
Meeting: Executive
Date: 12 January 2010
Subject: Business Transformation Strategy – phase 1 - Total Place Pilot project
Report of: Cllr Richard Stay, Portfolio Holder for Business Transformation
Summary: The report provides an update on the current progress of the Total Place Pilot Project which will inform the development of our approach to business transformation.

Advising Officer: Richard Ellis, Director of Business Transformation
Contact Officer: Clive Jones, Assistant Director of Business Transformation and Customer Service
Public/Exempt: Public
Wards Affected: All
Function of: Executive
Key Decision Yes
Reason for urgency/ exemption from call-in (if appropriate) N/A

CORPORATE IMPLICATIONS

Council Priorities:

The transformation strategy will fundamentally support and enable the council to deliver its vision and five priorities.

Financial:

Until the outline business case is established, the resource implications are unknown. The final report is seeking an “in principle” agreement from all stakeholders to progress to a more detailed implementation plan, which will identify resource requirements and the governance arrangements (and key accountabilities) for the project going forward. Any detailed business case that is then produced will identify specific resource implications, which will require approval via the normal council processes and the necessary public sector partner organisations.

Legal:

Consultation on the proposals will be undertaken with all stakeholders.

Risk Management:

The authority will follow the principles of programme and project management contained within the Managing Successful Programmes (MSP) and Prince2 methodologies that embed full risk management processes. A risk log will be established and appropriate mitigation activities identified to minimise the risks.

Staffing (including Trades Unions):

Total Place will require organisations in the public sector to work closer together and the staff associations will be fully consulted as soon as possible if any organisational changes are identified.

Equalities/Human Rights:

As the implementation plan is developed and the business case is produced an Equality Impact Assessment will be undertaken.

Community Safety:

As one of the Total Place sub-themes is integrated offender management there will be some impact on community safety, both organisationally and across the public sector. This impact is expected to be positive in terms of how offenders are dealt with and in reducing crime and fear of crime in the area.

Sustainability:

If the recommendations of the Total Place Pilot are implemented it should contribute to a reduction in the Carbon Footprint citizens are creating in accessing current service provision.

Summary of Overview and Scrutiny Comments:

The Business Transformation Overview and Scrutiny Committee received a presentation on the progress of the Total Place pilot project in December 2009. The Committee noted the progress made and recognised the need for a Total Place-type approach and a more joined up provision of services across public sector agencies

RECOMMENDATION(S):**That the Executive:**

- (a) **Notes the progress made on the Total Place pilot**
- (b) **Delegates sign-off of the final report (to be submitted on 5th February 2010 to the Leadership Centre for Local Government/HM Treasury) to the Leader of the Council and the Chief Executive.**

<i>Reason for Recommendation(s):</i>	<i>So that the Executive have been updated on the progress made on the Total Place Pilot and has endorsed the approach for submission of the final report to Central Government.</i>
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Executive Summary

The report provides the background information on the transformation planning that has been undertaken this year and sets the context of the "Total Place" programme within a wider approach to transformation.

Throughout November, key stakeholders have been engaged in the development of the "Total Place" sub themes of:-

- Integrated Offender Management
- Access to Benefits

The outputs from that work are now being drafted into a final report to be submitted to Central Government by 5th February 2010. Given that this report is still work in progress, the Executive will receive a presentation of the key findings.

The Executive are requested to delegate final "sign-off" of the Total Place report to the Leader and Chief Executive of the Council, given the timescales laid down by Central Government.

BACKGROUND INFORMATION

1. At the 17th February 2009 Executive, the Business Transformation Framework was presented. This identified the two key strands to Business Transformation planning to be:
 - The development of a medium term Business Improvement Plan
 - The development of a longer term Business Transformation Programme
2. At the 14th April 2009 Executive, the principle of a Business Improvement Plan, defining the key improvement activities being undertaken in the first few months was accepted. The commitment was given that once the new Executive and Management Team were in place the transformation programme would be further developed.
3. The wider corporate approach to business transformation is due to be presented to the Executive in February 2010.
4. A key contributor to the development of this approach will be the findings emerging from the Total Place pilot project

5. Central Bedfordshire and Luton Borough Council are jointly one of the 13 national pilots for the Total Place programme, aimed at driving service quality improvements and efficiencies in public services, through more effective partnership working. The timetable for the Total Place Pilot dictates that the final report and outline business case needs to be submitted to the Leadership Centre for Local Government/HM Treasury by 5th February 2010.
6. The Final Report will need the endorsement of all key stakeholders involved in the pilot, including the Executive of Central Bedfordshire Council.
7. The Total Place pilot project has been driven within a very tight timeframe, dictated by central government. Inevitably, there is still much work to be undertaken to produce the final report, and at this stage it must be recognised that this is very much work in progress.

CONTEXT

8. Previous reports have outlined the background to the National Total Place pilot project. The development of the themes to be investigated and the high level “counting” exercise (identifying the totality of public expenditure in Central Bedfordshire and Luton) were summarised in the Interim report submitted to Central Government in September 2009.

The overarching theme was identified as.... “From dependence to self-reliance”. This was then split into two sub-themes which were worked on in parallel – Integrated Offender Management and Access to Benefits.

9. The “Deep dive” process undertaken throughout November, was split into two phases for each of the two sub-themes:-
 - Grasping the situation – an analysis of the current position, identifying the customer experience, the agencies involved, the systems and processes, and the resources employed.
 - Future model – identifying the optimum delivery model for the future, on the basis of customer experience(value) and efficiency of operation
10. The methodology employed throughout was based upon a Lean Systems Thinking approach, which seeks to optimise customer value and eliminate “waste” in the system.
11. The “Deep Dive” process engaged over 250 colleagues from stakeholder organisations in 47 different workshop sessions – an intensive programme of work, and very effective in delivering the necessary outputs
12. A presentation will be made to the Executive to update on the current progress of the pilot project. Hard copy of the slides are attached at Appendix 1.

ENGAGEMENT

14. The pace with which we have had to drive this project has meant that we have not been able to engage with all stakeholders as we would have liked, given that the focus has been very much on task delivery.
15. We are now producing a Communications/Engagement plan to ensure all key stakeholders are aware of what the project is about, the key findings and the implications going forward.
16. In addition, a wider Communications plan is being developed for all staff and members. This will focus on the findings of the pilot project, how we have gone about it and the key benefits we are looking to derive from it. Crucially, it will stress the fact that the Total Place pilot signals a new way of working for the Council and it's partners and will form a critical component of our overall approach to Business Transformation going forward.

Appendices:

Appendix A – Presentation slides – Total Place Pilot project progress to date.

Background Papers: (open to public inspection)

None

Location of papers: Priory House, Chicksands

N/A