

## CONFIRMATION OF EFFICIENCIES DELIVERED IN 2018-19

1	<b>Local Authority Name</b>	East Dunbartonshire Council
2	<b>Total cash efficiency achieved for 2018-19 £'000</b>	£10.688m. This equates to approximately 4.5% of the Council's overall revenue budget.
3	<p><b>Summary of efficiency activity e.g.</b></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 the financial year 2018/19, the Council has continued to apply a consistent set of principles to reshape services to ensure that they can continue to deliver efficient and effective services, that meet the changing demands of service users and our residents, within a reduced financial envelope. This gives the Council the ability to continue to set a balanced budget despite a number of cost, demographic and demand pressures. This methodology has enabled the Council to continue to perform to a high, and improving, standard and ensure deliver in accordance with our local outcome improvement plan. This ensures the effective outcomes for people and communities within in East Dunbartonshire.</p> <p>The delivery of organisational transformation seeks to ensure the most efficient and effective service delivery models are in place, that they are flexible enough to deal with longer term transformation, future financial and demographic pressures, and that mirror the underlying core principles of the LOIP Central to this longer term development will be the Council plans around digital development and transformation. Such work is key to service redesign with innovation, efficiency and more complex and diverse services to a changing demographic.</p> <p>Key workstreams included within the Transformation Programme are included below:</p> <p><b>Service Reviews</b> Strategic Reviews for all services have taken place through established Option Appraisal methodology, supported by robust research and benchmarking; market testing and competitiveness analysis; and option appraisal, the benefits and best value feasibility of external service provision opportunities through private sector outsourcing will be explored.</p>

### **Review of Outsourced Transport & Taxi Contracts**

The Council has developed a new and improved transport database to record additional data fields specified at enhancing reporting, control and monitoring. This is a significant area of contracted spend for the Council which also requires significant and ongoing contract monitoring to be in place. The development of the database has enabled overall cost reduction, improved continuity of service for users, enhanced financial reporting and the development of alternative service delivery options. As a result of this work new safe walking routes to school have been implemented which serves to support health living initiatives in schools whilst realising material savings and improvements within our contractual spend.

### **Contract Efficiency Opportunities**

Following on from the above experiences there has been a renewed focus on obtaining Best Value from all Council contracts. This includes the application of considerations and learning from our recent work to identify future opportunities aligned to our digital strategy.

### **Remote and Mobile Working**

#### **Property Maintenance**

The Council has introduced a number of hardware and software solutions to allow remote and mobile working. Such work has delivered notable efficiencies with new business processes being flexible and meeting the needs of the customer. Such work includes processes to schedule and optimise property maintenance appointments with employees now being able to achieve improved rates of repair and customer satisfaction. Notable improvements in the Gas Servicing and statutory notifications have been delivered through the project outcomes. The delivery of the Remote and Mobile-working project was a key enabler for ongoing financial efficiencies with these experiences now being considered across other services where mobile working will improve productivity and resourcing.

#### **School Website Re-development**

The Council has extended functionality of its school websites. This enables parents and pupils to carry out a range of additional actions online. This has enabled work to channel shift from the front line to online whilst improving the

		overall user experience. This work has also served as the baseline for further developments to be applied with the potential to align to other Council systems in the future.
4	<b>Breakdown of efficiency saving by Procurement, Shared Services or Asset Management £'000</b> (only where relevant – not all efficiencies will fall into these categories, so the figures here do not have to match the overall total.	Procurement = Savings from projects are not disaggregated in this way.
		Shared Services = Savings from projects are not disaggregated in this way.
		Asset Management = Savings from projects are not disaggregated in this way.
5	<b>Evidence:</b> What performance measures and/or quality indicators are used to ensure that efficiencies were achieved without any detriment to services?	<p>The Council operates a corporate performance management framework which consolidates service and partnership contributions to local outcome delivery through Business Improvement Plans. Progress reports are reported to relevant Strategic Committee on a quarterly basis.</p> <p>Transformation and Finance reports are presented to the Councils' Policy and Resources Committee on an ongoing basis throughout the year with final outcomes reported in June. These reports have been enhanced to ensure that they report against a consolidated Transformation Programme with the financial outcomes and efficiencies being equally reports and options for future transformation explored. All reports are remitted to Audit &amp; Risk Management Committee for consideration and for scrutiny panel selection.</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> <ul style="list-style-type: none"> <li>• % of adults receiving any care or support who rate it as excellent or good.</li> <li>• % of adults supported at home who agree that their services and support had an impact in improving or maintaining their quality of life</li> <li>• % of funded early years provision which is graded good/better</li> <li>• % of pupils entering positive destinations</li> <li>• Percentage of pupils gaining 5+ Awards at SCQF Level 5</li> </ul>

		<ul style="list-style-type: none"> <li>• Percentage of pupils achieving 5+ Awards at SCQF level 6 or better by the end of S5</li> <li>• Percentage of income due from Council Tax received by the end of the year</li> <li>• Percentage of adults satisfied with refuse collection</li> <li>• Percentage of operational accommodation in satisfactory condition</li> </ul>
--	--	--

Signed: *Gerry Cornes*

(Chief Executive or equivalent)

Signed (if applicable).....

(Council Leader or equivalent)

Date: 28 August 2019