

Successful Service Delivery and Achieving Local Benefits



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Head of Service

Where we Were

Came out of
two very different organizations
two very different agendas
Confrontational “CCT” environment

CONTRACTOR

- “profit chasing”
- Inward facing
- Good services
- Contributing to the Councils deficits

CLIENT

- “inflexible”
- Pay for what you got
- Outward facing
- Providing VFM

- Conflict
- Man marking
- Costs built in



Reasons for Change

- Financial Savings
- Improved Customer Experience
- Man Marking/ duplication
- Seamless Service Delivery
- Shared Aims and Values



The Journey to date

- Decision made Autumn 2006
- Teams in place April 2007 (5 months)
 - Finances merged
 - Staff in place
 - Savings identified and made £600k(circa)
 - No compulsory redundancies
 - No break in service
 - No change to front line staff
 - Seamless change
 - Maybe a few glitches!



The Journey to date

- Staff engagement
- Development of
 - Agreed Direction
 - Joint Vision
 - Joint set of Priorities/Principals
 - New identity brand
- All by Summer 2007



Street Care Strategy



Street Care Launch



Principal Achievements

Financial Management



- **Save £537,000**
- Budget management was rationalised **saving a further £40,000**
- zero budget – Better planning
- Process re-engineering **freeing £100,000**
- Additional funding - **an additional £2M plus**

Principal Achievements

Customer Care



- Customer survey (2008)
- 1245 Qs - 38% return
- Result - 87% performing well
- Result - Average satisfaction 71%

- Southwest highways (2008)
- Best performing overall

Principal Achievements

Leadership



- Team leadership
- Strategic direction
- Staff development
- Succession Planning

Principal Achievements

Policy Framework



Divisional Business Plan

April 2008 – March 2011

*Working with People and Communities
to Enhance the Quality of Life through the
Maintenance of our Streets and Open Spaces*



Community Services Department

Version: DRAFT (1.2)

Date: April 2008

Business Plan

- Green
- Clean
- Lights
- Engineering
- Emergencies

Principal Achievements People



INVESTOR IN PEOPLE

- IIP
- The Voice
- Communication
- Workforce Planning
- Staff survey



THE VOICE
 StreetCare
 SPRING 2008
 ISSUE 26
 DIRECT SERVICES in the COMMUNITY

Gritter Pull Evening raised £3899.96 for charity

An evening of music, food, cider and who was enjoyed by all at the Street Care Charity Gritter Pull in November.

20 teams of 6 members from both within Street Care and its suppliers/contractors each required to pull a gritter lorry over a 60yd course as quickly as possible.

The evening's entertainment was enhanced by DJ Martin, mixing some fine tunes and the live sound of 'The Ultimate School' - keeping the crowd rocking into the early hours. A big thank you goes to the 'Ultimate School' for helping us make this event such a huge success.

The Ultimate School are based in South Gloucestershire, they started out only a year ago, and have fast become one of the most popular local bands in the area. Their aim is to make a success of doing what they love to do, making music. Their dream of becoming a successful group came a step nearer recently when they auditioned and won a place in the regional semi-finals of the 'South Coast 100' talent contest for unsigned bands.

Through entries, bar & food stalls, a raffle and sheer generosity of the crowd a staggering £3899.96 was raised. This money was donated to the local charity - Children's Hospice South West.

It was a fun packed evening with everyone enjoying a good night's entertainment. A big thank you goes to all involved with the organisation and help - it wouldn't have been the success it was with out you. Well done to all involved.

