
TOTAL PLACE



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 the above

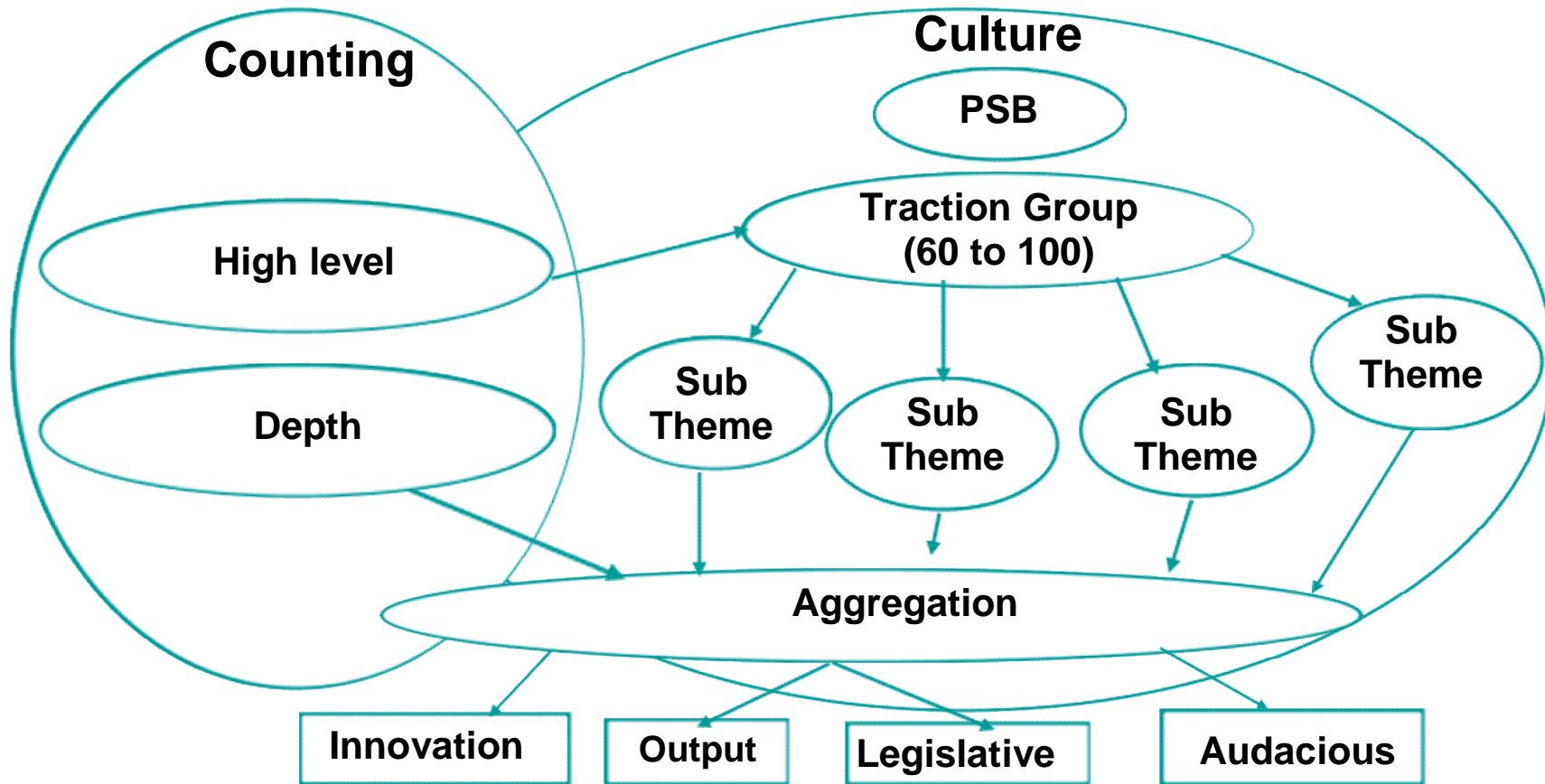


Two Complementary Strands:

- 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



Overview



The Challenges

- It is not simply about counting public sector spend in Central Bedfordshire and Luton, it is also about ensuring better services for the customers.
- Collaboration is key - requiring cross organisational working of all public sector partners and the third sector
- Innovation - services will need to make radical change (incremental change is not enough)
- The changing budget landscape – public sector spend is likely to be dramatically reduced
- Resourcing – there will be limited additional funding and extra staff
- Time is tight



