

Project Description and Objectives

Service review for efficiency savings.

The aim of the project was to conduct an in-depth review of the service and its operations.

Project Objectives.

- Identify service efficiencies (Value for Money)
- Identify customer outcomes (Service Operations)
- Highlight any process risks identified in the review

Benefits Sought.

- Project output should contribute to the overall departmental service review

Proposed Outcome.

The key outcomes of the review will include

- Clearer understanding of current service operations (including capacity)
- A report with recommendations identifying any areas for improvement

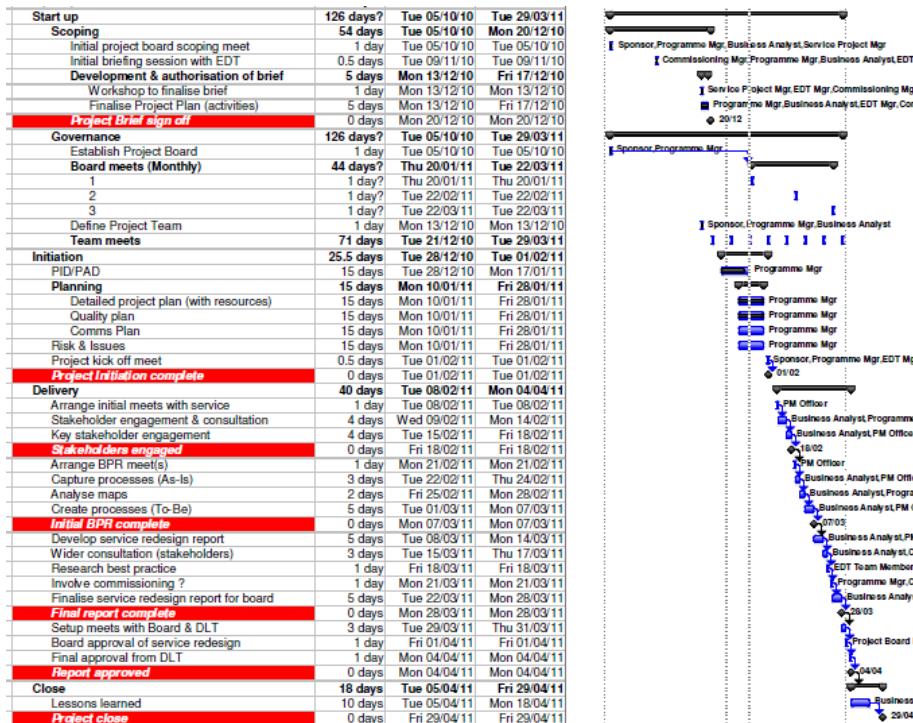
How we Delivered

Changing the Service.

Undertook a full service review which included running process development workshops and focus groups culminating in a draft report of recommendations on service improvements. The following diagram provides a snapshot of the plan for the review.

Outputs

- Created project documentation
- Initiated and managed the project
- Design and facilitation of stakeholder workshops
- Data analysis and development of an improvement report



Results and Outcomes

The Outcome.

- Engagement and contribution from the EDT to the outcomes of this review including the wider stakeholder group.
- Report of findings where improvements could be made.

Opportunity.

- The core processes mapped and efficiencies identified - where any duplication and/or process waste removed.
- Understand what is necessary for a fit for purpose service.

Stakeholders.

- | | |
|---------------------------------|---|
| 1. Programme/Project Manager | 8. Social Work (Team Manager/EDT Management Cover) |
| 2. Commissioning Manager | 9. Transport, Highways & the Environment (Principle Engineer) |
| 3. Business Analyst | 10. EDT Team |
| 4. EDT Manager | 11. Performance Team |
| 5. MH Team Manager | 12. CareFirst Team |
| 6. YOS Team Manager | |
| 7. Adults Services Team Manager | |

- Skills employed: Project management, Organisational design, Business analysis