

## **ACTION PLANS FOR YEAR 2 EIT REVIEW**

### **Summary**

Members are asked to consider the Action Plans setting out how the agreed recommendations from the year 2 Efficiency Improvement and Transformation (EIT) Review of School Catering and the officer led EIT Task and Finish Reviews of Human Resources and Customer Services and Taxation will be implemented and target dates for completion.

### **Detail**

1. The Officer led EIT Task and Finish final reports were considered by Cabinet in December 2010, and the EIT review of School Catering was considered by Cabinet in February 2011. Cabinet accepted the recommendations.
2. Action Plans have now been drafted to set out how the relevant services will be taking forward the agreed recommendations including target dates for implementation. The reports are attached as follows:

**Appendix 1** – EIT Review of School Catering Task and Finish Review of

**Appendix 2** – EIT Task and Finish Review of Human Resources

**Appendix 3** – EIT Task and Finish Review of Customer Services and  
Taxation

3. Progress Reports will be presented to Committee on a quarterly basis.

**Name of Contact Officer: Judith Trainer**

**Post Title: Scrutiny Team Leader**

**Telephone No. 01642 528158**

**Email Address: [judith.trainer@stockton.gov.uk](mailto:judith.trainer@stockton.gov.uk)**

## Action Plan – Review of School Catering

No.	Recommendation	Proposed Actions/Progress	Success Measures	Savings/Cost	Lead Responsibility	Finance Manager	Completion Date
1.	That the price of a school meal be increased to £1.95 from September 2011.	Price increase scheduled for the Autumn term	Price increase implemented on agreed date	£40K In 2012-13	A Brown	A Bryson	September 2011
2.	That the staffing guidescale and kitchen allowances hours be reduced as set out in Appendix 3 of the report.	Negotiations with TU's on implementation of reduced Guidescale	New Guide scales implemented	£163,382 In 2012-13	A Brown	A Bryson	May 2011
3.	That a revised management structure as set out in Appendix 4 of the report be implemented.	Appoint into the new structure	New Management structure in place and fully appointed	£48K In 2012-13	A Brown	A Bryson	May 2011
4.	That as part of negotiations for SLA's for School Catering to start in 2012/13 officers discuss with schools options such as service development and increasing uptake to reduce the resource allocations subsidy.	Renegotiation of SLA's working with schools to increase take-up	New SLA	Non specified	A Brown	A Bryson	March 2012

## Action Plan – Review of Human Resources

No.	Recommendation	Proposed Actions/Progress	Success Measures	Savings	Lead Responsibility	Finance Manager	Completion Date
1	To the deletion of all vacant posts and vacant hours within the Human Resources service on previously full time posts from the establishment.	Done	Posts deleted from the establishment	£107,937	Julia Spittle	Paul Bale	Complete
2	To review the health and well being service including the back care programme	The health and well being team have been reorganised and the back care programme is being provided on a more limited basis. Managers have been notified if the change.	Meet corporate sickness absence targets	£95,158	Julia Spittle	Paul Bale	30.6.2011
3	To continue to explore opportunities for raising additional income including a revised Service Level Agreement with Schools in relation to the provision of the Health and Safety service	Discussions have been held with schools who are broadly supportive of the proposals. Revised SLA's have been issued on the basis of raising the charge from £213 per annum to £500 with a further review from 1.4.2012.	All schools sign up to the revised SLA	Increased income of £22,386	Julia Spittle	Paul Bale	31.3.2011

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4	To investigate the possibility of partnership working with Darlington Council	Initial discussions are currently taking place		Not yet identified	Julia Spittle / Lesley Blundell	Paul Bale	31.3.2012

