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Diagnostic Programme Introduction



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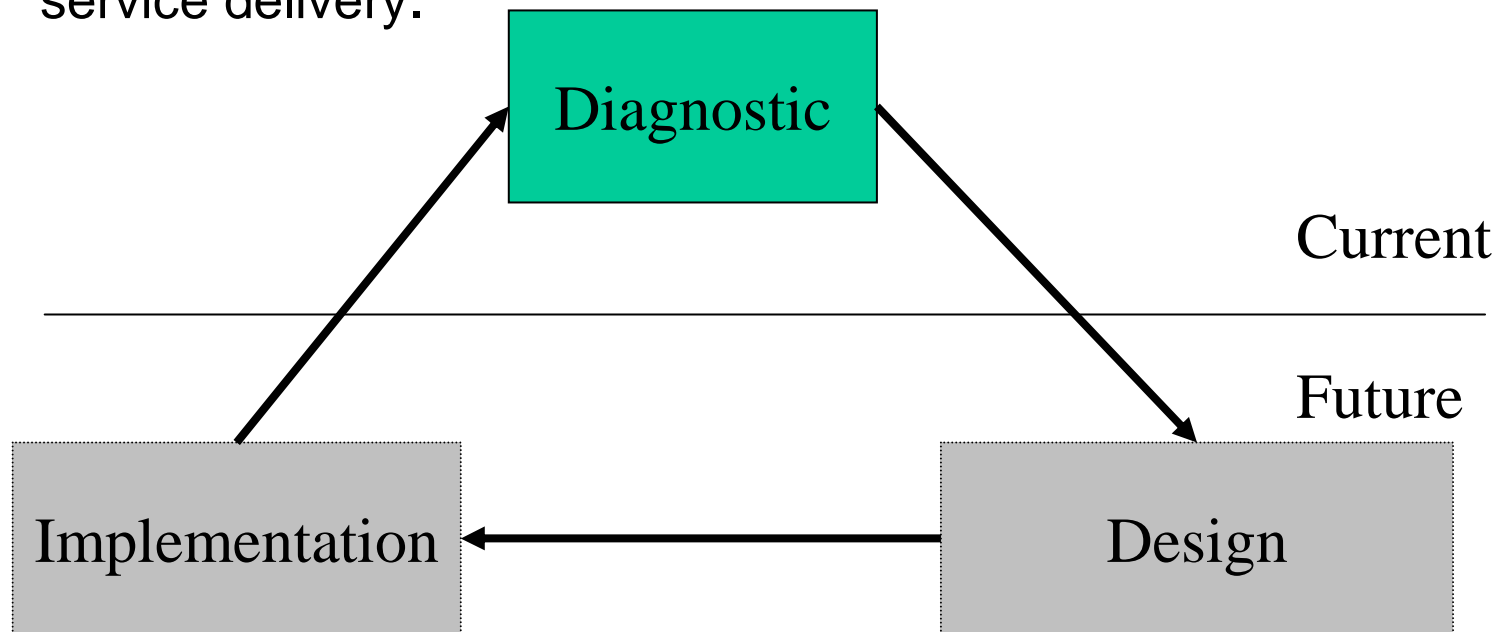
Shared Services Background

Challenges facing Local Government include:

- Tight settlements
- Customer expectations
- Rising costs just to deliver the base levels of service
- Staff development and minimising distractions from the core roles – e.g. administration...
- Continuous improvement, percentage ‘slices’ not enough – more required

What is the Diagnostic?

- The first stage in a larger process to investigate improvements in resource allocation activities to direct effort into front line service delivery.





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Joint Approach – Glasgow and Edinburgh

- Worked jointly -enabling a meaningful “diagnostic”
- A standard approach
- A standard, user-friendly toolkit
- A common (process) model

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Ways of Interacting with the Customer



