

Appendix I

Ffordd Gwynedd Reviews

To date, three intensive Ffordd Gwynedd Reviews have been undertaken with the Property Unit's Responsive Maintenance and Planned and Routine Maintenance along with the Homelessness Unit. The reviews of the three Units have led to a number of benefits which are summarised below.

Homelessness Unit

The review of the Homelessness Unit was completed in 2011 and the benefits to the customer have been listed below:

- One officer deals with the case from the initial contact to the end, and the client is not referred from one officer to another.
- Customer only fills in one form; therefore avoids having to repeat the same information over and over.
- Remaining in contact with the customer throughout the process so that they keep updated.
- Assisting customers not in priority need by helping to find private sector accommodation and granting loans to pay deposits.
- More discussion with Housing Associations about accommodation availability so that the customer is aware of the likelihood of finding social housing in their area of choice.
- Identifying the type of accommodation in most demand and focussing on increasing the availability of the numbers of that type of accommodation.
- Offering an alternative service when appropriate in order to respond to the customer's real needs.
- All of this will lead to less delay for the customer and a substantial reduction in the number of days that customers wait in temporary accommodation.
- There are some concerns regarding continuing with the momentum of the Review in the context of gathering information to analyse and monitoring measures. This will be given urgent attention.

Property Unit - Responsive Maintenance

This Unit was amongst the first to be reviewed. The benefits emanating as a result of the work include:

- A substantial reduction in the time from receiving a call to completing the work.
- By working with contractors, the Unit now receives the invoices on time (with details of when the work was completed on the invoice). 1047 calls were open at the end of March 2013; however, by now, only 90 remain open.
- Whilst a contractor is on site, they have been instructed to ask whether or not anything else needs to be done. Therefore, minor problems are sorted before they become major problems and a saving is made on call-out payments.
- An automatic interface has been developed between the Council's Property system and its Finance system; therefore, invoices are processed and paid sooner thus saving time as there is no need to input data in many places.
- The unit regularly overspent against the budget prior to the review; it is now within the budget.

- They have introduced a pilot scheme, '*dyn ar ben ei hun*', six months ago which
 - is likely to save approximately £60,000 a year (this contributes towards bringing the expenditure under control, see above).
 - Enables them to allocate a specific time to undertake work and adhere to it.
 - Already being praised by the customers.
- This came as a result of changing the Unit's mindset as there was a licence to experiment to see whether or not things could be improved - this was not in place previously.
- Started to implement frameworks following a tendering process with a few of the contracts leading to a cost reduction of £9 per hour.
- Keeping the customer in the picture regarding the situation of the call, e.g. received/forwarded to a contractor/completed. (This was following a request by customers).
- Customer satisfaction is now consistent on 98% where in the past the customer's views were not sought.

Property Unit - Planned and Routine Maintenance

The review was undertaken in this Unit this year and the benefits identified to date include:

- Reducing the number of visits to buildings and thus less disturbance for users.
- Releasing some staff time which has led to a £20,000 staffing saving.
- Releasing staff time to undertake the work that was externalised to external consultants in the past, with this likely to lead to a £35,000 saving per year.
- Releasing staff time to undertake additional work which mitigates Health and Safety risks. (They check the asset list whilst on site - something that was not done in the past and at times led to situations where new assets had been ordered for the site, not included on the central list, and thus were not inspected in accordance with the statutory requirements.)

Support Unit

Some of the main conclusions of the review to date:-

1. **That information on paper is passed from place to place and inputted into many databases by many members of staff for many various purposes.**

The unit now collaborates with the IT unit to develop a self-service system for staff, in order to input travelling expense claims, timesheets, etc., directly to the electronic system rather than submitting paper copies. It is estimated that the first module, namely travelling expenses and the ability to receive our payslips electronically rather than on paper will start to be rolled-out in February/March 2016.

2. **That the unit is requesting data it already holds and asks for the same data many times in a format that was convenient for the administrator, thus creating more work than required for the staff they were there to support.**

One main obstacle preventing us from changing our arrangements was encountered, namely the quality of the data in our systems. The unit has been working with managers across the Council to clean the data and now it is in a position where it can start experimenting with the new operating methods.

An efficiency savings target of £116,000 was set for the unit between 2015-16 and 2016-17. The manager is confident that the Review will make a substantial contribution to this; however, he expresses some concern regarding the ability to make all necessary changes within the original timetable.

Ffordd Gwynedd Health and Care

Since January 2015, an Integrated Team which is situated in Ysbyty Alltwen, has been trialling a new way of working. In the first instance, the project is concentrating on the field of Older People and Physical Disabilities.

By April 2015, it was possible to prove that the new way of working offered significant benefits for the customer, through focusing on what counts to them in their lives. The side effect to this is that we also see opportunities to be working more efficiently in the field of care and health.

Work is currently moving forward with ward staff in Ysbyty Alltwen and following that, the care workers of north Merionethshire and the community nurses will join. The next step then will be to extend Ffordd Gwynedd further to South Merionethshire. Work is continuing also to develop and confirm measures and firm working arrangements for the future.

The project achieves in accordance with the expectations regarding milestones but the Cabinet Member has offered a challenge to the original deadline of mainstreaming Ffordd Gwynedd across the County. A specific update on the project is offered in G2 Integrated working , focusing on what matters for individuals.