

WHAT DOES THIS MAP SHOW?

This landscape map provides a snapshot of public services available locally, arranged by type of service e.g. education or health. It focuses on frontline services within the publicly-funded system that are delivered by people, for people; such as care, employment support and social housing. The landscape illustrates the huge range and scope of services available in these areas, creating a complex picture of public service delivery at a local level. It also shows how some public services straddle more than one service area e.g. mental health services straddle health, adult social care and prisons. This makes the landscape more complex as services may be provided and funded by a mix of different organisations, for different user groups, in a range of combinations.

The landscape does not intend to cover all frontline public services delivered locally, for example transport and waste collection, and does not cover transactional services like tax collection or back-office services, like human resources. Additionally, it does not show the full array of private or voluntary services, which are not publicly funded, including support and advice provided by family and friends. As such, it is not supposed to be a comprehensive list of every single service or support mechanism that can be accessed in any one place.

WHAT DOES THIS MEAN FOR CITIZENS?

The range of different public services available means that many people can access the help and support they need, whether that involves seeing a doctor in an emergency or receiving advice about further education at the age of 16. However, some citizens need a number of different services to meet their needs – particularly at crucial life transitions – and this reality can make finding the necessary help and support difficult.

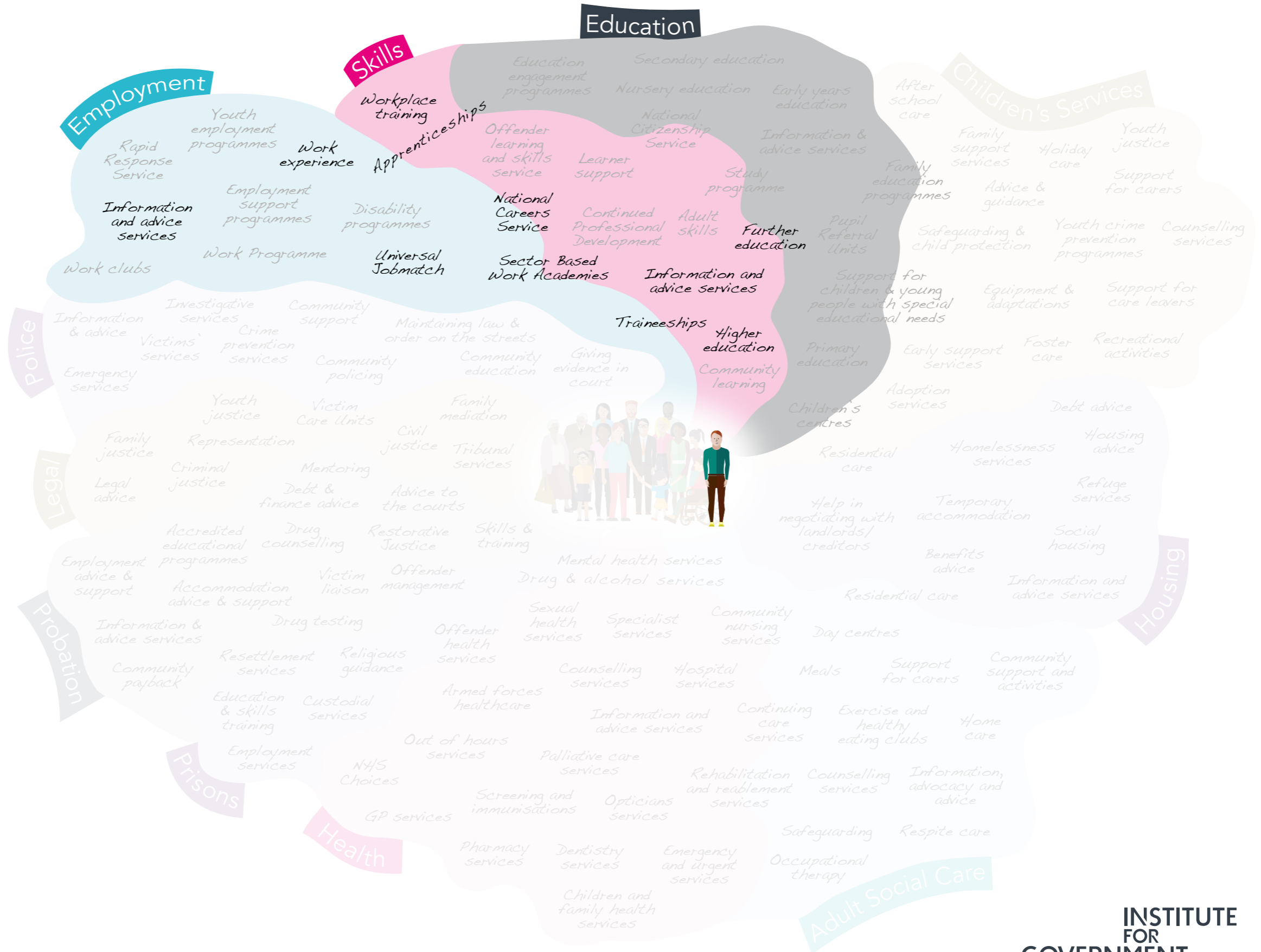
THE LANDSCAPE OF PUBLIC SERVICE DELIVERY AT A LOCAL LEVEL



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YOUNG SCHOOL LEAVER

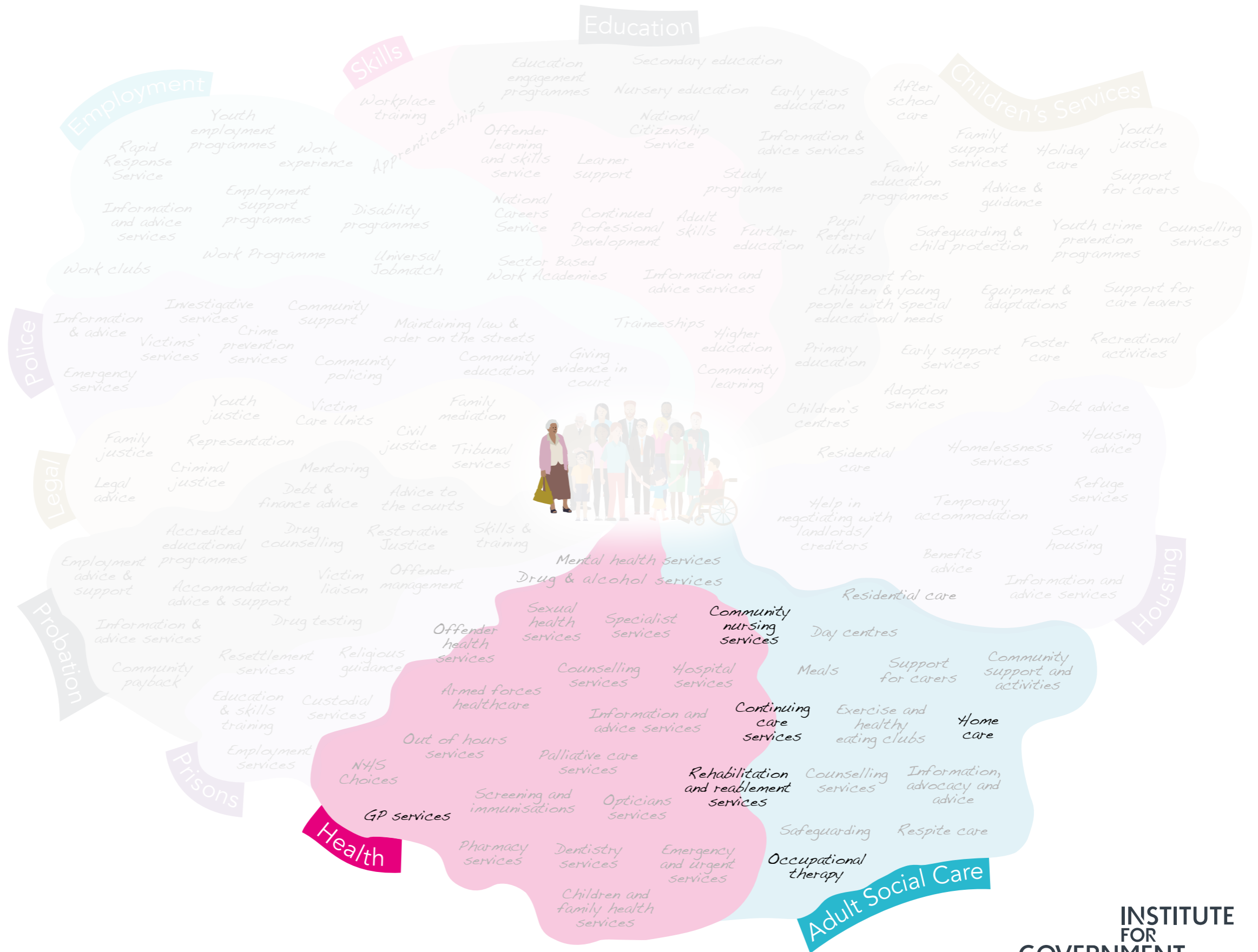
A young person leaving school at 18 needs help and support deciding what to do next. He is unsure of what his options are. He asks his former school for advice, but feels that the further and higher education courses he is directed to aren't really for him. He heard that the local Jobcentre can provide support to find work, but doesn't yet feel ready for a full-time job and would prefer to have some more training in a practical subject like plumbing or engineering. He has also seen adverts on buses for local colleges and the National Careers Service, but is not sure whether he has the right qualifications for college. This array of services makes him feel confused about where he fits into the system and who to go to for advice.



