



sustainable thriving achieving

East Dunbartonshire Council

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EFFICIENCY STATEMENT

2015-16

August 2016

CONFIRMATION OF EFFICIENCIES DELIVERED IN 2015-16

1	Local Authority	East Dunbartonshire Council
2	Total cash efficiency achieved for 2015-16 £'000	£5,477
3	<p>Summary of efficiency activity</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>During 2015-16, the Council has made substantial changes to organisational arrangements and implemented new ways of working. Such changes are specified 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. This also includes 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. This 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 from 2016-17 onwards and supporting the development of a more effective workforce, was reported to Council in June 2016.</p> <ul style="list-style-type: none"> • Transformational Change and Budget Reductions • Shared Services <p>Smart Working is a 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, 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 Lennoxton with an interim Hub being created in Bishopbriggs. Further Hubs are scheduled for Bearsden and Milngavie. Data reported to Elected Members, identifies widespread use by the local community across all three Hubs with feedback through Customer Surveys indicating high levels of customer satisfaction.</p> <p>The Council continues to undertake widespread engagement with service users and a wide range of local stakeholders. A comprehensive programme of engagement took place earlier this year in relation to identifying service priorities, options on future delivery models and charging and income generation. The findings are informing the future development of the Council’s Strategic Planning and Performance framework.</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 and Lennoxton where demand is high over the design and delivery of more integrated and tailored public services.</p>
4	Breakdown of efficiency saving by Procurement, Shared Services or Asset Management (only where relevant – not all efficiencies will fall into these categories, so the figures here do not have to match the overall total.)	<p>Procurement = £1,676,000</p> <p>Shared Services = £29,000</p> <p>Asset Management = £193,000</p>

5	<p>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 report 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> <ul style="list-style-type: none"> • 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 • Percentage of people who perceive local public services to be good or very good • Percentage of operational accommodation in satisfactory condition • The % of carers who feel supported and capable of continuing in a caring role • Percentage of service users/clients satisfied with the quality of care provided • Percentage of pupils gaining 5+ Awards at SCQF Level 5 • Percentage of pupils achieving 5+ Awards at SCQF level 6 or better by the end of S5
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Signed  (Chief Executive)

Date 16/08/16