www.southgloucs.gov.uk

South Gloucestershire Council

Where We Are



home



about us



members



CSG network



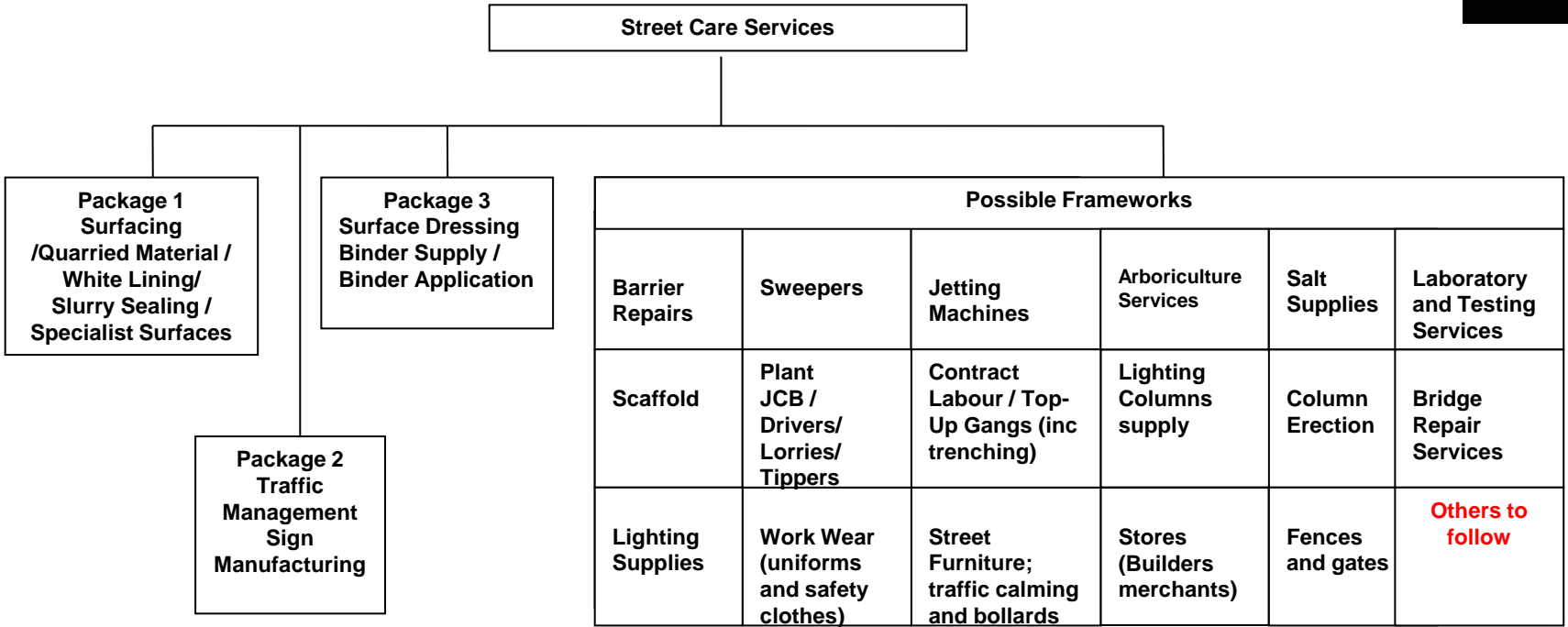
Long Term Benefits

- Council Strategy Naturally Delivered
 - Benefit to Local Economy
 - Supply Chain Contracts



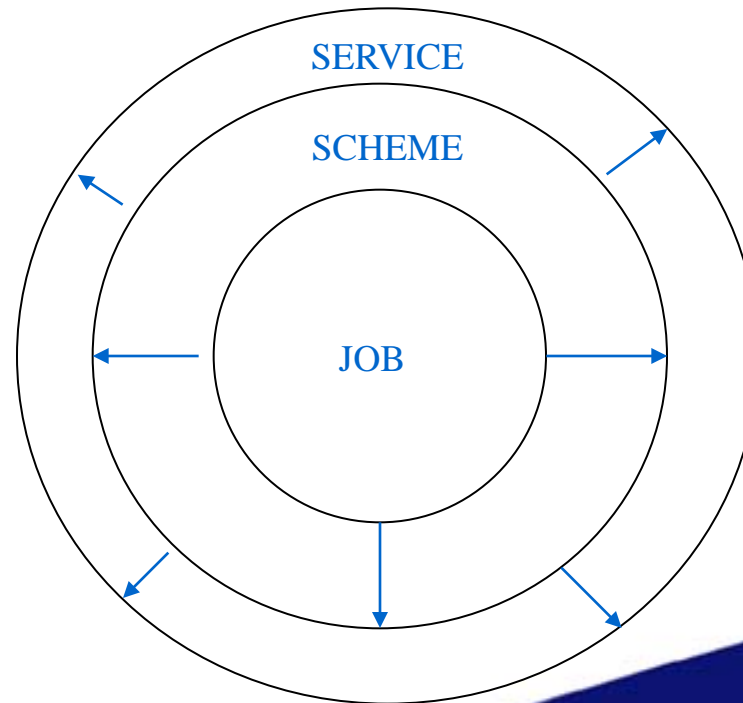


The Model



Commissioning

Securing the services that most appropriately meet the needs and wishes of the service user, making use of market intelligence and research, and planning accordingly.
Put succinctly it is about effectiveness.
This focuses on outcomes and outcome based management.



Conclusions

- **In-sourcing = new outsourcing**
- **Benefits:**
 - Recycling money and spend
 - Local economic boost
 - Stimulate SME's thro education
 - More control of service delivery
 - Innovation (outsourcing = risk averse)
 - Seamless Service delivery
 - VFM



Conclusions

•BUT:

- Committed and supportive Councillors
- Strong leadership
- Performance Management Structures/
discipline
- Motivated Staff



Questions?

