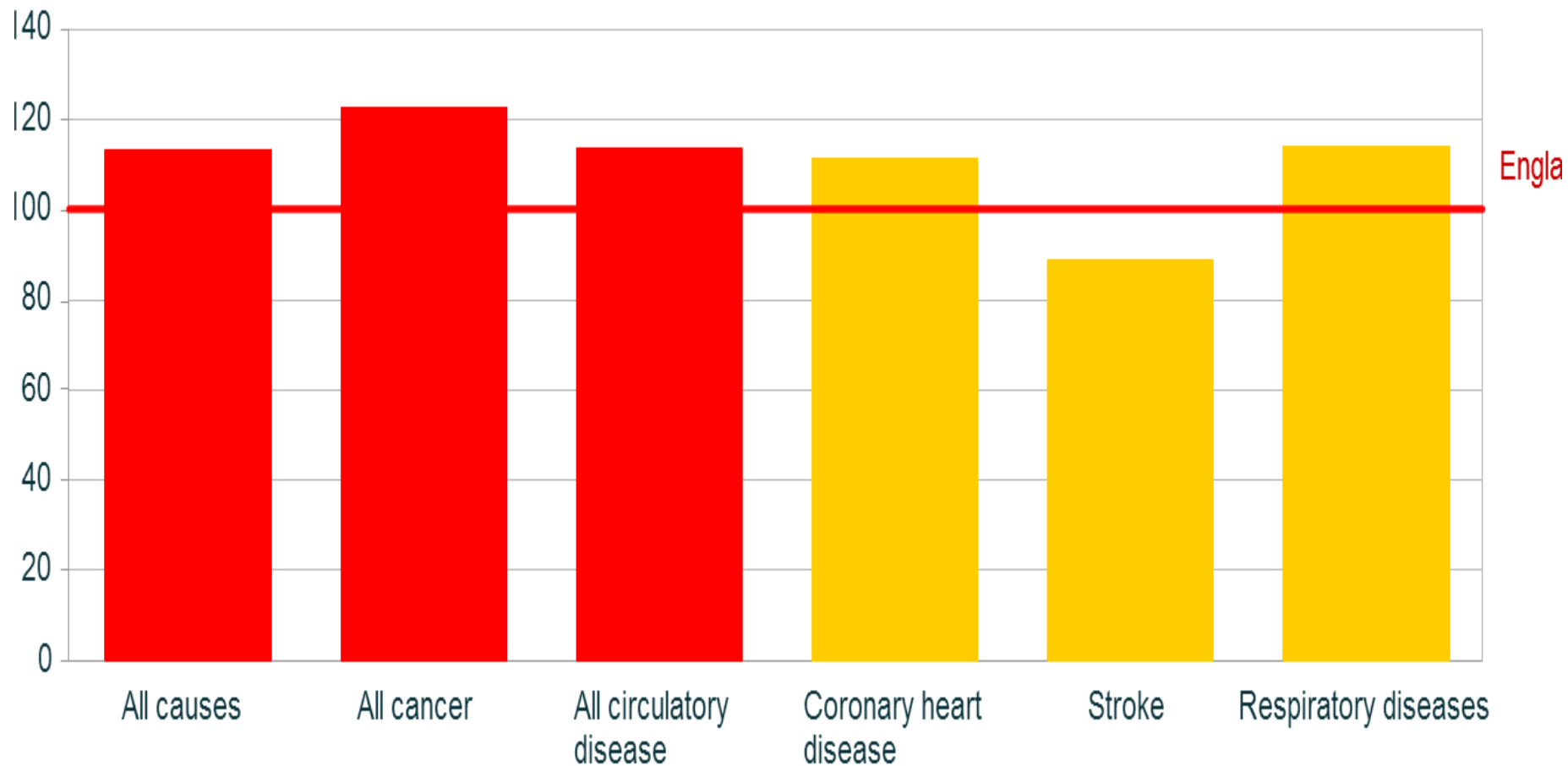
■ Significantly better than England
 ■ Not significantly different
 ■ Significantly worse than England



Source: PHOs (now part of Public Health England), NHS IC © Copyright 2012

Causes of deaths - all ages, SMRs, 2006-2010, Selection (comparing to England average)

