

Level

Joined Up

Tier

District, County, Unitary

Scope

All



TRAFFORD
COUNCIL

One Trafford Response

Characteristic(s) / CSF(s):
Role of the Authority
Use of Data and Intelligence
Managing Expenditure



Problem and Approach

- Key officers from all public services had realised the inefficiencies and the risks from the way resources were distributed around the public services. For example, the care services being a Monday to Friday service meant the police dealing with extremely vulnerable residents out of hours in the week and over the weekend.
- Over a long weekend, Friday to Monday, the public services in Trafford looked at every contact with the public services. They looked at all cases for opportunities to move resources closer to the customer. For example, NHS mental health practitioners were moved into police stations. They also looked for opportunities to remove hand offs and join up service.

Outcomes

- The result was rerun as the One Trafford weekend. Another long weekend where all calls for all services came in to a single room.
- The result is being implemented across the whole of the Trafford area.

<https://www.trafford.gov.uk/residents/one-trafford-response/One-Trafford-Response.aspx>