

**catch
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**CULTURE: Unlocking
Social and Community Capital
through the
Public Services Lab**

Chris Wright, Catch22

WHO WE ARE

Catch22 is a **social business**. For over 200 years we have delivered services that build resilience and aspiration in people and communities.

As a social business, we have the **heart of a charity**, and the **mind-set of a business**.

WHAT WE DO

Our 1800 colleagues work at every stage of the social welfare cycle, supporting 30,000 individuals from cradle to career. Today we deliver:

- **alternative education** through our multi academy trust and 9 schools;
- **apprenticeships and employability** programmes,
- **justice and rehabilitation** services in 22 prisons and in the community;
- **gangs intervention** work;
- **emotional wellbeing** and **substance misuse**;
- **children's social care** programmes.

What people and communities need

Our vision is a strong society where everyone has a **good place to live**, a **purpose** and **good people** around them.

We exist to ensure that these are achievable for everyone, no matter what their background.



Good public services

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Existing public services are not as good as they could be. They are **too bureaucratic, too transactional**, and **outcomes are not good enough**.

We need a **radical reconfiguring** of the system.

We need a **new relationship** between **providers** and **recipients**.

Our **vision for public services** is a system that:

1. is more human
2. unlocks the capacity in society
3. champions local accountability

Why us? Why now?

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Commissioning is broken

Long game

Collaborative leadership

Right now

The Public Services Lab: the partnership

Catch22

- Social business
- £60m turnover
- Providing public services to people and communities

Interserve

- FTSE 250 private company
- £3.3bn turnover
- Providing a range of services, incl. health, justice, education, defence, transport, welfare and employment

Big Society Capital

- Independent financial institution with a social mission
- Set up to help grow social investment in the UK

Clubfinance

- Business founded in 2002 to advise on utilities and public service contracts

We believe there is **huge capability** in the voluntary, community and private sectors. The Lab is about **unlocking this capability**.

The Public Services Lab: why we need it

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Commissioners told us...

PUBLIC SERVICES LAB



the **TIMES** we LIVE in

COST-CUTTING
on existing
CONTRACTS

Help PUBLIC SECTOR
UNDERSTAND
WHERE the
SPEND IS.



STARTING TO
FOCUS ON
EARLIER
INTERVENTION



**COMMISSIONING/
CONTRACTING
TRENDS**

NEED to go through
LARGE organisations
to get to
SMALL

**RISK-
AVERSE**

**FIRE
SERVICE**

Surrounded by **PRECIOUS
BARRIERS**
BUREAUCRACY

**ORGANISATIONAL
BARRIERS**

ISOLATION
**MENTAL
HEALTH**
AUSTERITY

Increasing
**LOCAL
DEMAND**

**HOUSING
NEEDS**

Can we
ENCOURAGE
People to take
RESPONSIBILITY
for their
**OWN
HEALTH?**

**SOCIAL CHANGES
& COMMUNITY
NEEDS**

TECH
and
DIGITAL

**COMING TOGETHER
to PLAN FOR the
FUTURE**



**INVEST
in SUSTAINABLE
COMMUNITY
BUSINESSES**

**LOCAL
area
CO-ORDINATORS**

**NEW WAYS OF
WORKING
TOGETHER**

- Rising demand, budget cuts and poor outcomes
- Widely shared view that we need radical re-think of services
- Needs new paradigms more embedded in communities
- PSL aims to back organisations best placed to deliver on this

The Public Services Lab: our vision

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Aim: to create a **place-based hub in Liverpool** that enables a **range of local providers** to deliver **improved services and outcomes** for their **communities**.

We will bring together the resources to **build the capacity** to make this happen.

Focusing resources

- **Collaboration:** bringing together stakeholders to support **commissioners** to re-think shape of public services
- **Upskilling:** building the **providers** capable of delivering in the new way
- **Infrastructure:** creating a level playing field, with **private sector** as a valued partner

The Public Services Lab: how it works

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Stakeholder Benefits

VCSE

- Scale
- Sustainability
- Access to investments
- PLC standard technology

Public sector

- Sustainable service
- Social value measured

Citizens

- Open space
- Access to reading
- Improved literacy

Communities

- Retained Library service
- Improved community cohesion
- Reduced anti-social behaviour

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