Face-to-



White Mail



Telephone



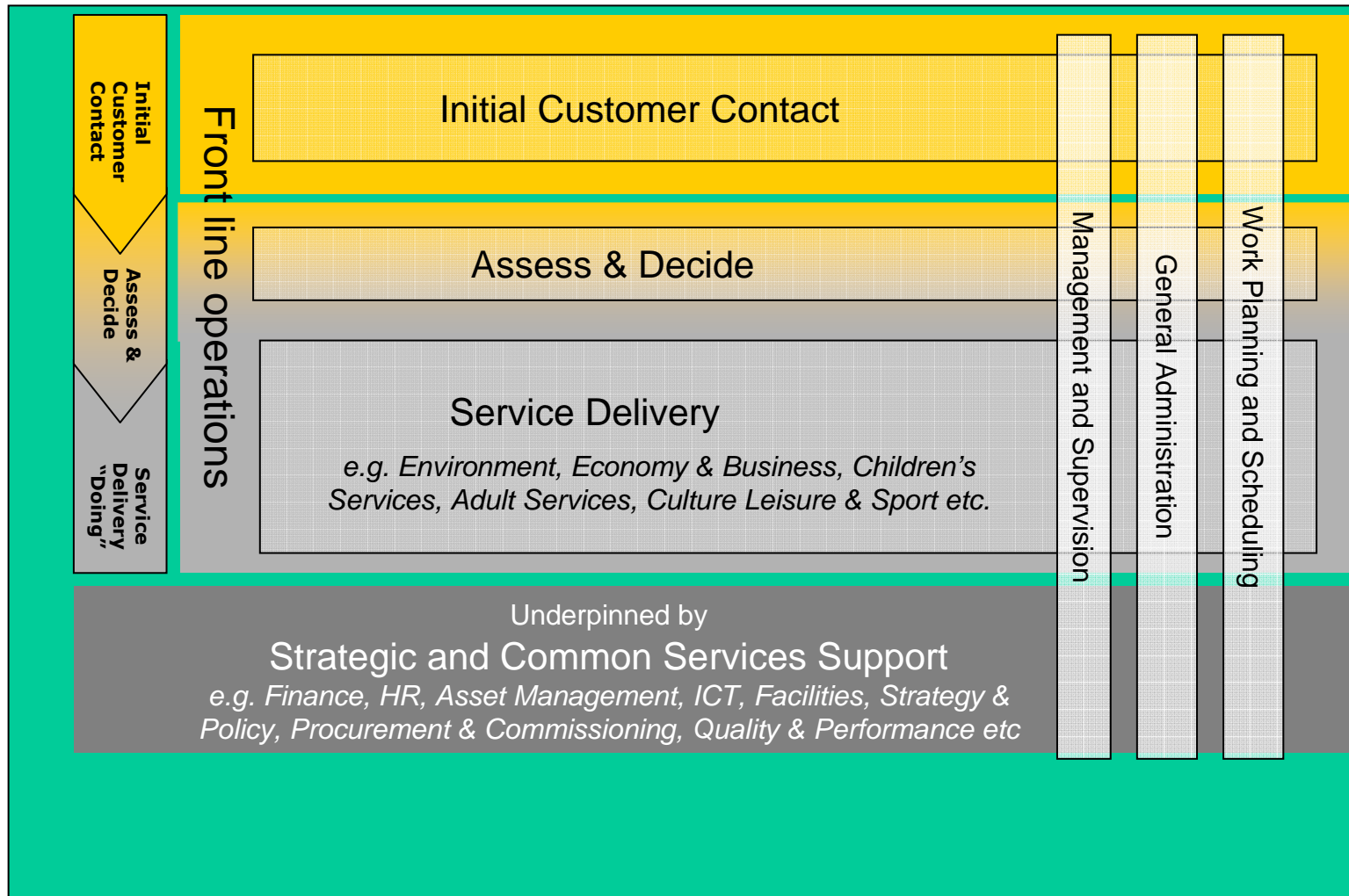
SMS



E-Mail



Internet





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How this is being done

- Diagnostic Process

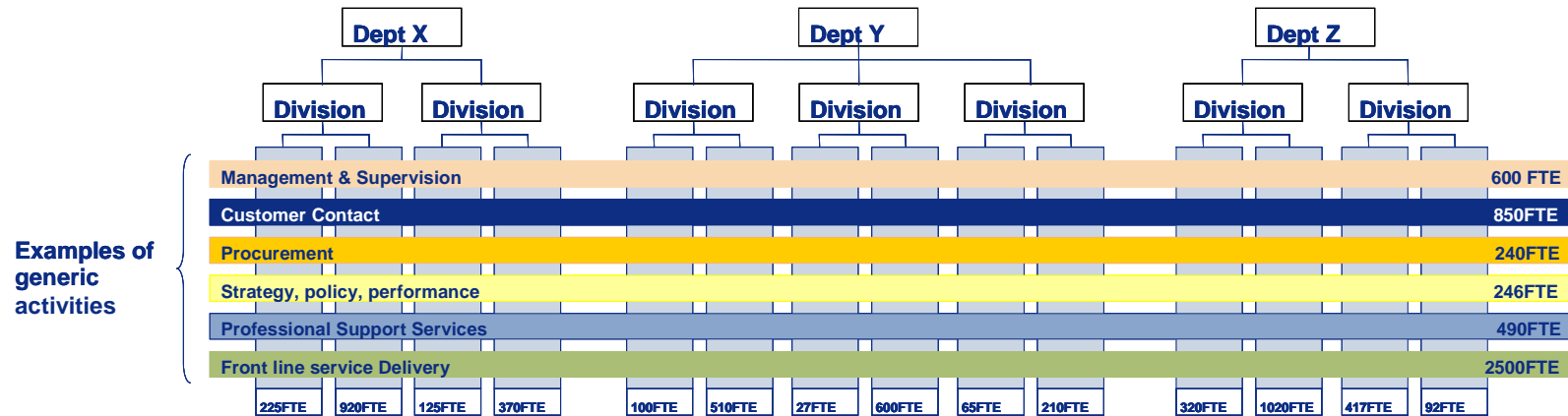
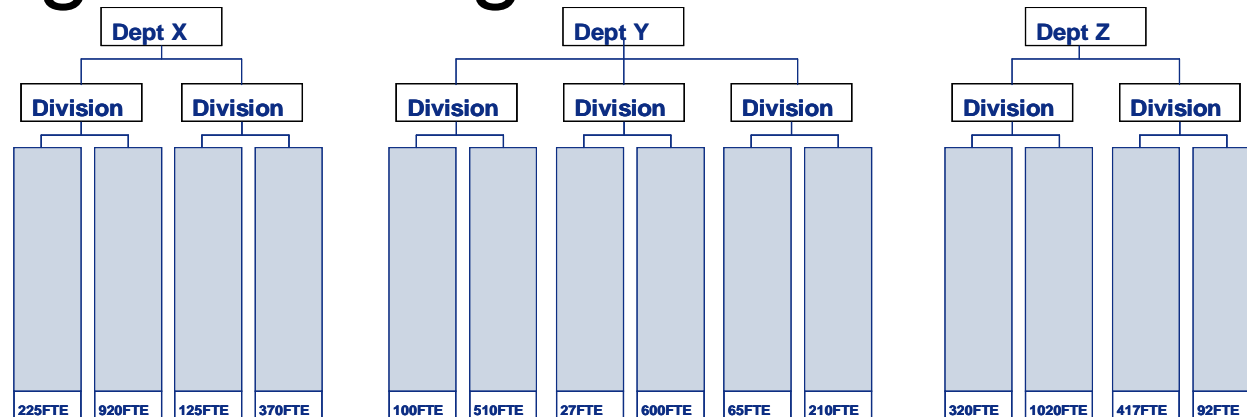
Local authorities are carrying out the diagnostic using the toolkit as follows:-

- Employee (Full Time Equivalent) deployment data
- GAP analysis against leading practice
- Opportunities identified and prioritised
- 2 page summary of each opportunity

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Diagnostic

Looking at the organisation differently -





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What are the Benefits

- Potential benefits:
 - Cost efficiencies
 - Improved Customer experience
 - Improved support to front-line service delivery
 - Integration
 - Collaboration
 - Opportunities for sharing – in house or across other authorities/agencies
 - Driving national approach / policy

Deliverables - 1

- **Pro-forma Submitted & Approved** [100% of Councils] 24th Dec07
- **Support Clinic Attended** [100% of Councils] 11th Jan08
- **Project Team in Place; incl a Training Session** [100% of Councils] 8th Feb08
- **Data Gathering Commenced** [100% of Councils] 15th Feb08
- **80% of Meetings Completed & Documented** [100% of Councils] 28th March08
- **Diagnostic Tool Completed & Submitted** [100% of Councils] 4th April08
- **Gap Analysis Commenced & Meetings Documented – interview records available**
[100% of Councils] 30th April08

Deliverables - 2

- **Report on Gap Analysis Completed** *[80% of Councils]* 30th May08
- **Prioritisation Report Commenced** *[80% of Councils]* 6th June08
- **Prioritisation Report Completed** *[80% of Councils]* 30th June08
- **2-page Summaries Completed** *[100% of Councils]* 4th July08
- **Summaries Presented to CMT** *[100% of Councils]* 15th Aug08
- **Concluding Report** *[100% of Councils]* 29th Aug08
- **All Deliverables Submitted as per Grant Letter** *[100% of Councils]* 29th Aug08



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Diagnostic Programme

Support Required



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Support Required

- Within the council
- Improvement Service – Shared Services team
- External partners



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Support from within the council

- Lead Member
- Chief Executive
- Senior Responsible Officer
- Internal team and roles
- Internal guidance e.g. programme and project management guidance
- Briefing sessions, induction and training
- Quality assurance



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Support by Stage from Improvement Service

- Ongoing maintenance and development of the toolkit
- Project establishment, induction and launch
- Identifying opportunities for collaborative procurement and resourcing
- Identifying wider opportunities and potential collaboration
- Initiating national events and networks for sharing experience, learning and leading practice
- Providing assurance, progress reports and overviews to support decision-making and shaping next steps

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Questions