

**OVERVIEW AND SCRUTINY MANAGEMENT COMMITTEE
6th SEPTEMBER 2007**

Interim Report – Customer First Scrutiny Task Group

Purpose of the Report

1. The Management Committee is asked to recommend to the Leader of the Council that the introductory presentation on **'lean principles'** is delivered to all members of the council, followed closely by adoption of 'lean principles' as a new way of working.

Background

2. Lean principles are now integral to how the authority is attempting to deliver future services. This commitment was demonstrated recently at Cabinet, County Council and the supplementary submission for the One Council for Wiltshire bid:-
 - a. Cabinet at its meeting of June 26, 2007 when considering 'development fund' bids approved £150k for 'lean principles'. This was split £75k for lean systems methodology consultancy and £75k to apply lean principles to the potholes process -initial contact through to repair.
 - b. County Council on July 10, 2007 approved the updated Corporate Plan to 2009. Included within the plan's section 'to achieve high public satisfaction' was the following commitment to 'lean principles':

“21. Adopt “lean principles” to redesign our services against customer demand. Identify current service demand patterns and performance capability, using this information to radically redesign our work to be efficient and “lean” from an organisational perspective as well as fast and accurate from a customer perspective.”
 - c. The supplementary 'Next Steps' bid for One Council for Wiltshire, under the section Public Services – Value for Money and Equity included the following reference to 'lean principles'.

“we shall build upon initial savings and cost reductions by applying lean principles to the organisation and provision of services”

Work of the Task Group

3. The Committee will be aware that the Customer First Task Group has for the last 18 months been reviewing the authority's commitment to 'Transform the Customer's Experience'.
4. With this in mind the task group welcomed the Director of Resources on May 24th 2007, to outline the theory of lean principles and how it related to the customer. During the presentation the task group was given a series of practical examples where lean principles had been applied within a local authority context, with significant improvements resulting.
5. On June 29th 2007 the task group was invited by the Director of Resources to a results presentation, in response to lean principles being piloted on the Blue Badge service. Also in attendance were the Leader, Deputy Leader and the Cabinet Member for IT and Procurement. The results of the pilot were dramatic. End to end time for issuing a new badge was originally between 1 - 55 days, with most badges issued within 20 days. The redesign saw this time reduced to two days.

Conclusion

6. Recognising the Corporate commitment to lean principles and the benefits demonstrated within the evidence gathering, the task group feels it is beneficial for all members to be introduced to the principle and its future application within the Council.

Recommendation:

7. To request the Management Committee to recommend to the leader of the council that the introductory presentation on '**lean principles**' is delivered to all members and adequate resources are made available to maximise the benefits from adoption of '**lean principles**' as soon as practically possible.

Tony Deane
Chairman, Customer First Task Group

Report Author
Ceri Williams