

<b>NAME OF SCRUTINY COMMITTEE</b>	<b>CORPORATE</b>
<b>DATE</b>	<b>19 JULY 2012</b>
<b>TITLE</b>	<b>SYSTEMS THINKING</b>
<b>AUTHOR</b>	<b>Gareth James Members Manager – Support and Scrutiny</b>
<b>PURPOSE</b>	<ul style="list-style-type: none"> <li>• <b>Comment on the report and question the Author</b></li> <li>• <b>Decide to establish a Scrutiny Investigation or not</b></li> <li>• <b>If establishing an Investigation – Appoint members to the Investigation</b></li> </ul>

CORPORATE SCRUTINY COMMITTEE	
SCRUTINY INVESTIGATION – SCOPING SUMMARY	
SUBJECT UNDER CONSIDERATION	<b>SYSTEMS THINKING</b>
REFERENCE	YMCH 0.01
Scrutiny Committee LEAD MEMBERS Group	1 2 3 4 5 6
TRACKER A member of the Group responsible for updating the other members of the Committee and for tracking the recommendations. This will allow the Committee to assess the impact of the Investigation in 12 months' time.	
LEAD OFFICER An independent officer appointed to ensure that the Investigation runs smoothly. This officer will act as a Project Manager; ensuring the clarity of tasks, setting a timetable, facilitating meetings, advising those giving evidence and regularly reporting back to Members of the investigation on the developments based on evidence	Gareth James
SUPPORT Independent officers who will provide support and administration to the Investigation.	Ann Roberts – Research Eirian Roberts - Administrator

1 Background

In 2009 the Council pledged to improve services to customers by using *Systems Thinking*.

*Systems Thinking* is a recognised method within the field of business development, which aims to rationalise business processes whilst maintaining standards or improving customer service.

This would be expected to achieve a saving.

2 Purpose of the Investigation

The Investigation will aim to answer these main questions:

- a) What was the effect on the people of Gwynedd of the two pilot projects in Property Maintenance Service and Homelessness Service?
- b) Has it improved services to the users?
- c) Has it achieved a saving?

3 Effect

If we are successful, the Scrutiny Investigation will:

- Produce clear recommendations based on evidence for consideration by the Cabinet Member
- Identify the systems potential to better address the needs of service users
- Assess other/alternative approaches of creating necessary changes to service design with the same benefits as noted in point 2 above
- Give appropriate consideration to any contractual, economic or legal barriers facing the Council in this field
- Demonstrate clearly how to improve the service within the requirements of point 2 above.

4 Period of the Investigation

Start of the Investigation	10 September 2012
End of the Investigation	21 December 2012
Submit a report to the Corporate Scrutiny Committee	31 January 2013
A report from Scrutiny to the Executive	February 2013

- 5 Programme (in addition to the following members will need to undertake additional work in between meetings)

Meeting 1	Setting the Context
	Presentation by the Cabinet Member for Resources and the Director
	Member Briefing notes by Scrutiny Officers: <ul style="list-style-type: none"> <li>• Budgets</li> <li>• Staffing</li> <li>• Property</li> <li>• Performance Results</li> <li>• User Profiles</li> <li>• Relevant legislation</li> <li>• Consultation outcomes</li> <li>• Summary of any internal or external audit reports</li> <li>• Link with the Community Strategy</li> <li>• Link with the Council's Strategic Plan</li> <li>• Relevant plans/strategies/policies</li> <li>• Examples of other organisations providing this service</li> </ul>
	Planning Session Consider the situation and the next steps
Meeting 2	Gather observations from Internal and External Partners <ul style="list-style-type: none"> <li>• Customer Care Cabinet Member</li> <li>• Head of Customer Care Department</li> <li>• Cabinet Member for Housing</li> <li>• Director</li> <li>• Head of Housing and Social Services Department</li> </ul>
Meeting 3	Gather observations from staff and service users <ul style="list-style-type: none"> <li>• Front-line operational staff</li> <li>• .....</li> <li>•</li> </ul>
Meeting 4	Gather observations from external users and experts <ul style="list-style-type: none"> <li>• -----</li> <li>• -----</li> </ul>
	Planning Session Consider the information to date and plan the remainder of the work programme
Meeting 6	Visits <ul style="list-style-type: none"> <li>• Neath Port Talbot County Council</li> <li>• Blaenau Gwent County Council</li> </ul>

Meeting 7	Analysis <ul style="list-style-type: none"><li>• Consider and summarise the information and experiences</li><li>• Further question the Cabinet Member</li><li>• Agree the main recommendations for the report and the way forward</li></ul>
	The Scrutiny Committee to consider the draft report and the recommendations

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