

Q and A sessions following presentations

Geoff Norris presentation topics

- Service transformation – how can we improve the service in order to develop and work with people
- Efficiency and how we take control at a local level
- Changing attitudes
- Do we use voluntary sector as much as we should
- ‘A counting process’
- People can not identify where the money goes
- 13 pilots average spend is £6000- £8000 per person
- Cultural process – how we do things around here?
- Engaging with people
- The 13 pilots are all set up and follow a similar structure. i.e. Preparation, Assembly, Development, Implementation and Exploration
- 13 pilots are all areas and this has affected funding as it started out as only 9 areas = the funding has been reduced
- We can not continue in the public sector as we have been for the last five years, we must change
- ‘Bradford Service Model’ – “Gate way to integrated services” take the learning from the Bradford Model e.g. all partners have equal roles in learning and development
- How we connect through Top and Bottom layers to improve efficiency
- Total Place report has the most comments for value for money
- Ultimate challenge in Kent is to improve the quality of life in Kent meeting in November to encourage collaborative working
- Kent Total Place is not KCC - it has an administrative body of it own
- Budget report for Total Place already details the 13 pilots

Robert Hardy presentation topics

- Total Place report headlines the redesign of the way we do business in Kent
- Continuing to deliver a high quality of service in Kent is the challenge
- Rename Total Place to ‘Total People’ as it is such a big project that involves everyone
- Public services are overlapping and duplicating what has already been done
- Waste of tax payers money by only using buildings to 75% capacity – use Total Place to make common sense work
- Can use Margate Task Force as an example of regeneration and Health Care as the Task Force approach changed peoples perceptions
- Same problems face many towns in Kent not just one area (behaviour is an example) if we can crack it in one area then it can be done in all areas
- Think about what the public sector does and needs to do for people
- When Kent shouts collectively everyone can hear it (we have don’t it before and we can do it again)

Tanya Oliver – Gateway DVD

- Green Flag by CAA lead

- Felt it was a different environment i.e. Private sector not Public when in the job centre
- Gateway Centre has many uses; teaching, advice, drop in and meetings
- Brand identity has been create, all Gateway centres have familiar feel by looking similar – colour/logo/atmosphere (7 now open in Kent)
- Brand identity extends not just in the centres but on the internet
- Available now through telephone and internet
- Total Place can add value here as well

Question and Answers session

Jim Latheron Sevenoaks District Council

There seems to be a gap in providing the same support in rural areas, seems to just work in the city, will it work in the rural areas?

Robert Hardy - At the moment we have been making things doable in the time scale that we have had. The same process will be taken seriously but in time, the continuation of the Total Place philosophy will happen at some stage. At the Kent partnership on 18 November 2009 issues like this will be brought up but as has been said before we have only been able to do what we can in the time scale.

Bob Jones Business Link Kent

Is there a role for Total Place in business?

Tanya Oliver – Moving forward yes, providing support to small businesses though the Mobile Gateway. This takes the fixed service out into other areas and could also help in supporting the rural areas.

Robert Hardy – The model we use has 3 focus areas one of which is the business area. This offers advice and support “for the public good” to support the customer but it is still early days.

Bob Jones, Business Link, Kent – Is there somewhere in Total Place where we can see assets?

Geoff Norris – There is a place at the table for everyone. It is an evolving process in which data comes in from local businesses to help towards the contribution for counting. If we apply knowledge we will have a better understanding and a better way of dealing with issues. Businesses have a very significant place in Total Place.

Robert Hardy – Financial assessments are a third aspect that are very important to get the public service working together.

Jackie Fisk, Buckinghamshire County Council

The counting/culture aspect of Total Place – how are we using this?

Robert Hardy – Toward counting/culture we have done what we can to put information out there but in the meantime we have to get on with the rest of our targets but we never stop engaging people, always continue to do it long term it is something we need to do.

Tricia Palmer, Medway Council

At what point is appropriate to start making links with workforce?

Tanya Oliver – Shifting people around not job loses. We have got to where we are because of the passions of people involved – real outcomes for real people. There has

been a big cultural shift in staff as well as it is such a different environment to work in. Sometimes it does just come down to the individuals themselves.

Geoff Norris – I went to Gateway as a mystery customer and I was impressed with everything, the commitment of the staff and their professionalism. People who worked there liked to be associated with success.

Adam Chugg Eastbourne Association of Voluntary Services

Are measures in Total Place purely financial?

Tanya Oliver – National performance indicators are used by Government and this all started because of a need to improve customer service, not cost cutting. The driver is customer service not totally money savings.

Geoff Norris – Deliverables have to be both customer service and cost and savings. Without the economic situation we are in Total Place may not be where it is today.

Robert Hardy – We are looking at Horizontal not vertical management to improve efficiency. The hardest thing to change is culture and to try not to turn it into KPI, we need to be driven by efficiency not KPI's or restructuring organisations.

Do you think it can work with the system we have in place now?

Cllr Mike Cosgrove – Yes, if people keep talking about it and we get the support from shared services, IESE and the rest, fundamental change is needed. They may not have all the answers but it will change and the motive needs to be we will change to get better outcomes. “Yes we can!”