



‘Leaner 2020’ Workshop

**‘The Future of Public Services in the Sub-region
conference’**

Friday 11th July 2014

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Business Areas covered



Adults social care

Recycling and waste

Pest Control

Parking enforcement

Procurement

Void properties

Council Tax

Recruitment

Assets

Special Educational
Needs (SEN)

Childrens
entertainment licences

Customer services

Choice-based lettings

Disabled Facilities
Grant

School Transport

Job evaluation

Fostering

Leisure services

Partnerships

Taxi licences

Specialist transport

Child employment
licences

Fleet

Planning

The five principles of Lean (Womack and Jones)



The 8 forms of waste

Transport



Inventory



Motion



Waiting



Over Processing



Over Production



Defects



TIMWOOD

**Perhaps the greatest waste of
all?**



‘Maximise the value in terms of improved outcomes for residents and businesses from every pound we collectively spend’

Case study – Disabled Facilities



Disabled Facilities Grants: Customer Journey

Before

108 days

164 days

14 days

112 days

TOTAL:
398 DAYS

Assess

Design

Approve

Build

Review

After

34 days

50 days

6 days

38 days

TOTAL:
128 DAYS

Business Benefits

| Cost | Quality | Delivery | Carbon Emissions | Customer Journey |
|---------|---------|--------------|------------------|------------------|
| £60,874 | 20% | 1400hrs p.a. | 3,780kg p.a. | 9 months |

Making a difference – Transforming residents lives

(Comments taken from a Cheshire East Customer Survey of residents post implementation of the review)

“I can now be left to get up and downstairs safely and in comfort. You have made a real difference to my life in terms of independence, safety, reduced pain, anxiety and have given me more energy for living. Thank you again.” - Feedback from a service user – disabled man who was previously struggling to get around his home and had great difficulty getting up to his bedroom and bathroom – ramp fitted in 5 weeks:

“I feel safer and more confident going about my daily routines. I can get out and speak to my neighbours instead of watching life going on outside my window. It means I can keep in touch with people, it was a very lonely life waiting for people to come and not seeing people for days at a time.” - Feedback from a service user who was having difficulty getting in and out of their front door – ramp fitted in 5 weeks:

and bathroom – stairlift fitted in 6 weeks:



CHALLENGE

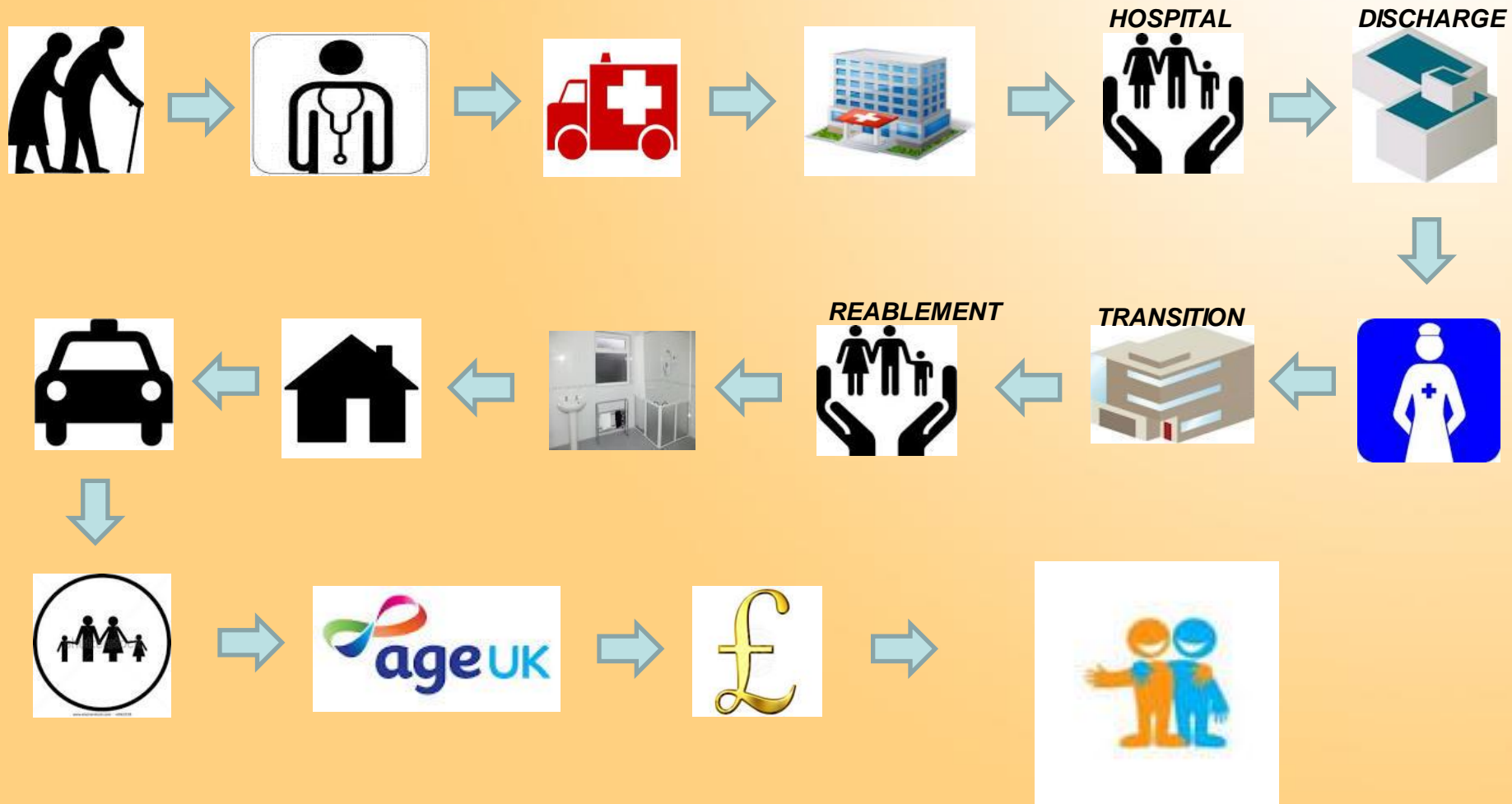


'We are already as

Lean as we can be'
*'Lean can only work within
an organisation, not in*

'Lean can't fit with
Strategic commissioning'
*'collaboration with many
agencies, wholesale
transformation, not
continuous
improvement'*

The case for collaboration





OR





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