

# **EFFICIENCY STATEMENT**

## **2014-15**

### **September 2015**

## CONFIRMATION OF EFFICIENCIES DELIVERED IN 2014-15

1	<b>Local Authority Name</b>	East Dunbartonshire Council
2	<b>Total cash efficiency achieved for 2014-15 £'000</b>	£4.975m
3	<p><b>Summary of efficiency activity</b> e.g.</p> <p>The main initiatives the local authority has taken over the year to ensure a strategic approach to increased efficiency and productivity and the improvements achieved in these areas.</p> <p>The main information that the local authority uses to assess productivity, service quality and performance and how the scope, usefulness or reliability has been improved during the year.</p> <p>Specific steps the local authority has taken during the year to improve collaboration and joint working to deliver efficient and user-focussed services and the improvements achieved.</p>	<p>During 2014-15, the Council has made substantial changes to organisational arrangements and implemented new ways of working in order to meet the continuously challenging financial environment and support the achievement of more effective outcomes for people and communities in East Dunbartonshire.</p> <p>Our revised Organisational Delivery Model is based on the fundamental principles of supporting improved outcome delivery and customer service whilst achieving efficiency and better value for money. As well as re-aligning resources and decision-making towards front-line customer service delivery, its implementation is delivering significant cost reductions against previous establishment levels and is re-aligning resources to support more effective contributions to outcome delivery.</p> <p>As part of the continuous review of strategic improvement and efficiency opportunities, the Council is building on the implementation of the new Organisational Delivery Model through implementation of our Transformation Programme. Our major organisation and cultural change programme seeks to continue the improvement in outcome delivery and achieve further efficiencies through developing new ways of working and further improving the customer experience.</p> <p>Substantive information relevant to the following Transformation Workstreams aimed at achieving further efficiencies and supporting the development of a more effective workforce, was reported to Council in June 2015.</p> <ul style="list-style-type: none"> <li>- <b>Neighbourhood Services Modernisation and Service Redesign Programme</b></li> <li>- <b>Procurement Improvement Programme</b></li> <li>- <b>Integrated HR / Payroll Programme</b></li> <li>- <b>Absence Improvement</b></li> <li>- <b>Internal Shared Service Programme</b></li> </ul> <p>Smart Working was an initial, core element of the Transformation Programme. Evidence indicates that teams are now better connected which supports an improved customer experience and performance. Importantly, its implementation has also enabled efficiencies and helped preserve jobs.</p> <p>Through implementation of our Strategic Asset Review,</p>

		<p>the Council has substantially rationalised its property portfolio which is now concentrated on a Civic and Corporate Headquarters, office accommodation for non public facing services, a centralised operational depot supported with the establishment of a network of integrated community hub facilities in the main towns in East Dunbartonshire.</p> <p>The Community Hubs are an expansion of our Customer Services Strategy based on the service delivery model of “Click-Call-Come in”. The Hubs provide an easily accessible and flexible ‘one stop shop’ where customers can carry out a range of transactions such as paying bills, reporting faults, applying for services and reporting changes in circumstances. The first Community Hub opened in Kirkintilloch in August 2012 and others have followed in Bearsden and Bishopbriggs, with further Hubs scheduled for Lennoxton and Milngavie. Data reported to Elected Members, identifies widespread use by the local community across all three Hubs whilst feedback through Customer Surveys indicates high levels of customer satisfaction</p> <p>A core element of the Strategic Planning and Performance Framework is the need to reduce demand for our more critical services. Systematic and targeted engagement is also taking place with local people in areas such as Hillhead in Kirkintilloch, Lennoxton and Auchinairn where demand is high over the design and delivery of more integrated and tailored public services.</p>
4	<p><b>Breakdown of efficiency saving by Procurement, Shared Services or Asset Management £’000</b></p> <p>(only where relevant – not all efficiencies will fall into these categories, so the figures here do not have to match the overall total.</p>	<p>Procurement = £0.056m</p> <hr/> <p>Shared Services = £0.653m</p> <hr/> <p>Asset Management = £0.240m</p>
5	<p><b>Evidence:</b> What performance measures and/or quality indicators are used to ensure that efficiencies were achieved without any detriment to services?</p>	<p>The Council operates a corporate performance management framework which consolidates service and partnership contributions to local outcome delivery through Directorate Business and Improvement Plans. Progress reports are reported to the relevant Strategic Committee on a quarterly basis.</p> <p>The following indicators provide a high level measure of service satisfaction, identify good performance within our two largest areas of spend and demonstrate there is effective use of our assets.</p>

		<p>The number of jobs created per annum to which local authority funded business support (including Business Gateway) and other LOA partner programmes have made a significant contribution</p> <p>Proportion of internal floor area of operational buildings in satisfactory condition %</p> <p>Percentage of service users/clients satisfied with the quality of care provided</p> <p>The % of carers who feel supported and capable of continuing in a caring role</p> <p>Percentage of pupils gaining 5+ Awards at SCQF Level 5</p> <p>Percentage of pupils gaining 5+ Awards at SCQF Level 6 by the end of S5</p>
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**Signed**



**(Gerry Cornes, Chief Executive)**

**Date 02/09/15**