

Integrated Service Planning...

In Action!

Improving services for homeless people: St Mungo's – this national organisation delivers essential services to people who are homeless, including those being released from prison and many other priority groups. Through a series of bespoke workshops, staff from across the organisations service areas that include skills, employment, housing and health used the ISP to identify how they could join up these services internally and with external partners to deliver a more effective and integrated offer for different St Mungo's client groups. This has not only helped to improve services, but also has contributed to the development of a cross organisation Skills & Employment Strategy.

Supporting national policy development and implementation for ESOL: piloting the approach with Local Authorities, LSC, Jobcentre Plus and key providers in 3 test bed areas across England and feeding the results into national policy development. Local partners then went on to use the approach to help develop more effective delivery for the variety of different groups that have ESOL needs.

Providing a mechanism for making Integrated Employment and Skills a reality: working with partners in 8 different local areas using the ISP as a way of putting Integrated Employment & Skills strategy into practice. This included bringing colleges, third sector and private sector providers together with local authority, LSC and other strategic organisations to use the ISP as a way of troubleshooting weaknesses that needed to be addressed in order to make integrated employment and skills a reality.

Helping partners to find more effective ways of supporting people with physical, sensory and mental health needs. A series of regional workshops and other support designed to help key partners use the ISP work together more effectively to enable people with a range of mental health needs to progress in learning and work. This included working with Strategic Health Authority and specialist providers to establish integrated skills, employment and health service planning (including the Fit for Work Service Pilot).

Building ideas to enable key organisations take forward the aspiration of 'Every Adult Matters'. Delivering for NIACE a series of national workshops for organisations wanting to develop an Every Adult Matters planning and delivery ethos in their local areas. Participants used the ISP to explore how organisations delivering adult learning, health, advice, employment, housing and other services could work together to develop an Every Adult Matters approach. This included identifying practical actions to take forward, using the ISP within their own organisations and with partners.

And what people think of using the ISP approach.....

"I like the systematic approach leading to actions, whilst linking to first principles. It enables us to get a good appreciation of the scale of the problem and of the need for a targeted approach and for integration of Jobcentre Plus and their programmes with health provision." **Andrew Attfield, Associate Director, Community Employment, Tower Hamlets NHS**

"Some barriers between different kinds of providers were broken down through hearing different experiences and perspectives and I now understand better how we can work together more closely and effectively. Good luck with further events, they are so badly needed." **Gemma Hilton, Curriculum Manager Mental Health, Barnet College**

"Fascinating approach: very useful way of unpicking dependencies, where differences lie and what changes can be made. Shows the need to simplify access to services and develop a 'no wrong door' approach." **Sarah Totterdell, Social Policy Officer, Corporate Strategy, Southwark Council**

"The focus on inputs from voluntary agencies has broadened my views" **Caroline Scott, Adult Careers and Skills Manager, Surrey & Berkshire VT Enterprise – a partner in an Integrated Employment and Skills trial.**

"It really helps us to look at all the elements that need to be addressed in order to maximise the chances of successful outcomes for clients. As an organisation, it helps us to put together our support for clients in the most effective way". **Marie Harrison, Choices for All**

"It has given us a focused approach to develop a range of interventions for key target groups which underpin the Work & Skills Plan to ensure effective implementation...it will be used in Gateshead and will be a starting point for engaging other partners and delivery agents to help the Local Strategic Partnership achieve its aims." **Heather Lee, Gateshead Council (Strategic Partnership)**