

**Report to:** Budget Panel  
**Date of meeting:** 22 June 2011  
**Report of:** Executive Director Resources  
**Title:** Corporate Process Improvement Programme

**1.0 SUMMARY**

1.1 This report informs the Budget Panel of the process put in place to identify further efficiency savings whilst either maintaining or improving current levels of service delivery.

**2.0 RECOMMENDATIONS**

2.1 That Budget Panel consider the attached report and provides feedback, where deemed necessary, to the Leadership Team.

**Contact Officer:**

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### **3.0 INTRODUCTION**

- 3.1 The Leadership Team has been considering how further efficiency savings can be realised whilst at the same time seeking to identify and meet future customer requirements. This consideration has resulted in a Corporate Process Improvement Programme which will review the way Watford's corporate and supporting business processes can be optimised so that services can be delivered in a more efficient and effective way.
- 3.2 The attached report is comprehensive and does not need to be repeated within this brief introduction.

### **4.0 FINANCIAL IMPLICATIONS**

The essence of the Corporate Process Improvement Programme is to look at how we provide services to the community and internally between services. For example, are we making best use of technology in order both to provide a 24 hour continuous service as well as reducing our cost base, are there better ways in which we could provide internal services such as printing and copying. Clearly any efficiencies we identify should result in a financial saving which can be utilised to help meet public expenditure reductions.

### **5.0 LEGAL IMPLICATIONS**

Where any efficiencies identified require changes to contracts or procurement the council will need to follow its contract procedure rules.

### **6.0 POTENTIAL RISKS**

These are adequately covered within the report.