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LT Consulting- Total Place Partnership

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We are confident that we will achieve measureable improvements for the communities in the “Total Place” pilot schemes.

To demonstrate the value we will generate through partnership it is vital to establish current base line costs and standards; thus the improvement can be clearly measured. As an absolute minimum you can expect to fund the on-going costs of a Community Programme Manager and of the work that we do.

LT would take a whole systems approach with focus on the end-user, working in partnership with Community Managers to deliver more with less, using Continuous Improvement and Lean Principles.

Proposed below are examples of some of the areas where we are confident we could achieve better and more for the community with less resource as part of the Total Place initiative. Here are some ideas; this is certainly not an exhaustive list:-

1. Focus on the aging population.

Here we will focus on a number of older citizens within a community, study the range of services they consume and then work with professionals and older people to:-

- Improve the quality of the total experience for older citizens
- Reduce costs
- Allocate resources more appropriately
- Educate those who deliver the services so that they can replicate and sustain these improvements within the pilot.
- Identify the lessons from the pilot and establish ways of working with people and processes to replicate the benefits across the community as a whole.

2. Focus on families.

Here we will focus on a small number of families who make use of a wide range of services and work with professionals who deliver the services and with the families to:

- Reduce costs
- Improve the total experience for the families.
- Allocate resources more appropriately.
- Enable those who deliver the services to replicate and sustain the improvements in service delivery and cost reductions within the pilot.
- Identify and establish ways of working with people and processes to replicate the benefits learned in this work across the wider community.

3. Volunteering

Here we will enable the community to leverage more of its volunteering potential so that:

- Costs of recruiting volunteers are reduced;
- Developing communication processes such that volunteering resources are closely linked to the real needs of the community;
- Community engagement rises;
- Residents' quality of life improves;
- The lessons learned through the pilot are transferred to the community and those who work with volunteers so that the benefits can be sustained and replicated more widely.

4. Leading and sustaining Continuous Improvement

The acid test for the work is that the improvements continue and are implemented in new areas long after the pilot has finished. LT will work with Community Programme Managers and leaders to develop and coach them to:-

- Understand how to use Continuous Improvement methods and Lean principles in the community;
- Apply these methods in a range of new situations;
- Lead, motivate and engage others involved in service delivery to use and apply customer focused, whole systems, Continuous Improvement methods on an ongoing basis;

- Recognise and measure the improvement in standards, reduction of waste and the value added to the community.

We would welcome the opportunity to discuss the potential to partner with you to achieve sustainable success for the community through this initiative.

Best regards

A handwritten signature in black ink on a white background. The signature reads "Jill Garrett" in a cursive style. The first letter 'J' is large and loops around. The name "Garrett" is written in a more compact cursive.

Jill Garrett
Assistant Chief Executive
LT Consulting Ltd