

# Total Place

**The Kent Pilot**

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# What is Total Place ?

*“Total Place is not just another Whitehall initiative. It is about giving local providers the incentive to work together in new ways for the benefit of their clients and citizens – and the opportunity to tell Government how it could behave differently to make this kind of collaborative action more likely. As we enter a period when resources will inevitably be constrained, Total Place is also a chance for local agencies to ‘get ahead’ by examining how they can deliver better services at less cost..... There is no time to lose!”*

**Sir Michael Bichard, Executive Director of the Institute for Government and Chair of the high-level officials’ group**



# Kent's Approach to Total Place

- High level spend mapping - £8.25bn in Kent
- Three 'themes' chosen to illustrate potential:
  - Gateway
  - Margate Central & Cliftonville West
  - Single Asset Management Strategy
- Assessing the 'Burden' of Inspection & Regulation

# Gateway

- The **Gateway** initiative puts the citizen first - making access to public services simpler, friendly and more effective. This is achieved through strong working partnerships between public sector organisations
- The initiative is transforming access to services whether via the web, telephone or by visiting one of the 'high street' facilities being made available across Kent
- Savings linked to Gateway can be achieved as a result of bringing services closer together including the opportunity to redesign services, resulting in a reduced need for buildings, call centres and websites
- For example: Redesigning just one process around 'redundancy' across all of the public sector services involved indicates savings potential of £2.2m

# Margate Central & Cliftonville West

- Once a flourishing sea-side resort, Margate now experiences some of the highest levels of social deprivation and benefit dependency in the UK
- Kent aims to totally transform this area by challenging those national policies which exacerbate the problem rather than assisting the cure, and through the implementation of fundamental changes to the traditional way in which services are delivered to residents
- Improving the quality of residents' lives is the key driver for the project, as well as looking at reducing costs
- For example, reducing Margate's £48m annual benefits bill to Kent's average levels would save £37m a year
- For the NHSECK PCT could mean £1.1m savings per year

# Single Asset Management Strategy

- Aims to make better use of land & buildings used by the public sector in Kent (estimated to be worth more than £5bn)
- It looks at options for sharing these buildings more effectively, using buildings outside of their usual opening hours and the potential for more efficient 'office' accommodation to support public service modernisation
- The sale of surplus property could release significant sums of money – in the region of £200-280m once associated costs have been taken into account, plus another £40m can be made from the reduction of annual running costs

# The Burden of Inspection & Regulation

- Work to date indicates a conservative cost of £7 million on inspection and regulation across the public sector, this figure likely to increase as more information is collated from partners
- We believe with a root and branch review and a more proportionate system, we could save up to 50% of this figure locally
- The national government savings by rationalising this whole system would be vastly more significant across the country
- Work continues....
- Kent NHS bodies inspection costs are £2.5m per annum....!

# What next ?

- Total Place is a continuation of the modernising and transformation that has been taking place within Kent over the last ten years. The golden thread through all three themes is one of fundamentally improving the customer experience and personalisation of public services whilst maximising the opportunity to reduce costs
- Kent has ambitious plans and unique opportunities over the next twenty years that look beyond the current economic recession. Kent will continue to move forward “unlocking its potential” through innovation
- Total Place provides an platform for increased partnership working where the imperative will be to deliver more for less public cost. It also offers an opportunity for a fundamental positive shift in relationships between local government, other agencies and central government