



Environmental Health Service Reviews

An APSE Perspective

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APSE Associate**

Service review



- Was it worth it?
- Did you change your Service?
- Did you slide back to old ways?

Employees / Managers' View



My job is at risk

Where is all this going?

I'm having nothing to do with this

I feel really vulnerable

I don't like the sound of this



The APSE Associate



Nothing shocks me

I'm very objective

I am trustworthy and supportive

Everything is confidential

I've seen it all before

I don't work to a hidden agenda

I've got years of experience



LISTEN



- Interviews with a cross section of employees, managers, senior managers, customers, partners and local councillors
- Out on the District with staff
- Tour of the area

OBSERVE



- what's happening on the frontline
- what's happening in the back office

Strategic View



Link corporate strategy to service delivery

Staff understand how they fit into the strategic direction of the authority and service

Under the Skin



- Mine for service information and data
- Analysis of performance
- Budget and Spend
- Staffing and service structure
- Customer views and satisfaction

Value for Money!!!!!!!



QUESTION

How do you demonstrate VFM?

Value for Money



- Productivity
- Quality of service
- Unit costs
- Outcomes
- Continuous improvement

How do services compare

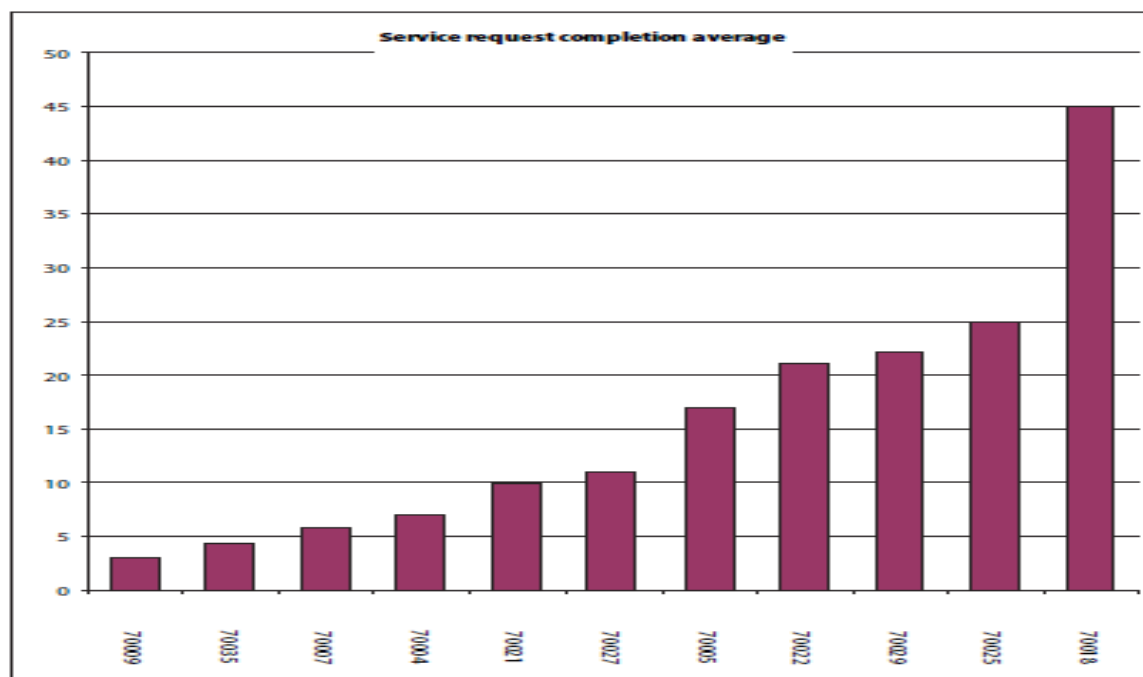


- Comparison with other Local authorities.
- Apse Performance networks and PI's.
- Family and UK groups-performance analysis.
- UK Best Practice

PI 28 Average time (days) for completion of a service request

Family group E1

| | Service request completion average |
|---------|------------------------------------|
| Average | 15.55 |
| Lowest | 3.00 |
| Highest | 45.00 |



Source data

[PHAVG]

Acceptable parameters: >0

Practical Example



- ***Requests for service increasing and average completion taking longer than 45 days***

What is family group performance ?

Demand is not controlled and managed.

High expectations continue but resource base reducing.

Reactive rather than planned service.

No policy in place. **Demand Failure**



Bespoke Opportunities

- Streamline service delivery
- Re-engineer the service
- Identify commercial / Income opportunities

OUTCOME



- Unique report with recommendations
- Feedback to client
- Final report with an option for presentation
- Next Step
- Ends/Implementation/additional support

Success



- Sustainability
- Maintenance
- Managing Expectations
- Communications

Can APSE Solutions Help





QUESTIONS ?



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