Process Improvement Team Report

LEAD OFFICER: Hilary Mitchell
REPORT AUTHOR: Bob Gerry

Recommendation: To receive an update on the work of the Council's Process Improvement Team.

1.   **INTRODUCTION**

Appendix "A" details the activities of the Process Improvement Team (PIT) during the six month period from March to August 2007 inclusive.

2.   **ARGUMENT**

The report identifies the projects completed, changes implemented, expected benefits and whether these are cashable or non-cashable. Examples of non-cashable efficiencies are: improved data quality, reduced waste, efficiency gains i.e. increased output for same input or same output for reduced input.

The PIT has identified possible cashable efficiencies during this current reporting period of £60k. The realisation of these savings is dependant on service management acceptance of the PIT recommendations and the subsequent implementation timetable although the recommendations are normally well received.

The report also identifies the projects currently underway, the expected benefits and whether these are cashable / non-cashable. A programme plan is provided for these projects.

Finally, the report identifies potential future projects currently underway, their expected benefits and whether these are cashable / non-cashable.

3.   **PROJECT AND RISK MANAGEMENT**

Any project risks are identified in individual project charters and managed throughout by the project team.

General risks relating to the PIT have been identified in the Performance Improvement Service Plan.

4.   IMPACT ON CORPORATE P[LAN

The work of the PIT impacts on the following elements of the Corporate Plan / Best Value Performance Plan 2007-2012:

o 1.1.7 - Undertake a review of organisational effectiveness and support improvements in achieving: Value for money, Customer focus, Continuous Improvement.

o 2.1.3 – Review the use of local facilities and services to ensure that they meet the needs of the community in a sustainable way.

o 2.5.3 - Broaden access to and delivery of services using appropriate new technology to give services which are well-designed, consistent and efficient and which meet the needs of individuals; better communication; and clearer public advice.

o 2.5.5 – Extend the services delivered through a single point of contact for all our customers

o 2.5.6 - Service areas will improve delivery to meet internal and external customer needs.

5.   CONCLUSION

The committee is asked to receive the report.

List of Appendices
Appendix A – Process Improvement Team – Progress Report: September 2007

List of Background Documents:
Corporate Plan / Best Value Performance Plan 2007-2012

CHECKLIST FOR DEALING WITH KEY ISSUES

Please confirm against the issue if the key issues below have been addressed . This can be by either a short narrative or quoting the paragraph number in the report in which it has been covered.

Impact on Crime and Disorder	None directly
Impact on Sustainability	None directly
Impact on Rural Proofing	None directly
Health and Safety Implications	None directly

Project and Risk Management	See para 6
Impact on Equality and Diversity Issues	None directly
Children and Young Persons Implications	None directly
Human Rights Act Implications	None directly

Note: All of the impacts listed above may arise during a PIT project leading to improvements being made.

Please say if this report will require the making of a Key Decision   NO