

**TELFORD & WREKIN COUNCIL**

**COMMUNITY FOCUSED EFFICIENT COUNCIL SCRUTINY COMMITTEE –  
9<sup>TH</sup> SEPTEMBER, 2010**

**BACKGROUND PAPER ON SERVICE REVIEWS**

**REPORT OF CORPORATE DIRECTOR ENVIRONMENT AND RURAL  
AREA/HOUSING, REGENERATION AND PROSPERITY**

**1.0 PURPOSE**

- 1.1 To inform Members of the service reviews taking place within the Council in line with the One Council Vision.

**2.0 RECOMMENDATION**

- 2.1 **Members note the briefing and take account of the service reviews when planning the committee's work programme.**

**3.0 PREVIOUS MINUTES**

- 3.1 N/A

**4.0 UPDATE ON SERVICE REVIEWS**

- 4.1 A programme of service reviews is currently being undertaken across all service delivery units within the Council. The reviews will look at how services are managed and operated to identify ways in which services can be delivered to the community more efficiently and effectively, within the resources available. The reviews need to produce operational (non-staff) savings of 20% and are likely to lead to restructuring.
- 4.2 A Service Review Steering Group has been set up to oversee the programme and to monitor the progress of each service delivery unit, including information on changes in activity and savings. The lead Corporate Director for this work is Meredith Evans.
- 4.3 Table 1 below provides information on the timetable for service reviews taking place across the Council.

**Table 1: Timetable for service Reviews and restructures**

Service Delivery Unit	Service Review Position
Adult Social Care (Delivery)	3 service review underway for: <ul style="list-style-type: none"> <li>• Children and Adult Social Care –led by Paul Clifford</li> <li>• Team around the family – led by Richard Partington</li> <li>• Education service and supports to schools – led by Richard Partington</li> </ul> Outcomes of review to be reported to the Steering Group in Dec 2010
Adult Social Care (Commissioning)	
Safeguarding & Corporate Parenting	
Early Intervention Children & Young People	
Learning & Achievement	
Environmental Services	External review completed for Transport and Environmental Maintenance. Internal review continues to be reported to the Steering Group by end October 2010.
Property & Design	External review completed for Catering and Cleaning. Internal review continues to be reported to the Steering Group by end October 2010.
Planning	External review completed for Planning. Internal review continues to be reported to the Steering Group by end October 2010.
Economic Development	External review completed for Lifelong Learning. Internal review continues to be reported to the Steering Group by end October 2010.
ICT & Procurement	Internal reviews underway to be reported to the Steering Group by end October 2010.
Assistant Chief Executive – Organisational Improvement	
Community Protection	
Governance	
Customer & Leisure Services	
Finance	

4.4 The Steering Group ensures a consistent approach across the Council applying the following project objectives:

- Put in place Governance arrangements to take decisions, review progress and provide advice
- Put in place supportive and co-ordinated framework for HoS
- Ensure the release of cash savings and the timetable for

- managing this
  - Make the link to restructuring, new ways of working (accommodation) and ensure appropriate level of engagement and consultation
  - Ensure that council resource is used effectively and appropriately to carry out service reviews
- 4.5 Reviews should produce cashable efficiency savings aligned to our budget position and corporate priorities. Regardless of whether restructuring is planned **all** service areas will be expected to identify savings in line with corporate targets.
- 4.6 All reviews will be expected to demonstrate how they have taken into account issues/suggestions arising from the engagement session carried out in their area.

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