

VALUE FOR MONEY – SUGGESTIONS TO IMPROVE THE COUNCIL’S APPROACH.

<u>Organisational Suggestions</u>	<u>Service/Functional/Ideas</u>	<u>Other</u>	<u>Comments</u>
1. Increased benchmarking through for example professions/networking? (Housing Consortium/CIPFA/IPM/Planning)	18. Fly Tipping – Funding for deterrent /promotional to free up ongoing revenue costs.	25. Review Partnership Working	
2. Programme to fully review core services in 2006/7.	19. Centralise all media buying to achieve economies, consistency and better planned advertising campaigns	26. Procurement – lease v capital benefits. (Been reviewed).	
3. Seek citizens views Process mapping to identify baseline costs and inefficiencies. BPEngineering to turn opportunities into efficiencies. Hold data/calls on CRM. Using front end information to make better decisions and to provide better communications to citizens.	20. Review production of council publicity material to achieve consistency of style/ content, reduce costs and aid recording of activity.	27. Procurement:- * collaboration with Derwentside on purchasing ????? *Introduce water coolers * increasing number of refurbishment jobs on buildings being done ? in house by some staff.	
4. Examine multi-tasking by identifying core staff for cross training of activities/reduced temp: costs/improved efficiencies and consistency of services and improved communications.	21. Tools/Processes call statistics from CCS and full use of CRM for all customer contacts. VFM more calls answered/ increased opening hours/ customer contacts logged, increased customer satisfaction. (Local Indicators)	28. Requests about vfm when discussing audit work. Further work on vfm – procurement. Better benchmarking.	
5. Use service plans/scrutiny reports/benchmarking good practice. Customer satisfaction surveys. Compare with private as well as public sector organisations.	22. Coordinated action to tackle ASB & low level crime EG Fly tipping.	29.EDH Asset Management (Purchasing of surplus stock because of discontinued goods/items-communication.	
6. Use CRM to record all transactions at point of service delivery. Single corporate reporting software tool.	23. Cost per job created not measured. Cost of service v external funding attracted. Costs v amount of business investment		

	where service had direct contact. (Local Indicators)		
7. Evidence by more benchmarking. Create local benchmarks	24.New approach to private sector housing renewal – review in 2006/7 with implementation plans in place 2007/8.		
8. Corporate typing pool/rationalise administration across the authority			
9. Service plan reviews/business cases by thinking about total resources and not just financial implications.			
10. Comparisons via peer reviews. Understanding customer needs-particularly where we are enhancing services.			
11. Ensure PI's cover all areas of the Council inc Regeneration –not just BVPIs			
12. Clear outcomes in service plans/corporate plan/all linked with clearly related measure.			
13. Growth decisions taken at specific time in budget process to ensure we compare all proposals together and decisions are linked to priorities. (Like we did with Use of Reserves).			
14. More customer satisfaction surveys. (Include wider questions as in Lyons Review/also BV survey questions.			
15. Central system involving web Site. Operational units to have dedicated staff to update regarding achievement of gershon efficiencies/ cost reductions/customer satisfaction/bvpi improvements. Corporate centre to compile all data.			
16. Engage citizens at budget decisions time. (SIMALTO)			
17. Cross district campaign to achieve economies of scale /consistent messages.			

