

Q-Step Internship: Reshaping public services in Trafford

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In order to improve service users' experiences and facilitate more efficient service provision, Trafford Council set up the Typical Weekend as an initiative to observe the strategies that are used

by the organisations they work with. Around 16 agencies ranging from health and social care, police and housing etc. were involved within the project.

What We Aimed For:

The aim of the Typical Weekend was to identify demand of services against Trafford's ten priorities. These include:

- Mental health
- Frail and elderly persons
- Domestic Abuse
- ASB/Nuisance behaviour
- Safeguarding
- Issues caused by social isolation
- Emergency housing repairs
- Access to pharmacy/emergency medical care (A&E)
- Drugs and alcohol
- Missing from home

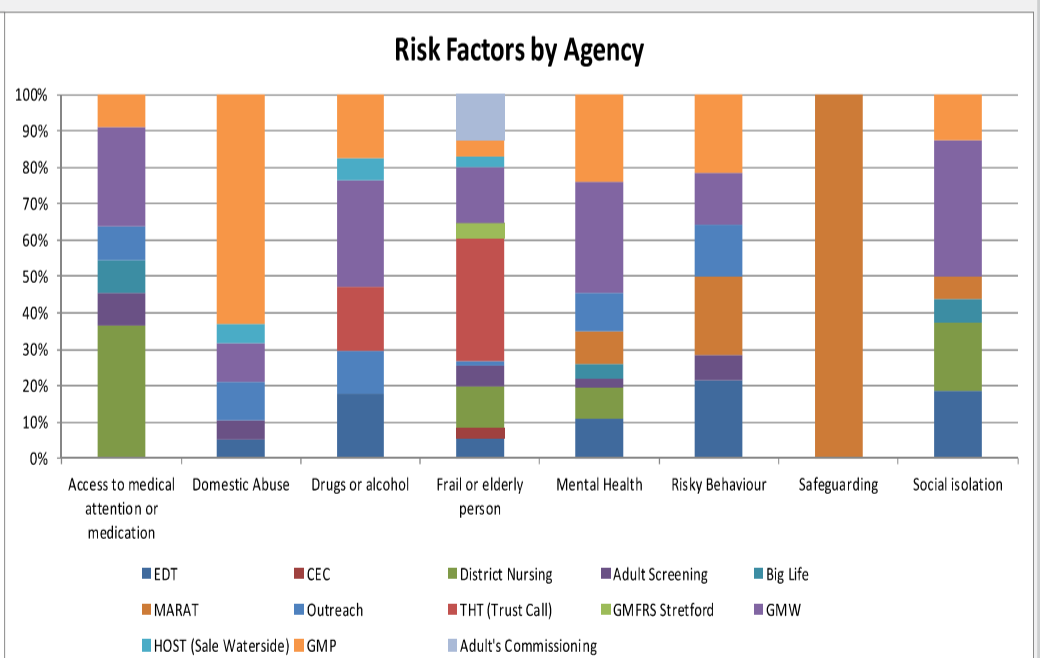
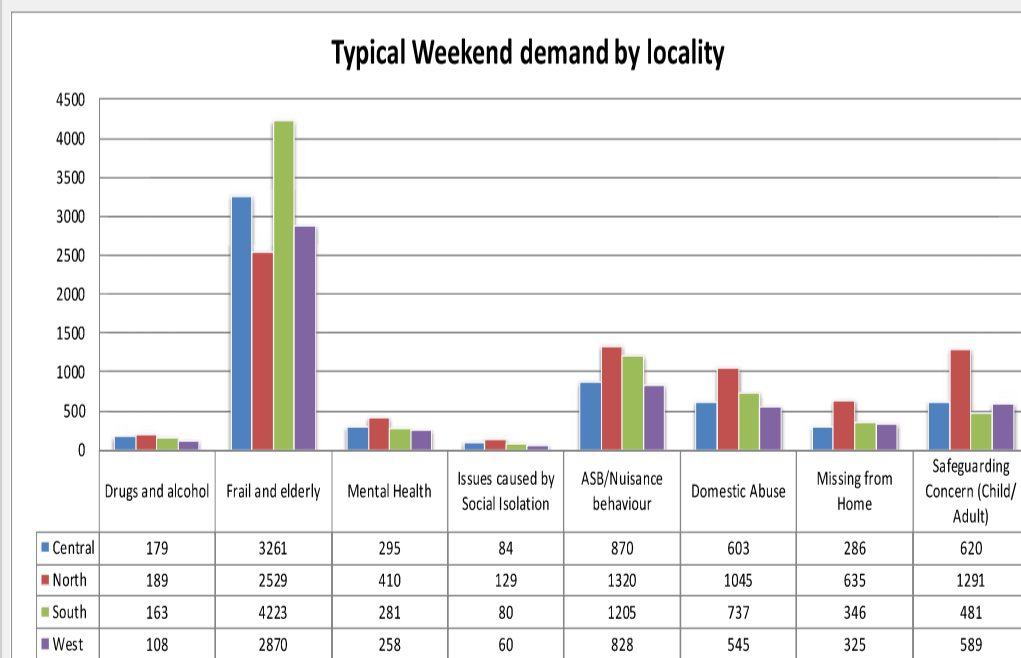
The project also aimed to highlight demands by locality, ward, and time so that service provision can be targetted appropriately.

How We Did It: Methods

Firstly, organisations involved were asked to provide 12 months of historical data; this included records of incident reports, such as demographic information and timings. Secondly, a total of 241 questionnaires and reflective logs were also collected and analysed using a thematic framework approach in order to gain an in-depth understanding of service provision within a typical weekend. Using both qualitative and quantitative methods meant that we had both aggregate data and rich case studies to aid the robustness of our analysis.

Excel was used to collate and pivot the organisations' historical data in order to create visual charts. On the other hand, thematically coded questionnaires and logs were also collated and pivoted within excel to quantify our findings.

What We Found: Data Analysis



Where Next: Conclusions

- Findings from the aggregate data show that North Trafford had the highest demand across most priorities, with the exception of 'frail and elderly'; this could be due to South Trafford having a larger proportion of residents over the age of 60.
- Wards with low demand rates may not always suggest that populations in those require less service provision; there may be an issue with access to services.

- Conclusions drawn from analysing the questionnaires and logs indicate that Trafford and its partner organisations would benefit from improved communication (i.e. information sharing), training, greater agency collaboration and improving the referral process; these can contribute to improving the provision of support to service users.
- There was greater demand for certain services in specific areas, which suggests that service provision should be done on an individual ward basis.