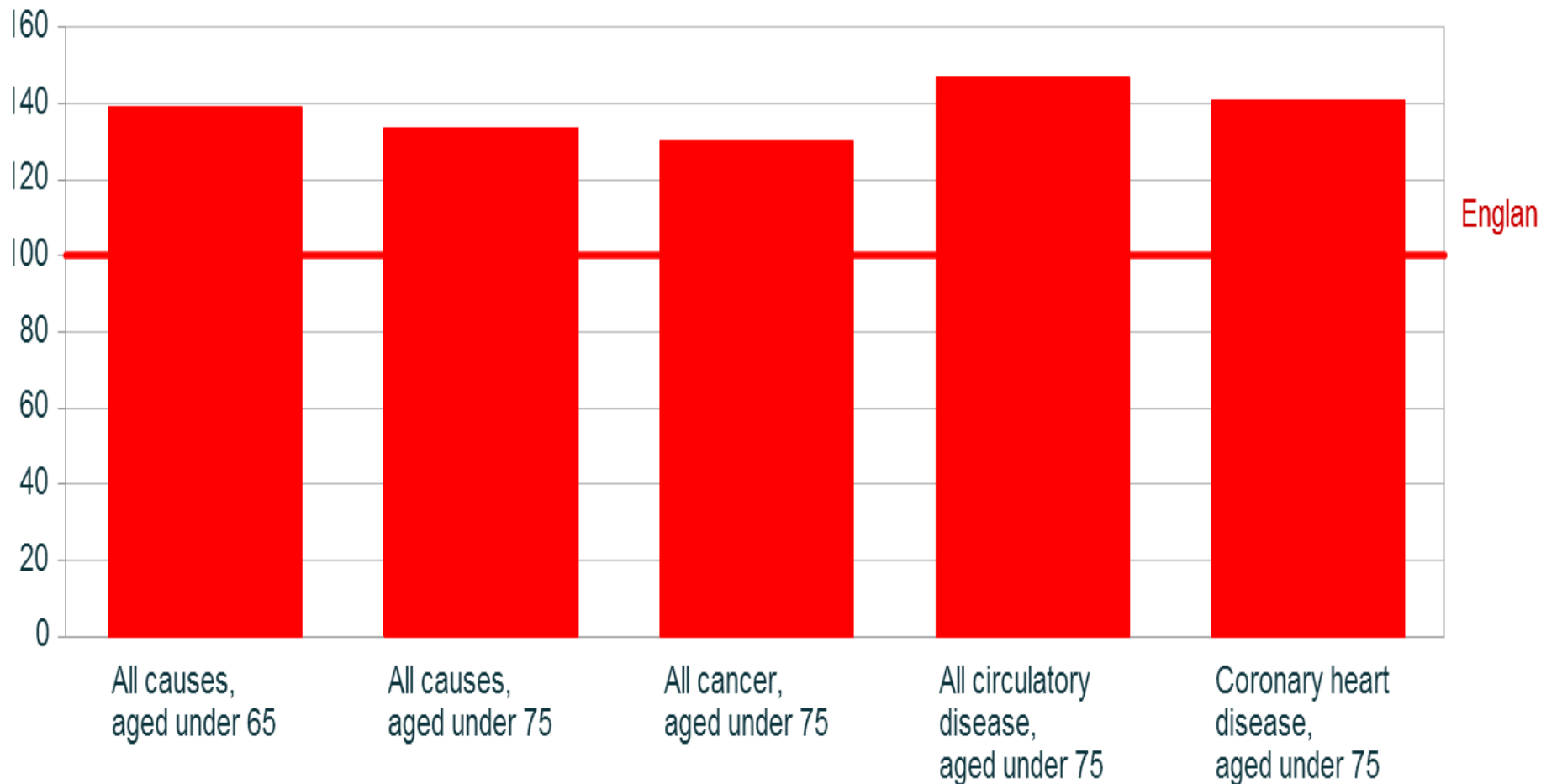
Significantly better than England Not significantly different Significantly worse than England



Source: PHOs (now part of Public Health England), produced from ONS data Copyright © 2011

Causes of deaths - premature mortality, SMRs, 2006-2010, Selection (comparing to England average)

Significantly better than England Not significantly different Significantly worse than England



Source: PHOs (now part of Public Health England), produced from ONS data Copyright © 2011

What is the impact of this?

- Educational attainment 2013
 - Havant Academy 41%
 - Park Community School 40%
- Unemployment rates (Jan 2014)
 - Barncroft 4.6%
 - Battins 5.8%
 - Bondfields 4.3%
 - Warren Park 5.7%

What are we doing about it?

- Joint projects HBC/HCC – Plaza, Troubled Families, Public Service Network, Social Media,
- Leading the debate across partners
- What are the “causes of the causes”?
- Map the journey of a child
- Apply Supporting Troubled Families principles to the solution
- Political focus on educational attainment



‘raising money to pay for ambulances and a hospital at the base of a cliff is not as smart as building a fence at the top to keep cars from falling off’