
TOTAL PLACE

exploring new models for public service

Luton**Forum**

10th September 2009



What is Total Place?

An ambitious and challenging programme that brings together elements of central government and local agencies within a place to achieve three things around a priority issue:

- service transformations that can improve the experience of local residents and deliver better value
- early efficiencies to validate the work
- a body of knowledge about how more effective cross-agency working delivers this

“A chance to rewrite the future of public services”



'a real chance to influence the agenda in the face of difficult economic conditions'

- national programme of 13 path-finding pilots
- many themes but one common objective
 - examine the totality of public spending, with a view to improving service delivery, cutting duplication and saving money
- pilots to “push at an open door for reform”
- to report in February 2010



Pilots and Themes

- Birmingham – alcohol & drug abuse, mental health, guns & gangs
- Bradford – offender management
- Coventry & Solihull – children’s services linked to health
- Croydon – children’s services linked to health
- Dorset, Poole & Bournemouth – older peoples services
- Durham – housing & regeneration
- Kent – mending Margate, Kent gateway & multi-channel access
- Leicestershire, Leicester City – alcohol & drug abuse – link to crime
- Lewisham – re-offending & worklessness
- Manchester City Region, Warrington – 0-5’s
- South Tyneside, Gateshead, Sunderland – health inequality & teen pregnancy
- Worcestershire – offender management, NEETS



Two Complementary Strands:

- a 'counting' process (mapping money flowing through the place from central and local bodies) and making links between services to identify where public money can be spent more effectively
- a 'culture' process that looks at 'the way we do things round here' and how that helps or hinders what is trying to be achieved



Theme Selection National Criteria

- customer focused
- significant impact
- efficiencies
- deliverable within constraints (time, resources)
- of interest across local organisations
- changing the way we do business



Our Joint Aspirations for Pilot

are that it will:

- have a real impact on service delivery
- reap significant potential financial benefit
- be based on a customer centric approach
- be truly transformational
- be ambitious
- have a public sector wide reach
- be deliverable over a five year period
- develop a culture of collaboration and partnership across all public sector agencies in Luton and Central Bedfordshire



Our Theme Selection Process

Starting point - 39 potential projects



criteria applied



7 projects short-listed



Whitehall consulted

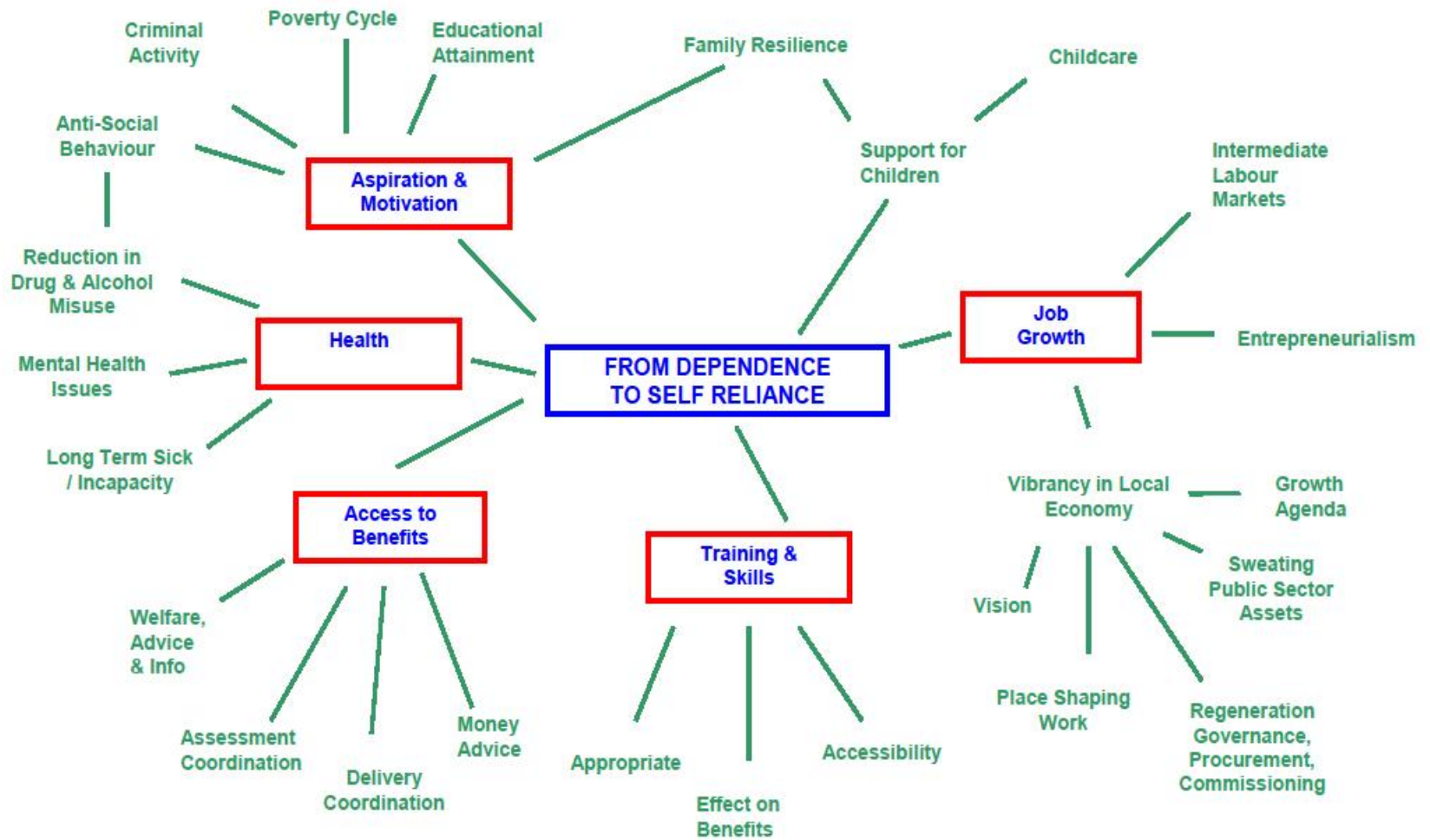


2 front runners



brainstorm and initial scoping





Theme – *from dependence to self-reliance*

confirmed sub- themes

- integrated offender management
- access to benefits

sub themes being developed and to be confirmed

- worklessness
- health and social care



Our Sub-Themes

integrated offender management

- involving Police, Courts, Probation, Local Authority, Health, Prison service, Fire and Rescue and more
- high Rates of re-offending, high cost of small number of people
- high cost to society
- citizen's happiness linked to their perception of place

Access to benefits

- involving DWP, Job Centre+, Local Authorities, Voluntary Sector & more
- reducing requirement for multiple wasted conversations
- improving accessibility for citizens
- driving out duplication from the system



Programme Deadlines

September 2009 (for pre-Budget Report)

- confirm themes and indicative findings of approaches, areas and outcomes for service transformation

February 2010 (for Budget)

- identify future models of service delivery; the steps to be taken to achieve them; the benefits for the user; the barriers that stand in the way and the efficiencies that they bring



The Outcomes

- better services – co-creation between service deliverers and service users
- cheaper services – reduced duplication, less reworking and decreased overheads
- citizen empowerment – shaping the services they pay for and taking responsibility for their future
- improved dialogue between central and local government
- improved co-operation at local and regional level



Roles and Contacts

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