

# Efficiency and Improvement in Service Delivery for Communities – Getting the basics right

## North West Centre of Excellence (NWCE)

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Director

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# North West Centre of Excellence



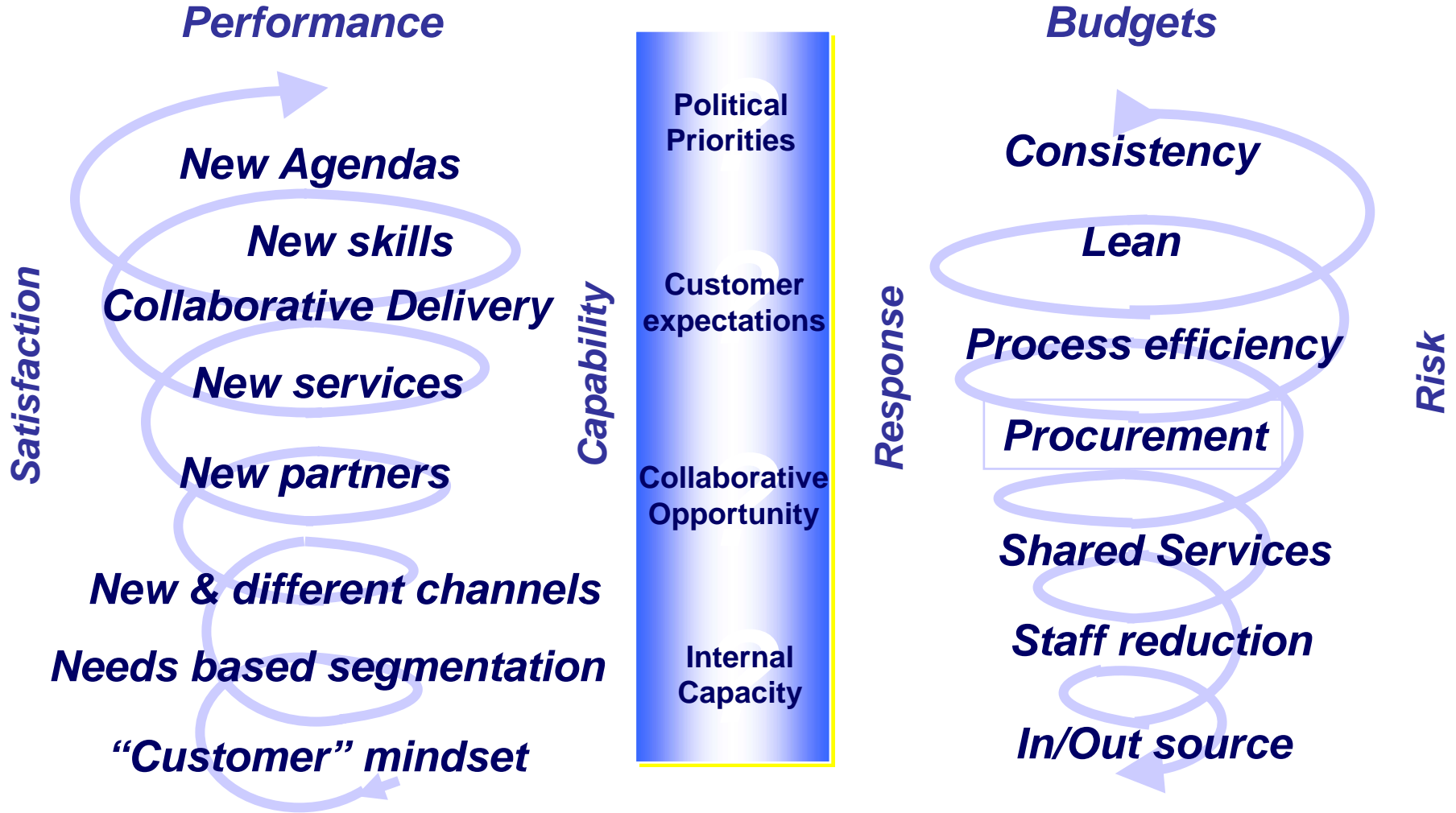
- **One of nine national Centres of Excellence**
  - **Central Government funded**
    - No additional cost to local authorities in the North West
  - **Accountable**
    - NWCE Management Board – all parts of region represented
    - Workstream Groups – all NW represented
  - **Embedded in local authorities**
    - Hosted by Tameside MBC
    - Keenly aware of NW issues
  - **Impartial approach**
    - Driven by efficiency agenda
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# Getting the basics right – Efficiency & the improvement agenda

- **Improvements in Service**
  - Standards
  - Business process redesign
  
- **80/20 Rule**
  - Collaboration on methods
  - Differentiate only when adding value
  
- **Change Management**
  - Change programmes cutting across corporate & departmental silos

# Efficiency Agenda

**Better Services..... For less**



# Getting the Basics right

## Doing things better

- **Reduced costs of goods and services**
  - **Strategic Sourcing**
  - **Awareness of Cost**
  - **Mechanisms to release funds**
  
- **Improved Services**
  - **Capacity and Change management**
  - **Learning from others**
  - **Implementing “good”**
  - **Breaking down silos**

# Centre of Excellence Role to support LAs' improvement agenda

- **Act as first point of contact**
  - Broad range of expertise, knowledge and contacts
- **Pro-actively identify efficiency savings**
  - Help LAs to identify where savings can be made
- **Provide support to achieve savings**
  - Project management expertise, governance, money
- **Make sure Local Authorities can work collaboratively**
  - Ensure sharing of good practice
  - Programmes of collaboration
- **Ensure a consistent approach across the region**
  - Save time re-inventing the wheel

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# Good practice and innovation – establishing what works

- **Collaboration between Councils**
  - **Case Studies**
  - **Research into good practice**
  - **Priorities and project funding**
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# Decisions Needed...

**Incremental change**

**Step-change**

**Cost**

**Quality**

**Value for Money**

**Public Value**

(SME's, Economic Regeneration,  
social inclusion)

# Getting the basics right – its about people!

- **Leadership**
- **Commitment to improvement**
- **Open-mindedness**
- **Knowledge/skills/expertise**
- **Systems that work for people**
- **Customers & Citizens**

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# NWCE Contact Details

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***Thank You***

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