

## Efficiency Plan

### Wyre Forest Forward – Our Efficiency Plan 2017-20

This is Wyre Forest District Council's efficiency plan for 2017-20. It is called "Wyre Forest Forward", the transformation programme that we have been running since 2012.

Wyre Forest Forward is a review of all aspects of the Council. It is not just about saving money. It's a comprehensive programme of transformation and includes changing our ways of working and culture. The review will help us to deliver our [Corporate Plan 2014 - 2019](#).

The Corporate Plan has two priorities:

- **Support you to contribute to a successful local economy**
- **Support you to live in clean, green and safe communities**

#### **How we are changing**

The Council has been, and continues to be, under severe financial pressure. This has made us look even harder at the value of what we do and how we do it. We therefore apply an approach called Systems Thinking to improve services by focusing on delivering exactly what the customer wants and at the first point of contact.

#### **Our purposes**

Everything we do is linked to our purposes which support the delivery of our Corporate Plan and our customers are at the heart of this. We want to improve community well-being and economic prosperity, but we have fewer resources. We will therefore work with others, including community groups, to fulfil our purposes and move forward.

#### **Wyre Forest Forward in action**

We are actively applying Systems Thinking across the Council. We're looking at everything we do and considering how we go forward in a more focused and efficient way. Our employees are engaged in this process at every level.

The Council has an excellent track record in delivering savings, with well over £5m achieved from 2010 to 2016.

The Council's approach to aligning its expenditure with income over time has successfully used three main levers:

**a) Making the Council as efficient as it can be** in its structures and external and internal processes. This is driven through the Wyre Forest Forward transformation programme, supported by work to ensure that services are on line and "digital by default" and by the ICT strategy;

**b) Implementing alternative delivery structures** where this represents best value.

Examples include the shared services that have been implemented since 2010 and the Council's strong track record in localism, transferring responsibility for assets and services to local organisations, including town and parish councils;

**c) Growing its income.** For example, total external income generated has increased by circa £785kpa since 2013-14, including over £215k a year of income generated from tenancies and ICT support charges at Wyre Forest House. Another innovative example is the Evergreen Fund initiative, which was approved in July 2014. It will provide a sustainable source of funding for future investments in projects that produce a revenue return.

## The future

We will **continue to use these three levers of efficiency, alternative delivery structures and growing income**. The targets to deliver efficiency savings under Wyre Forest Forward are as follows:

	2017-18	2018-19	2019-20
Targets: minimum Wyre Forest Forward savings	£180k	£786k	£996k

There will be opportunities for more shared services in the future, and we will actively seek opportunities for Wyre Forest District Council to host them in line with our strengths. There is not a dogmatic approach that seeks externalisation or shared services, as was seen with the decision to bring the HR function in house from April 2016 when the former service level agreement with the County Council ended. In-sourcing is something that is actively considered when making business decisions.

The Council has so far chosen not to join the West Midlands Combined Authority as a non-constituent member. The devolution deal for the West Midlands announced in November 2016 included some elements that might be relevant to the footprint of three local enterprise partnerships, which would therefore include North Worcestershire. This may have an impact on economic development and regeneration or other aspects relevant to this efficiency plan.

Devolution proposals for Worcestershire accompanied by a public services leaders' board were submitted to Government in spring 2016. While Government Ministers did not consider they could endorse these proposals they did very much favoured some of the proposals for public service reform that could contribute to this efficiency plan. Examples including a pioneering service delivery model focused around a single vehicle comprised of resource from multiple organisations, working to coordinate the public sector approach to moving individuals and families from dependency to independence. The pilot went live in Redditch in January 2016 with the expectation of roll out across the county in 2017;

The Council has taken positive steps to empower parish councils and local groups to deliver more services. The Council will continue to support this local devolution to increase the pace of change to help preserve services, including the excellent opportunities for joint working following creation of Kidderminster Town Council from April 2016.

There is an increased impetus for growing the Council's income:

- a) growing business rates income in line with government forecasts so the local economy can benefit from the funding we are able to retain under the changing regime;
- b) growing council tax income by supporting housing growth, including through the review of the local development plan;
- c) increasing fees and charges where possible ahead of inflation. This ensures that users of services contribute more to support those services than council tax payers as a whole;
- d) continuing the Council's commercial income from a variety of sources such as ticket sales and events, rents, work undertaken for other organisations and private households, advertising and sponsorship.
- e) to go further with steps to grow both the local economy in terms of regeneration and housing and revenue income streams by use of prudential borrowing powers to deliver the new proposals for loans to third parties and capital portfolio fund as set out in the new council policy framework with due regard to robust due diligence.

## **Next steps**

Under this efficiency plan, the Council will continue on the trajectory towards becoming a much leaner organisation. This will require bold and far-reaching decisions by the Council in the coming period including changes that are likely to be challenging for the public and councillors alike.

Given that these changes need to be implemented before April 2019, the council has two years in which to agree a programme of reform and implement it. In order to ensure that there can be confidence about the Council's financial viability in 2019-20, the Cabinet will take relevant decisions no later than the end of 2017 on changes within its remit, while any that require full Council approval will feature in the Financial Strategy prepared in the latter part of 2017 for 2018-2021.