

A healthy approach to Total Place Views from a parallel pilot



An interactive session...

To explore a local perspective on Total Place

To open a discussion about how to engage all partners in developing and implementing a local model

To reflect on what its like in your place

To share new insights and ideas you'll take away with you



Cambridgeshire... a county of contrasts





making
cambridgeshire
count





3 objectives

To bring leaders and influencers together from across Cambridgeshire to refocus our public services using new perspectives and different thinking

To place customer and community views at the centre of new thinking and to design new and innovative ways of meeting community needs

To make sure we continue to provide excellent services even if we see a 20% reduction in our collective public sector finances



Building the coalition of the willing





Spending time on
the frontline



Listening
to communities

Having the
confidence to
develop a local
model



Mapping the customer journey

Counting
what mattered

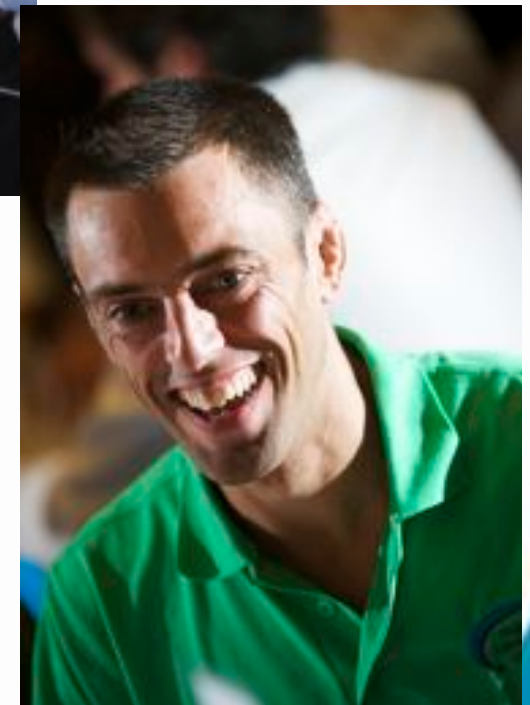




**World Café
concept to
facilitate
conversations
that matter**



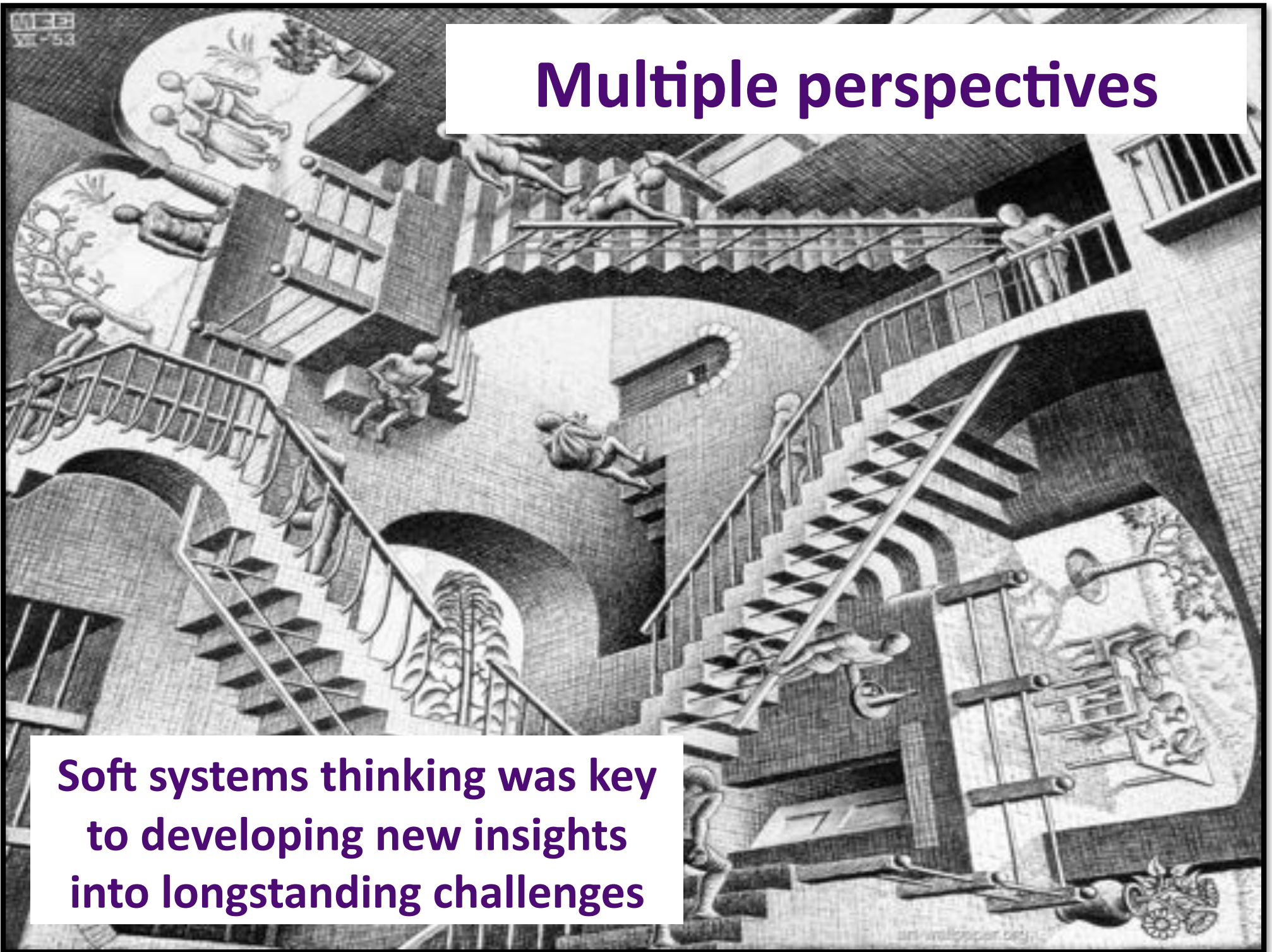
**Animateurs
made the
difference**



Members and non-Execs said 'be bold'

Multiple perspectives

Soft systems thinking was key
to developing new insights
into longstanding challenges





Central to our approach...

A better shared understanding of:

- what matters most
- who does what in the whole system

**Mobilising partners
Thinking differently
Working together
Leading differently...**

**“There is huge energy around
this work - people are beginning
to think about how different
things could be and that change
is not outside our grasp”**

