



SOUTH WEST FORUM
BRIEFING
No2

TOTAL PLACE



INTRODUCTION

Total Place is a government initiative which stems from the Operational Efficiency programme launched by the Treasury in 2008, Total Place reflects a radical rethink on the way public services are delivered to the user. At the moment services are organised on a vertical basis, for example, police by the Home Office, employment services by the Department of Work and Pensions and health by the Department of Health. Total Place is a programme of pilot schemes of both vertical and horizontal organisation which bring together all services within an area. The purpose of the programme is to identify efficiencies and better (transformed) services for citizens through greater collaboration between local, regional and national partners and to secure learning from the process.

Each pilot will develop the approach by concentrating on a specific theme, for instance families, which is broad enough to draw in partners and has a significant amount of spending attached but is not too vague.



Total Place takes a **whole area** approach to public services with the aim of creating a more **customer-focused** system that utilises resources more **effectively**

There are two parallel elements of Total Place:

1. A **COUNTING** process to map the public resources flowing through an area to better understand how locally and centrally directed funds have an impact on outcomes. This will involve a quick overall high level count, but this is not to be the dominant element of the programme.

2. A **CULTURE** process which looks at how local and central partners work together, and what helps and what hinders delivery of better outcomes.

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AIM

Backed by £5 million funding the aim of Total Place is to join up, at a local level, public service organisations such as Primary Care Trusts, Job Centre Plus, the police and local authorities to make it possible to move away from the current traditional approach where delivery is constrained by institutional boundaries. If this is to work then central government departments will also need to behave differently and find new ways of commissioning and delivering services centred on identified local need.

This new approach has the potential to make significant efficiency savings by removing duplication where there is overlap in the activities of local agencies, identifying new ways of delivering services at lower cost through joint innovation and investing in those public services that will reduce the costs of other local services.

Thirteen pilot areas have now been identified where partners will map total public spending in a local area and identify efficiencies through local public sector collaboration. Dorset, Bournemouth and Poole have been selected as part of a pilot study area.

This follows on from experimental projects in Cumbria and Birmingham which demonstrated how efficiency and effectiveness can be improved by working together across a place. Cumbria leaders from all public sector bodies came together to gain a shared understanding of the needs of the area, the services provided and the total levels of public spending. Cultural and organisational barriers were identified and ways devised to overcome them. They mapped how the £7.1 billion of public money was being spent and local organisations were challenged to produce ideas on what could be done differently to make savings. A saving of just one percent across the county would result in a £70 million saving a year.

**PARTICIPATION
IN THE PILOT PROVIDES
THE OPPORTUNITY TO
INFLUENCE WHERE
PUBLIC SERVICE
EXPENDITURE CUTS
CAN BE MADE.**

Third Sector Involvement

It is not yet clear how the third sector will be involved in Total Place planning but it will be important to engage in the process to ensure that residents and organisations have their say. South West Forum assume that in the pilot areas discussion will be held within Local Strategic Partnerships and involve the sector. But if they haven't been this should be followed up by the appropriate third sector agencies.

The South West Regional Improvement and Efficiency Partnership will be supporting six local initiatives which reflect the principles and concepts behind the national Total Place programme but are smaller in scale.

These 'light' touch areas will receive a total of £1.75 million.

Light Touch Pilot	AreaAmount allocated
Somerset	£250,000
Gloucestershire	£250,000
Cornwall	£250,000
Swindon and Wiltshire combined	£250,000
Devon, Torbay and Plymouth combined	£250,000
West of England	£500,000

SWF Briefings are also available on

■ Social Purpose Workforce ■ Third Sector Survey ■ Comprehensive Area Assessment ■ Place Survey

If you would like further information please contact Georgie Constable, Regional Infrastructure Coordinator on 01392 823758 or email Georgie@southwestforum.org.uk

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