

## Efficiency, Improvement and Transformation

### Care for Your Area EIT Review – Draft Scope

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| <b>Select Committee:</b><br>Environment Select Committee  | <b>Type of Review:</b><br>Scrutiny Review   |
| <b>1. What services are included?</b><br><br>All Care for your Area services, apart from those services included in previous efficiency savings and EIT Reviews: <ul style="list-style-type: none"><li>• Cowpen depot;</li><li>• Grounds maintenance;</li><li>• Kerbside recycling;</li><li>• Public conveniences;</li><li>• Refuse collection;</li><li>• Street cleansing;</li><li>• Urban parks;</li><li>• Markets management;</li><li>• Vehicle maintenance;</li><li>• Yarm Road depot.</li></ul><br>The following Care for your Area services are included within the scope of other EIT Reviews, which have either been completed and reported their findings or are currently ongoing. To avoid duplication of effort and potential double counting of efficiencies identified, it is proposed that these services <b>are not</b> included within the Care for your Area EIT Review: <ul style="list-style-type: none"><li>• Bulky household waste;</li><li>• Commercial waste;</li><li>• Countryside parks;</li><li>• Highway maintenance.</li></ul> |   |
| <b>2. The Environment Select Committee's overall aim/objectives in doing this work is:</b><br><br>To identify options for future service delivery and strategy.   |   |

### 3. Expected duration of enquiry? What are the key milestones?

Review proposed to commence with Select Committee in June 2011 and end with Cabinet approval in February 2012. A proposed timeline is provided below, using the Environment Select Committee meeting dates below as key milestones:

#### Baseline Phase

- **20 June 2011 - Approval of Scoping Document, Project Plan and Consultation Plan.** Introductory presentation; discussion and approval by the newly constituted Select Committee of the scope and proposed approach to the EIT Review. Pack of baseline information to be provided.
- **18 July 2011 – Baseline challenge.** Review and challenge of detailed information on the services, including financial information, staffing levels and comparative performance levels.

#### Challenge Phase

- **12 September 2011 – Options appraisals (I).** Discussions on “long list” of efficiency options, with estimates of financial and other implications, to develop into “short list”.
- **24 October 2011 – Options appraisals (II).** Discussions on more detailed “short list” of efficiency options from which the draft recommendations will be developed. Report on Consultation Feedback.

#### Reporting Phase

- **5 December 2011 – Approval of report and recommendations by Select Committee.**
- **31 January 2012 – Consideration of report by Executive Scrutiny Committee**
- **9 February 2012 – Submission to Cabinet for approval of report and recommendations.**

#### Action Planning Phase

- **March/ April 2012 – Development of plans for implementation of recommendations.** These plans to be reported to the Environment Select Committees and included within appropriate service plans.

### 4. In addition to analysis and benchmarking costs, performance, assets etc, what other processes are likely to be required to inform the review? (e.g. site visits; observations; face-to-face questioning, telephone survey, written questionnaire, co-option of expert witnesses etc).

#### **Review of Existing satisfaction surveys and data:**

Local and national performance data;  
APSE benchmarking data;  
“Lean” systems thinking;  
Consultancy information;

#### **Consultation on Emerging Options from September 2011:**

Residents’ Survey (through Viewpoint or other method);  
Public consultation events;  
Members seminar;  
Older Persons Forum;  
BME Forum.

**5. How will key partners and/or the public be involved and at what stages?**

Consultation Plan to be developed and agreed by the Select Committee, but likely to include following consultation methods:

Residents' Survey (through Viewpoint or other method);  
Public consultation events;  
Members seminar;  
Older Persons Forum;  
BME Forum.

**6. Please give an initial indication how transformation will enable efficiencies and improvements to be delivered by this EIT review?**

Potential efficiencies and transformation through:

Improved procurement;  
Development of partnership working with other local authorities/ organisations  
Changes to working patterns;  
Changes to staffing structures;  
Potential rationalisation of depots/buildings