

CONFIRMATION OF EFFICIENCIES DELIVERED IN 2013-14

1	Local Authority Name	East Renfrewshire Council
2	Total cash efficiency achieved for 2013-14	£5,712,100
3	<p>Summary of efficiency activity e.g.</p> <p>The main initiatives the local authority has taken over the year to ensure a strategic approach to increased efficiency and productivity and the improvements achieved in these areas.</p> <p>The main information that the local authority uses to assess productivity, service quality and performance and how the scope, usefulness or reliability has been improved during the year.</p> <p>Specific steps the local authority has taken during the year to improve collaboration and joint working to deliver efficient and user-focussed services and the improvements achieved.</p>	<p>Examples of key efficiency outcomes or activities undertaken in 2013/14 include:</p> <p>General</p> <ul style="list-style-type: none"> - Development of 5 capabilities as part of a wider programme of organisational development to drive East Renfrewshire Council into the future: prevention; community engagement; data, evidence and benchmarking; modernising the way we work; digital. - Delivery of £4,103,000 cashable savings from our Public Service Excellence (PSE) programme since 2009. - Key project areas in 2013/14 have been in our Community Health and Care Partnership (see below section on Shared Services/Collaboration); development of agile working pilots for Housing services and in our Environment Department; and progression of a fundamental programme of transformation in our sports services. - Feasibility study completed on potential transfer of Cultural and Leisure services to a charitable trust; business case currently in development. <p>Procurement</p> <ul style="list-style-type: none"> - Increase in the annual Procurement Capability Assessment from 58% to 62%, retaining the “improved performance” position - Contract Standing Orders revised, one of the major amendments was the increase in the tender threshold from £25,000 to £50,000 - Sustainable e-learning module created and implemented - Increase in the volume of transactions via the purchasing cards from 15,011 to 17,181 - Value of spend awarded via Quick Quote increased from £2,909,739 to £4,086,995 - All contracts now issued via the Scottish Governments PCS tender system <p>Shared Services/Collaboration</p> <ul style="list-style-type: none"> - Fully integrated CHCP, with an ongoing programme of significant transformation underway – projects in 2013/14 have included the introduction of agile working with 270 staff now enabled to work from home and out in the field; Care at Home; Care Finance including self-directed support. - Working with Renfrewshire Council on an ICT collaboration project, which started in June 2013, to look at ICT provision across the councils with a view to identifying opportunities to work together and bring benefits to service delivery. This has included a Strategic Review of ICT; development of a

		<p>collaborative approach to agile working; development of a collaborative approach to customer access (including digital access) and work is also being done to look at ICT procurement opportunities; ICT networks and infrastructure and information/data use across the councils.</p> <ul style="list-style-type: none"> - Continued involvement in Clyde Valley shared services workstreams. <p>Asset Management</p> <ul style="list-style-type: none"> - Engagement with Scottish Futures Trust in the development of agile working environments for our CHCP, including the development of the new Eastwood Health and Care Centre. SFT also presented to the Council's Corporate Management Team on 'smarter offices' and pilots are now being planned within the Council's 2 main Headquarters. - Relocation of staff from Rhuallan House to Council HQ in a redesigned open plan office environment. Capital receipt from sale of Rhuallan House. - Relocation of staff from Arthurlie Parks depot into existing premises to reduce property revenue costs - Through effective asset management and the effective use of the resources available, the Council's backlog maintenance figure in relation to its property assets has further reduced from £88.23 to £80.89 per square metre of Gross Internal Area. - Up to date asset plans have been approved by the Council for our major assets including Housing, Fleet, Property, Roads and Parks/Open Spaces. The one remaining Asset Plan (IT) is scheduled to be reported to Cabinet by September 2014. - An asset disposal framework is in place and is used to support asset rationalisations. Surplus asset disposals through sale/lease took place throughout 2013/14, reducing the Councils ongoing revenue and backlog maintenance liabilities.
4	<p>Breakdown of efficiency saving by Procurement, Shared Services or Asset Management (only where relevant – not all efficiencies will fall into these categories, so the figures here do not have to match the overall total).</p>	<p>Procurement = £734,400</p> <hr/> <p>Shared Services = £752,200</p> <hr/> <p>Asset Management = £661,500</p>
5	<p>Evidence: What</p>	<p>Key sources of evidence include: efficiency templates that</p>

<p>performance measures and/or quality indicators are used to ensure that efficiencies were achieved without any detriment to services?</p>	<p>measure financial, productivity and quality aspects of each initiative; annual Citizens' Panel survey results; national survey data on quality of life; service-level surveys; performance indicators and benchmarks; usage rates for services; Assurance & Improvement Plan; external audits and inspections; internal audits; How Good Is Our Service self-assessments.</p>
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Signed

L. A. McMillan

(Chief Executive)

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S. E. O.

(Council Leader)

Date ...21.8.14