

Appendix B – Examples of Best Practice and Potential Efficiencies

	Initiative	What it looks like	Best Practice	Already Planned Savings (operating models and projected efficiencies 18/19)	Potential for further annual savings (with potential level of saving indicated)
1	<i>Agile Working</i>	<ul style="list-style-type: none"> - Mobile working for housing repair operatives - Agile working for majority of office based staff: working from any location with internet access on any PC or laptop, any time of the day - Introduction of hotdesk arrangements 	We have already implemented best practice in this area, which has supported the Council's asset rationalization programme.		
2	<i>Consolidated Contact Centre</i>	Single Contact Centre for managing all telephone contact with the Council	Wigan have created a single contact centre	£150,000	<p>Reduction in management costs – Medium Level</p> <p>Further reduction in front line staffing – Medium Level</p>
3	<i>Improved administrative processes</i>	Streamlined business processes, supported by digital solutions	<p>Example: Kirklees' One Council approach to improve integration and efficiency of back office functions and customer contact arrangements to benefit staff and customers.</p> <p>https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/388519/Good_Practice_in_LG_Savings_-_Final_Report_-_17_Dec.pdf</p>		Reduction in staffing costs – High Level
4	<i>Reduced face to face contact</i>	Increased customer self service. Appointment based face to face services available for our most vulnerable customers	As above e.g. Kirklees	£46,000	Reduction in staffing and accommodation costs - High Level

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					Customers who are able to use self service can do so at a time and place of their convenience.
5	<i>Reducing avoidable contact</i>	<p>Online services including:</p> <ul style="list-style-type: none"> • Enhanced structure and content of the website • A website that is accessible to all, on all devices • Single Customer Account • Housing tenant account for repairs, estate management and rents • Ability to book appointments for a range of Council services • Eligibility assessment in relation services such as benefits, social care and housing. 	Wigan have a single customer account and have developed best practice around social care online assessments		This will support potential efficiencies identified in 2,3,4
6	<i>Improved debt management</i>	<ul style="list-style-type: none"> - Making it easier for people to pay by offering a familiar online shopping facility. - Promote up front payment for services 			Further reduction in write off of bad debt - High

Key for potential annual savings

Low – up to £50,000

Medium – £50-100,000

High £100,000