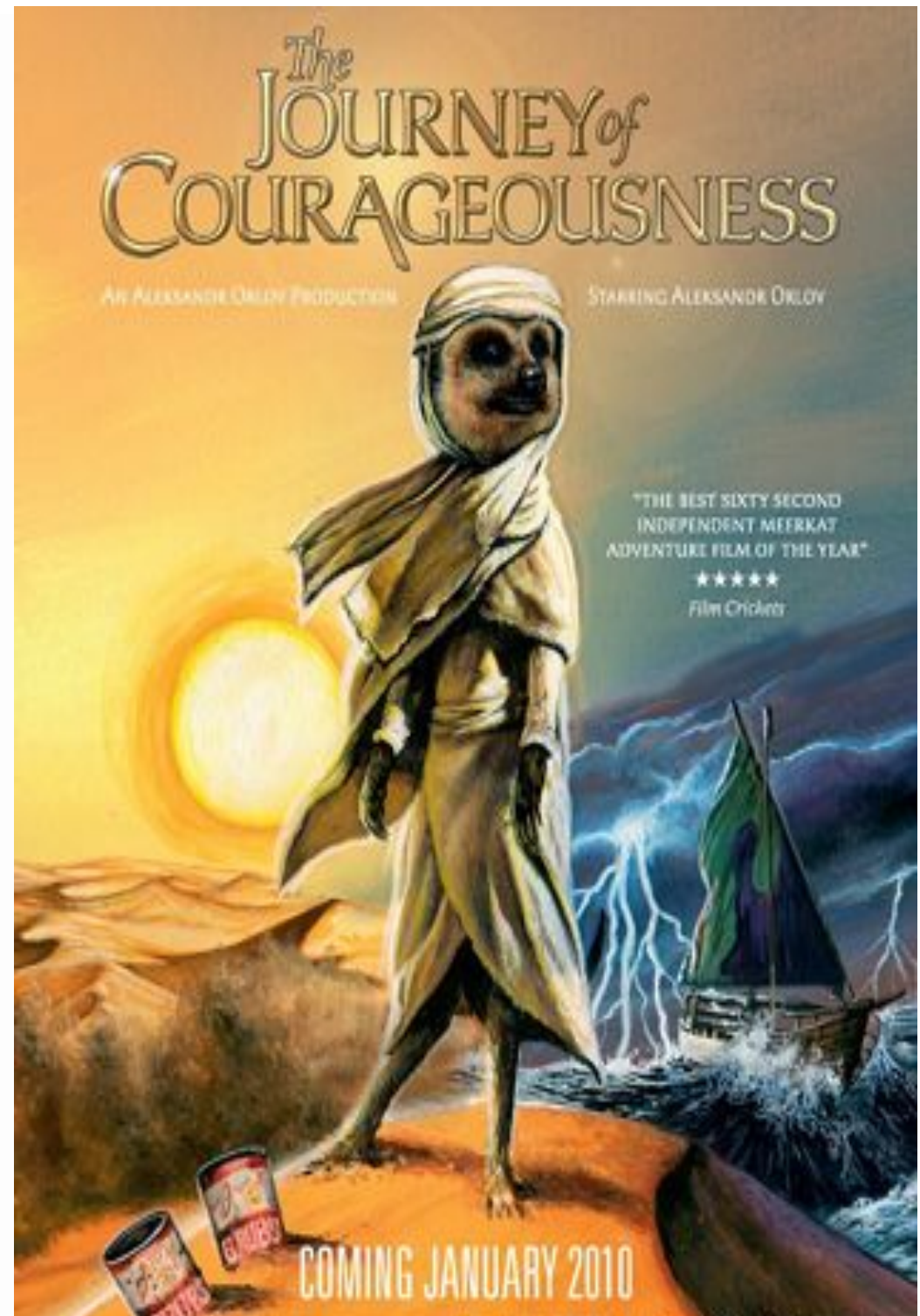


Pioneering Leadership!

Its about the courage to
explore new territory
Throw away the roadmap
Experiment and test new
ideas

Where everyone can be
'leaderful'

Simples?





As a result...

Public Services Redesign

Tackling Inequalities

Making Assets Count

Sharing Services

Community Co-Production for Older People

Redesigning services for Gypsies and Travellers and victims of Domestic Violence

Places Pilot – urban and rural

**Driving the
transformation of
public services**



What's working well...

Investment in collaborative relationships and finding a common purpose

Find new ways of leading in complexity and uncertainty

Make the case for change compelling to all

Employee & Member engagement is absolutely crucial

Build capacity locally...animateurs are our legacy!

...but this is only the beginning of our journey.



“Never doubt that a small group of thoughtful, committed citizens can change the world. Indeed, it is the only thing that ever has.”

Margaret Mead



Discussion

How to engage all partners in developing and implementing a local model

What's it like in your place



Overcoming our immunity to change

1. What do you see as the opportunities a Total Place type model could offer your place?
2. What have you tried already to achieve benefits like these?
3. What alternative approaches could you develop?
How might you work differently?
4. What different things need to happen locally and/or nationally to help you realise the benefits?
5. What is the one thing you're going to do differently in your partnership to try to make a difference?



Any further reflections or comments...