

Appendix D

SERVICE OPTIONS REVIEW – INITIAL OUTCOMES

In February 2010 officers instituted a Service Options Review exercise, currently on-going which is looking into the costs of Council services in detail and identifying opportunities for savings. The full results of this exercise will be available to feed into the budget process for 2011/12 – 2013/14.

Some initial outcomes from this exercise indicate that there substantial efficiencies to be un-locked from the following thematic areas:

Better Procurement::

This theme relates to the significant efficiencies that can be realised from a closer management of the Council's third party spend. In recent years, the Council has made significant savings in this area. Further efficiencies can be delivered through the application of the following techniques across all areas third: consolidating suppliers in areas of common expenditure; contract renegotiation; and through reduced goods ordering and payment processes enabled through the Council's requisition to pay system

Lean:

This theme relates to efficiencies that can be delivered through the simplification of management arrangements across the Council. Initial analysis has shown that significant opportunities exist to streamline management structures and spans of management control and accordingly release resources to protect service delivery Opportunities also exist to deliver savings through the consolidation of common management operations across the Council – such HR, Policy and Performance and Communications activity.

Smarter Working:

This theme relates to the efficiencies that can be delivered by enabling a more mobile and flexible workforce. A primary goal of this our smarter working activity will be the decant of anchorage house when the lease can be released in 2013. More flexible working practices will also enable a significant reduction in our reliance on agency and other temporary staff.

Strategic partnerships:

This theme relates to the opportunities to deliver savings and efficiencies that arise from greater working with other public sector organisations and the third and private sectors.

Managing Information and channel transfer:

This theme relates to the savings and efficiencies that can be delivered through an improved application of information and the opportunities that consequently arise to improve council operations and services to the public.

Income Collection:

This theme relates to the reductions in the overall levels lost income to the Council that arise from the consolidation of our debt management teams.

Asset Management:

This theme relates to the revenue savings that the Council can achieve through the better management of its asset base.