

## Total Place Service User FAQ's

### 1. What is it?

The impact of the economic downturn means all public services need to find **new** and **more efficient** ways to **serve** the public. Total Place is a government led initiative that will consider how Birmingham and twelve other areas can provide **better** public services at **less** cost. This includes both **Drug and Alcohol** services.

### 2. What does it all mean?

Birmingham will be asked to demonstrate how local public services can **work better** together to deliver front-line services more efficiently (for example can we make the assessment process more user friendly). There will be **consultations** with a wide range of people which will involve gathering information and assessing how we can reshape and improve the quality of services.

Total Place will also try to measure the **wider costs** attached to problematic drug and alcohol use and review ways where savings could be made without impacting on the quality of provision. For example this could include the costs attached to hospitals relating to drug and alcohol and review ways of improving services to reduce the number of admissions.

### 3. Who is involved?

The initiative at a local level involves Chief Executives and Leaders from each local authority, Primary Care Trusts, Jobcentre Plus, service users, treatment services, the criminal justice sector and all other partners in the **Local Strategic Partnership**.

### 4. Timescales and what is planned?

The information and findings obtained from the Total Place initiative will be fed back to government during **February**. Analysis will be completed by government departments and policy decisions will be outlined in this year's budget report by the government. Locally we will feed any results into the Treatment Redesign (**please see number 6**).

We have already seen the benefits locally of Total Place; with **additional** funding secured to provide a primary care support team at Heartland hospital as a **result** of early findings.

In April we will be meeting with the Chief Executives and local leaders to **progress** actions identified during the initiative.

## **5. How is it fed-back?**

This does not mean that we will not act on opportunities to improve services that have been identified during the initiative. Services will start to change as soon as local partnerships in Birmingham agree on the best way to change them. We will aim to **communicate** widely where **improvements** could have a potential impact on you.

The government wants early ideas to be tested in practice so that they can be shared around the country and not just left sitting idle in a report.

This is a really important initiative that we are fully committed to engaging in and acting upon recommendations.

## **6. How does Total Place support the 'Treatment-Redesign' Process?**

The information obtained from Total Place **consultations, reports and analysis** will be fed into the Birmingham Drug and Alcohol Action Team (BDAAT) Treatment Redesign.

The BDAAT are in the **first year** of a three year plan to ensure drug and alcohol treatment services meet local needs effectively. This will take on board locally produced information but also government initiatives like the introduction of **Total Place, personalised budgets** and **recovery oriented treatment systems**.