
Meeting: Business Transformation Overview & Scrutiny Committee
Date: 3 September 2009
Subject: Total Place – Progress Report
Report of: Richard Ellis, Director of Business Transformation
Summary: To brief on the background to Total Place and report on the progress.

Advising Officer: Robin Porter, Total Place Programme Director
Contact Officer: Sue Nelson, Head of Business Transformation
Public/Exempt: Public
Wards Affected: All
Function of: Council

RECOMMENDATIONS:

That the Committee note the key activities in the development of the Total Place programme.

Introduction

1. In the Budget announcement Central Bedfordshire – in partnership with Luton, was identified as one of 13 pilot projects nationally in the “Total Place” initiative, part of the Operational Efficiency Programme (OEP).
2. In June Officers received the guidance for the delivery of the pilot. A first submission to DCLG and Treasury will be made in mid September with a full report in February 2010.
3. A presentation of the key elements is contained within Appendix A.

Background

4. Central Bedfordshire has been selected to work with Luton Borough Council and it’s key partners, as one of thirteen pilot programmes nationally, supported by the Department for Communities & Local Government and the Treasury. The project is designed to encourage collaboration and pooling of resources between key public service partners in an area to deliver significant efficiency savings, as well as customer centred service improvements. There are two key strands to the work:-

- “Counting methodology” – this seeks to identify all public service funds being applied to a particular area, and in support of key themes. Opportunities are then identified for more efficient allocation of this funding based on sharing of resources and cutting out duplication across agencies
 - “Culture methodology” – this seeks to review service delivery from the customer perspective, understanding where significant complexity and duplication of effort and resource across a number of agencies, delivers a very poor customer experience through overly bureaucratic processes and structures
5. This is a great opportunity for Central Bedfordshire to benefit from Central Government funding and an increased profile on the national stage. Similarly, because this initiative is “sponsored” by the Treasury, there is significant encouragement for key Whitehall departments to support the programme through their regional agencies. Hence, the PCT, DwP and the Police and Fire Authorities are aware of this project and willing to participate.
 6. This pilot will also potentially establish the framework and methodology by which many other collaboration projects may be identified with partners in the future.

Progress to date

7. The project team have been appointed drawing on support from the Central Bedfordshire Business Transformation Team. The Total Place Team will be led by a secondee from Luton. LT Consulting have been appointed as advisers to assist with the service analysis. The Programme Board, consisting of Richard Ellis (Corporate Director Business Transformation), Steve Heapey (Corporate Director for Customer Services, Luton) and Robin Porter (Total Place Programme Director) has been established. The Board will be supplemented by Officers with direct contact with the selected sub themes.
8. An umbrella theme of ‘From dependency to self reliance’ has been chosen and ratified by the Regional Chief Executive’s forum. The Central Bedfordshire and Luton LSPs have also been consulted.
9. The first of a series of workshops to choose and develop the sub themes has been undertaken. The initial concept sub themes are:
 - (a) Offender Management
 - (b) Single access to benefits
 - (c) 18-25 long term unemployment
 - (d) Health and Social Care – “Independence for our ageing population” and “a speedy recovery from hospitalisation”.
10. These sub themes will be further developed over the coming months.
11. The project has been planned and Project Initiation Document drafted.

CORPORATE IMPLICATIONS

Council Priorities:

Enabling all of the 5 Council priorities to happen:-

- a) Supporting and caring for an ageing population.
- b) Educating, protecting and providing opportunities for children and young people.
- c) Managing growth effectively.
- d) Creating safer communities.
- e) Promoting healthier lifestyles.

Financial:

All activities in the Total Place Pilot will be funded from the Total Place grant of £250k.

Legal:

None.

Risk Management:

Risk management will continue to be progressed by the Programme Board.

Staffing (including Trades Unions):

None.

Equalities/Human Rights:

None.

Community Safety:

None.

Sustainability:

All activities in the Total Place Pilot will help improve efficiency and our Citizen's experience of services delivered by Government Agencies and the Local Authority.

Appendices:

Appendix A – From Dependency to Self Reliance presentation.

Appendix B – Total Place Briefing Note.