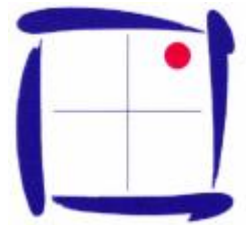


Process Redesign in Local Authorities



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What are the Symptoms of Poor Process?

- Ø Are you missing Best Value PI targets? Is your BVPI score static rather than improving? Does your CPA rating show a low likelihood of improvement? Does your survey feedback reflect poor service? Have you missed your own performance targets? Do your staff have too little time to do everything?
- Ø Too often we recognise these events in our organisations but only deal with them by tackling the obvious issues - we cure the symptom! The root cause of the problem may be the process being used and to tackle that we need to embark on process redesign.

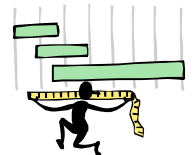


What Does Redesign Mean?

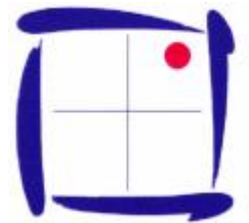
- Ø Process redesign involves understanding the fundamental reasons for the existence of the process and then creating and ordering activities in the best way possible to deliver the process objectives.
- Ø This may mean you thinking differently about the activities that your employees should be doing.

Why Redesign the Process?

- Ø Poor process design ultimately leads to failure. Often the symptoms appear unrelated to the process structure and this leads management towards resolutions that eliminate only those symptoms, but do not cure the real problem. Test this for yourself. Has anybody in your organisation ever said – “I can solve that, it has happened before”? The most obvious solution is not always the most cost effective.
- Ø These problems often occur because the process has changed over the time that it has been used. Managers change processes to solve specific problems that are brought to their attention. Staff change processes because the original process is unworkable in certain circumstances. Whatever the reason you can be sure that the people who change the process do so with the intention of making things work better for themselves, for your citizens or for the council.
- Ø However, unless the process is changed in a systematic way, following certain proven principles the end result is often the opposite of what was intended

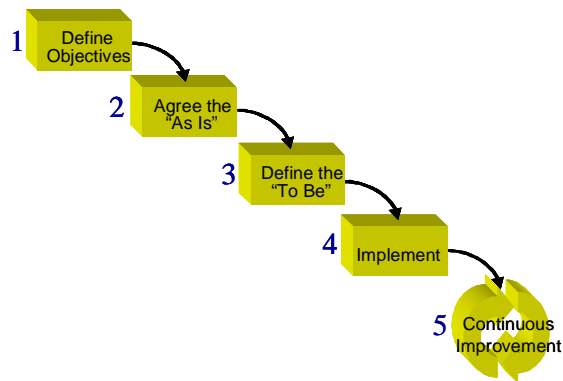


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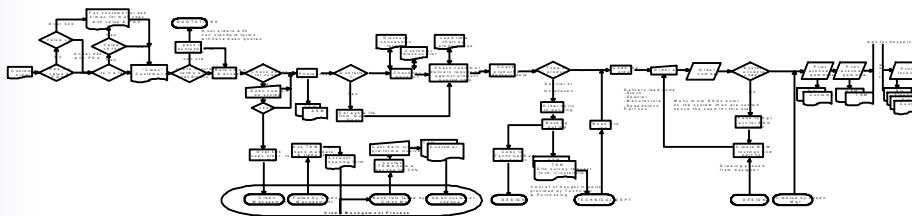


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How do we Tackle Process Redesign?



- ∅ We help you to define your overall objectives clearly in relation to BVPIs and other external measures
- ∅ We encourage you to decide what success will look like
- ∅ We will analyse what is really happening now
- ∅ We use interviews, process mapping, numerical analysis and well-tried improvement techniques
- ∅ We will involve your staff, and unions, to ensure their buy-in
- ∅ We will collect data and verify our initial observations, paying attention to diversity and equality issues and other essential factors
- ∅ We will invite your staff to take part in a "Visioning Workshop", specifically designed to help them come up with the best solution for you
- ∅ We transfer 'best practice' skills to your people
- ∅ We redesign your process and ask staff to verify the result
- ∅ We help to organise a trial run by training and supporting the staff involved
- ∅ We will review the results and modify your new process as appropriate
- ∅ We will train people in how to implement the new process across the whole department, directorate or council



Why Should You Talk to ValueAdding.com?

ValueAdding.com consultants are impartial, expert practitioners in Process Redesign. We can help you to decide what the real problem is. We address the root cause not the symptom and we have a track record in this area with many satisfied clients including Ealing Borough Council, Kirklees Metropolitan Council, Canterbury City Council and Taunton Deane District Council.

For an exploratory discussion, call Richard Coombes on 0800 545 600.

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