The Benefits

- 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



Programme Deadlines

September 2009 (for Pre Budget Report)

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

February 2010 (for Budget)

- identification of future models of service delivery; the steps to be taken to achieve them; the benefits for the user; and the efficiencies that they bring



Theme Selection criteria

- Deliverable within constraints (time, resources)
- Of interest across local organisations
- Customer focused
- Significant impact
- Changing the way we do business
- Efficiencies



Theme Selection

Starting point - 39 potential projects



Criteria applied



7 projects short-listed



Whitehall consulted



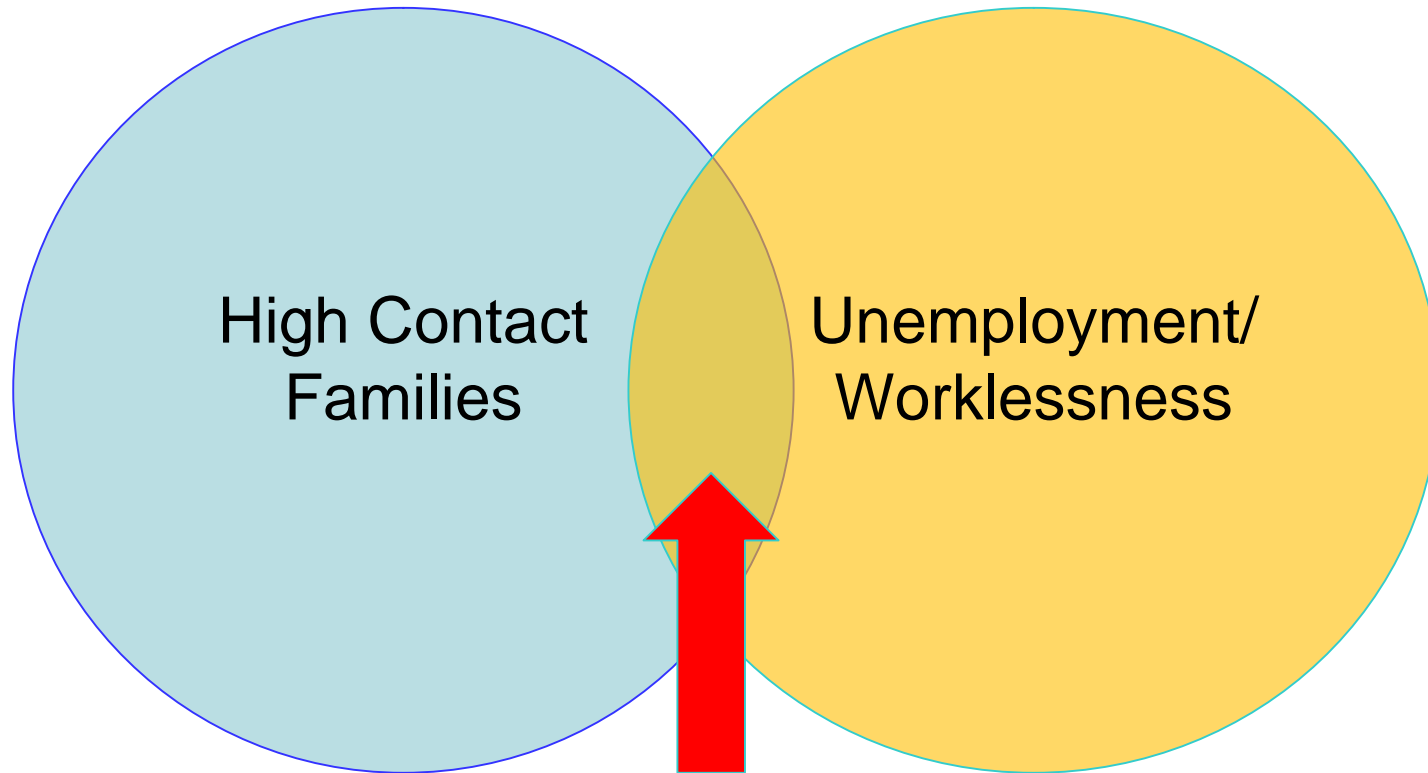
2 front runners

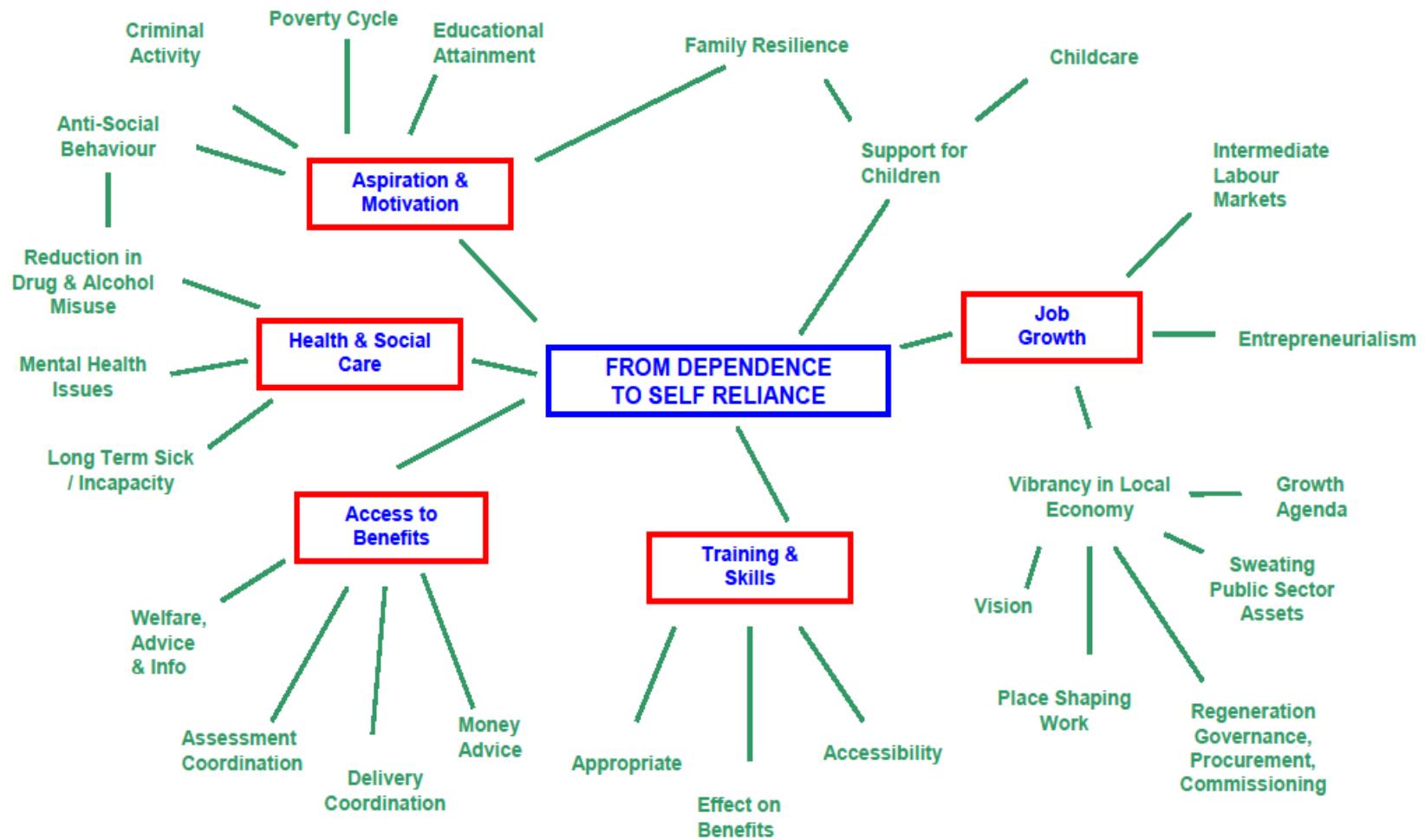


Brainstorm and initial scoping



Suggested Theme





Next Steps

- Complete counting
- Further engagement
- Detailed scoping exercise
- Sub-Theme selection
- Detailed project planning
- Delivery of Outline Business Case for Sept.



Roles and Contacts

Richard Ellis, Lead Officer – CBC
(richard.ellis@centralbedfordshire.gov.uk)

Steve Heappey, Lead Officer – LBC
(steve.heappey@luton.gov.uk)

Robin Porter, Programme Director
(robin.porter@luton.gov.uk)

Ian Dailey, Project Manager
(ian.dailey@centralbedfordshire.gov.uk)

Trish Petty, Project Support/Business Analysis
(trish.petty@centralbedfordshire.gov.uk)