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ELDERLY PERSON

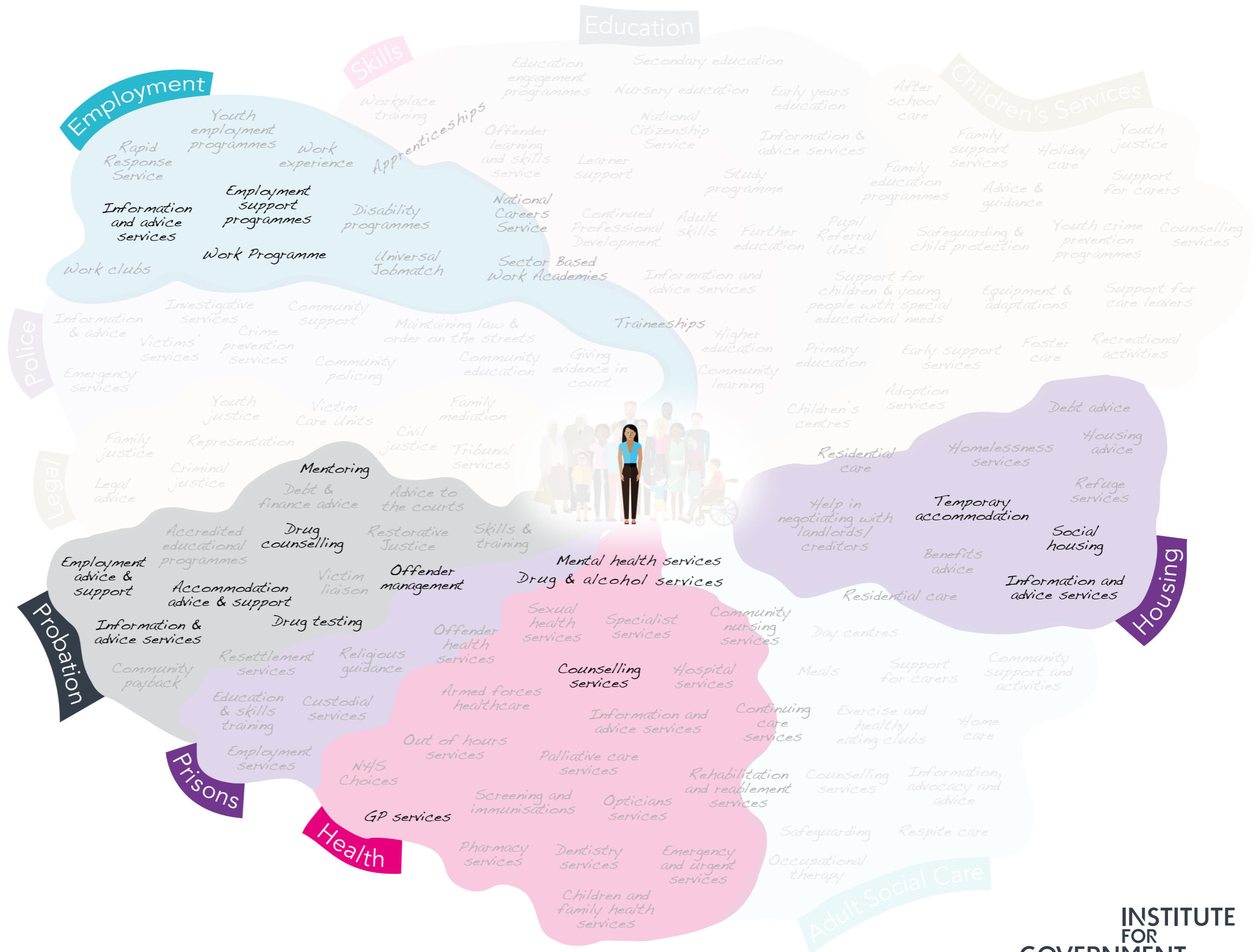
An elderly lady who lives alone recently had a fall. Although her health is recovering, she is worried that she will fall again, especially as she finds using the stairs tricky. Her son wants to find out whether a carer can come and visit his mother every day to help with basic daily tasks such as washing and dressing. The doctor who discharged his mother gave him a number to call to see if the NHS could provide some help. He calls, but is passed between several different departments before he is able to speak to someone and arrange a visit. When the day finally comes, the nurse assessing his mother finds that she is not eligible for NHS support at home. He asks the nurse if she can recommend other options, but she doesn't know the details of any other local providers. After doing some research on the internet, he decides to contact adult social services to see if they can help. Again, he arranges for a social worker to visit and assess his mother's needs. Further visits and assessments follow. Each time, the same questions are asked and they have to repeat their story again and again. This is a stressful and time consuming process.



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EX-OFFENDER

A recently released offender wants to get her life back on track. She needs somewhere to live, a stable job and help dealing with her drug addiction, continuing the treatment she received in prison. Her probation officer puts her in touch with the local Jobcentre Plus who refers her to the Work Programme. She receives a phone call asking her to attend a meeting with a Work Programme provider who will help her find a job. She applies for several jobs, but doesn't get called in for any interviews. This gets her down and she begins using drugs more and more. She wants help with this and also asks her probation officer if he can support her in finding somewhere to live. This is especially important as she is finding it difficult to register with a GP and access regular counselling sessions while moving from place to place. Although her probation officer gives her a leaflet about accommodation, this is all he can do. Without support for all her needs, she finds herself spending more and more time with her old friends and getting into trouble with the police.



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WHY DOES THIS MATTER?

These examples show that it can be difficult for individuals to find the support they need in their local area, especially when what they need does not fit neatly into one public service sector. Confusion around what is out there, or who to go to for help, can be a time-consuming and frustrating process. This can lead to some citizens 'falling through the cracks' and failing to access the services they really need at critical points in their life.

Notes: Although the experiences presented here are hypothetical, they are gleaned from previous research we have undertaken on public services which found that citizens can find it difficult to navigate the vast and complex public service landscape in order to meet their needs.

