


Systems reform – improving outcomes for the socially excluded

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The challenge

“Using the experiences of the
‘bottom 10%’ as a litmus-test of
reform across Government”

Sustainable Communities, ODPM, 2004

Better identification of risk and early intervention

- Low investment/high cost group
- Cost in one part of system; benefit in another
- Incentives to change priorities

Mental health/CJS costs

330,000 arrests £100 million

132,000 charged £2 billion

70% of those sentenced £2.9 billion

Total £5 billion

SP budget £1.7 billion

Identifying what works in improving outcomes

- Evidence vs. real needs
- What works as an ongoing enquiry
- Opening up access to evidence-based interventions
- Catalytic relationship between commissioners and providers

Improved multi-agency working

- Vertical systems/ horizontal problems
- Multiple needs framework
- Risk of harm

Greater personalisation of services

- Timeliness
- Services for people's aspirations as well as their problems
- Continuum from exclusion to inclusion

Supporting Achievement and Managing Underperformance

- Performance focused on outcomes for those in system, not those outside of it
- Focus on the most easily helped

Conclusion

- Role of voluntary sector
- Collaborative and creative partnerships
- Adults facing Chronic Exclusion pathfinders