Service Reviews Approach

Service Delivery Committee – 29 November 2022
Strategic Director – Philippa Fisher

Matter for Information

- Members understand the Service Review approach in order to commence with the Service Review Framework and other elements in the timetable

- Members to agree that the process will be updated on the progress of the reviews through the Service Delivery Committee cycle

Service Review Approach – Objectives

Financial

- Ensure the Council can deliver services within its funding means
- Initial likely focus to be on high-value services
- Establish external vendors/specialist cost implications

Transformation

- Waste elimination in the services by improving efficiencies and reviewing processes and systems
- Engagement of employees to identify and address waste and identify improvement using a proven methodology and framework

Customer Experience

- Develop a culture where identifying improvements is seen as normal
- Improve customer service and ownership of improvement

Service Review Approach – other considerations

- Make use of benchmarking to identify areas of high spending services

- Create models of alternative delivery and cost analysis

- Review shared services with other councils and outsourcing, to consider options to identify savings, along with potential service changes

- Utilise the Council's Project Management Process to ensure scoping is accurate, work streams categorised and report and results followed through

Timetable – Service Review Approach

Task	Deadline
Present Timetable and approach to Senior Leadership and Corporate Management Team	4 October 2022
Present to Service Delivery Committee and gain approval for approach	29 November 2022
Establish external vendor/specialist	30 November 2022
Create a service review framework document with priority target list for approval and review by SLT and Members	31 December 2022
Create a priority list of the Service Areas to be reviewed taking into account both internal and external factors. This will be completed utilising a weighting calculation (CoL, internal pressures)	31 December 2022
Process Mapping Exercise	20 January 2023
Project / Implementation Plan to tie in with MTFS	23 January 2023
Overall cost analysis for service reviews	30 January 2023

Framework – what will it include?

- Review service levels and standards. Either improving the quality of some services, or reduce or increase the ranges of service as resourcing and financing stability permits.
- Optimise service delivery methods and resource usage
- Explore opportunities to innovate and continue the transformation journey with internal processes and systems making savings/efficiencies
- Look at potential opportunities to generate income
- Explore the opportunities to provide services in partnership with other organisations
- Plan for the future requirements (e.g. legislative requirements)

Framework - Deliverables

- It provides **a full diagnostic picture of how our services are currently operating**

- It allows us to gain the **clarity and evidence to identify where issues are** within a service

- It brings **all stakeholders together to work in collaboration to achieve our vision and the way we deliver our services**

- It creates a complete **set of design principles** for how the service could operate differently and **assistance with design implementation** to achieve the vision

- **It should improve customer service** through a potential revamped service with **potential cost savings** now or in the future and tie into the Customer Experience Strategy