## Action Plan – Review of Customer Services and Taxation

No.	Recommendation	Proposed Actions/Progress	Success Measures	Savings/Cost	Lead Responsibility	Finance Manager	Completion Date
1	That Customer Services and Taxation be re-structured, the new structures to be in place by 1 <sup>st</sup> June 2011 with estimated savings of £133,000 per annum.	90 day consultation period commenced 17 <sup>th</sup> Dec 2010. Structures released to staff on 7 <sup>th</sup> Jan 2011. Consultation concluded 7 <sup>th</sup> February 2011 and currently implementing new arrangements.	The saving be made without any reduction in performance and service quality.	Estimated savings of £133,000 per annum	Debbie Hurwood	Paul Bale	31 <sup>st</sup> May 2011
2	That the consultation exercise around the above restructure also include proposals for standardising the disparate contractual arrangements for Customer Service Officers.	Included in consultation as per the above.	Improved scheduling of staff to cover late evenings and Saturdays.	-	Debbie Hurwood	Paul Bale	31 <sup>st</sup> May 2011
3	That a further review of Customer Services and Cashiers be undertaken in 2012/2013 by which time new technologies will be embedded and the new Stockton multi-service centre will be fully	Benchmarking exercises to be undertaken during 2011/12. Technology solutions to be completed by 31 <sup>st</sup> March 2012. Development of options for new structure between April	Further savings over and above those already achieved through the EIT process.	To be determined.	Debbie Hurwood	Paul Bale	December 2012

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	operational, thus enabling a more accurate assessment of the staffing resources required to run the service.	and Sept 2012. Enter into consultation Sept 2012.					
4	That the revisions to the discretionary rate relief policy described at paragraphs 7 and 8 of this report be adopted with effect from 2011/2012 with a projected saving of £24,700 per annum.	Updated internet with details of the revised scheme. Letters to those organisations affected by the changes w/c 21.02.11. New applications to be assessed against the new criteria wef 01.04.11. Monitor impact on the sector.	Successful implementation. Achieve savings.	Projected saving of £24,700 per annum	Esme Hall	Paul Bale	31 <sup>st</sup> March 2011
5	The introduction of a trial scheme to “re-cycle” cases that have been returned by the Council’s main bailiff to an alternative bailiff.	Appoint 2 alternative bailiffs, one by end February 2011. Trial scheme to be evaluated by Jan 2012. Decision as to permanent arrangement by end of 2012/2013, linked with renewal of main bailiff contract.	Fewer cases at committal stage.	-	Esme Hall	Paul Bale	March 2012

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6	That work continue to exploit the potential of new technology to improve customer service in particular, further work be undertaken to develop a business case with regard to the introduction of SMS texting for inward and outbound interactions between Customer Services and residents.	Pilot use of Flare license for SMS texting for bulky waste. System development work currently underway.	Customer Service Officer time. Reduction of outbound calls. Improve customer satisfaction.	To be determined.	Kath Hornsey	Paul Bale	Sept 2011
7	That the monthly Community Access Points currently held at Tesco stores in Ingleby Barwick and Durham Road cease, and (subject to agreement with store managers) be replaced with occasional promotions for specific events.	Publicised end of scheme. Last sessions were end of Jan for Tesco, Durham Road and start of Feb for Ingleby Barwick. Had discussions with store managers and agreed how the scheme will work in the future. <b>Action complete</b>	-	-	Kath Hornsey	Not Applicable	Feb 2011
8	Develop and roll out a channel access strategy which will outline the broad	CMT to approve access channel strategy together with the associated	Increase usage of cheaper access channels.	-	KH	Not Applicable	Development of the strategy April 2011.

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	principles for the ways in which the Council will deliver its services through a range of accessible contact channels that provide value for money and will include a channel migration strategy designed to encourage customers to use cheaper channels, where appropriate.	implementation plan. Publicise strategy internally  Ongoing monitoring of implementation plan to be carried out through service specific performance monitoring process.			KH		Implementation complete by March 2012.
9	That opportunities for partnering with other Councils continue to be explored and evaluated as the impact of changes to the Benefits Service on any possible future partnering arrangement become clearer.	Identify opportunities as and when they arise. Linked to the corporate Partnership Development Programme.	Savings achieved through partnering.		Debbie Hurwood	Paul Bale	Ongoing