

University of Manchester Q-Step Summer Project 2016

Ref: #43 UoMQStep 2016 Trafford Council Public Service Reform

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Organisation Name: Trafford Council

Team / Department: Transformation Team

Address: Trafford Town Hall, Talbot Road, Stretford, M32 0TH

Provisional title for project: *Trafford Public Service Reform/Complex Dependency Programme Ethnographic Research: The Perfect Weekend*

100 word abstract of what the project would probably undertake, and any data to be used:

Over a long weekend in the Spring/Summer (date tbc), multi-agency organisations will come together to operate the 'perfect weekend' in one neighbourhood, to show how the public service system could operate in unison to achieve swifter and better outcomes for service users going forward. It will be held in one neighbourhood and operate from 4.30pm on Thursday to Monday at 8.30am.

The project will be in 4 phases: 1) Familiarisation & Scoping, 2) Preparation 3) Implement and 4) Analysis & Evaluation.

We need support to ensure appropriate and effective research methodology is employed as the findings will inform the roll out a pilot in the chosen neighbourhoods wider locality area and finally a 'blueprint' for locality working across the remaining 3 localities in Trafford.

Key words (up to 12):

Multi-agency, Public Service Reform, Complex Dependency, Early Help, Integration, Devolution, Place based working, Neighbourhoods, Locality Working

Essential and desirable skills that the student would need to have:

Essential:

- Collaborative
- Flexible
- Creative
- Solution focussed
- Excellent report writing skills
- Organised and self-motivated
- Good written and verbal communication skills
 - Can translate complex data into easy to understand information for a variety of stakeholders
- Outcome-driven.
- Customer-focussed
- Stakeholder engagement
- Stakeholder mapping
- Project planning
- Understanding of performance management methodology

Desirable:

- Knowledge of the GM Devolution and PSR agendas
- Proficient on public transport or can drive and has access to a car

Where the work would be carried out:

The base would be Trafford Town Hall but travel would be required to a variety of locations across Trafford.

Preferred selection method (interview or other meeting):

Informal interview at Trafford Town Hall

Support and training offered by the organisation:

- Exposure to a range of agencies and collaborative working arrangements
- Shadowing / mentoring
- Skill and knowledge sharing

Any issues of data confidentiality and/or IPR that would need to be resolved:

We would ask the intern to sign a confidentiality agreement.

Supporting information:

Available on request

Financial assistance offered by the organisation:

We would be able to provide a laptop for use during the internship.