

The Challenge

One of our local authority partners was looking to change the way it worked, both internally and with its healthcare and employment partners. In particular, it wanted to move from its current fragmented pattern of service centres to five community hubs which could meet the demands of businesses and residents locally.

Ameo was engaged to lead a programme of transformation which would move the Council and its partners to a new operating model with intelligent commissioning at its heart.

The Outcome

- Five dedicated community hubs set up to replace a collection of outdated facilities
- Capital receipts of £13 million realised.
- Buy-in from a range of partners across local government, healthcare, central government and the voluntary and community sectors.
- An upskilled and knowledgeable project team, business-ready to implement forthcoming improvements.
- Saved £5 million a year for the next three years through efficiencies in transport, parking and printing
- More than fifty highly-engaged stakeholders ready for partnership working.

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Ameo helped bring confidence to the programme by translating our vision into meaningful activity. They supported our journey and have provided a platform for us to greatly reform our estate in a manner which benefits our customers.

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The Engagement

Ameo was engaged to help bring structure, challenge and momentum to this inflight partnership programme. Although a clear vision had been set, few practical steps had been taken to translate the vision into a detailed delivery plan, which stakeholders could understand and engage with.

We supported engagement events with a number of stakeholders within the Council and with partners externally. Using the significant asset footprint within the county, we analysed the needs of residents to help form a hub strategy which would see the integration of partners. In addition to the Council and its healthcare partners, this included the county constabulary, the YMCA, Job Centre Plus and DWP in shared locations.

We helped the Council develop a hub blueprint and an approach to mobilising partner organisations. We also worked with their delivery partner, IBM, to develop and embed the underpinning ICT infrastructure which would allow partners to work collaboratively yet independently.

As a result of our input, the hubs have gone live, customer experience has vastly improved and major savings have been realised across the county.