



Access Selby: *a new approach to public service*

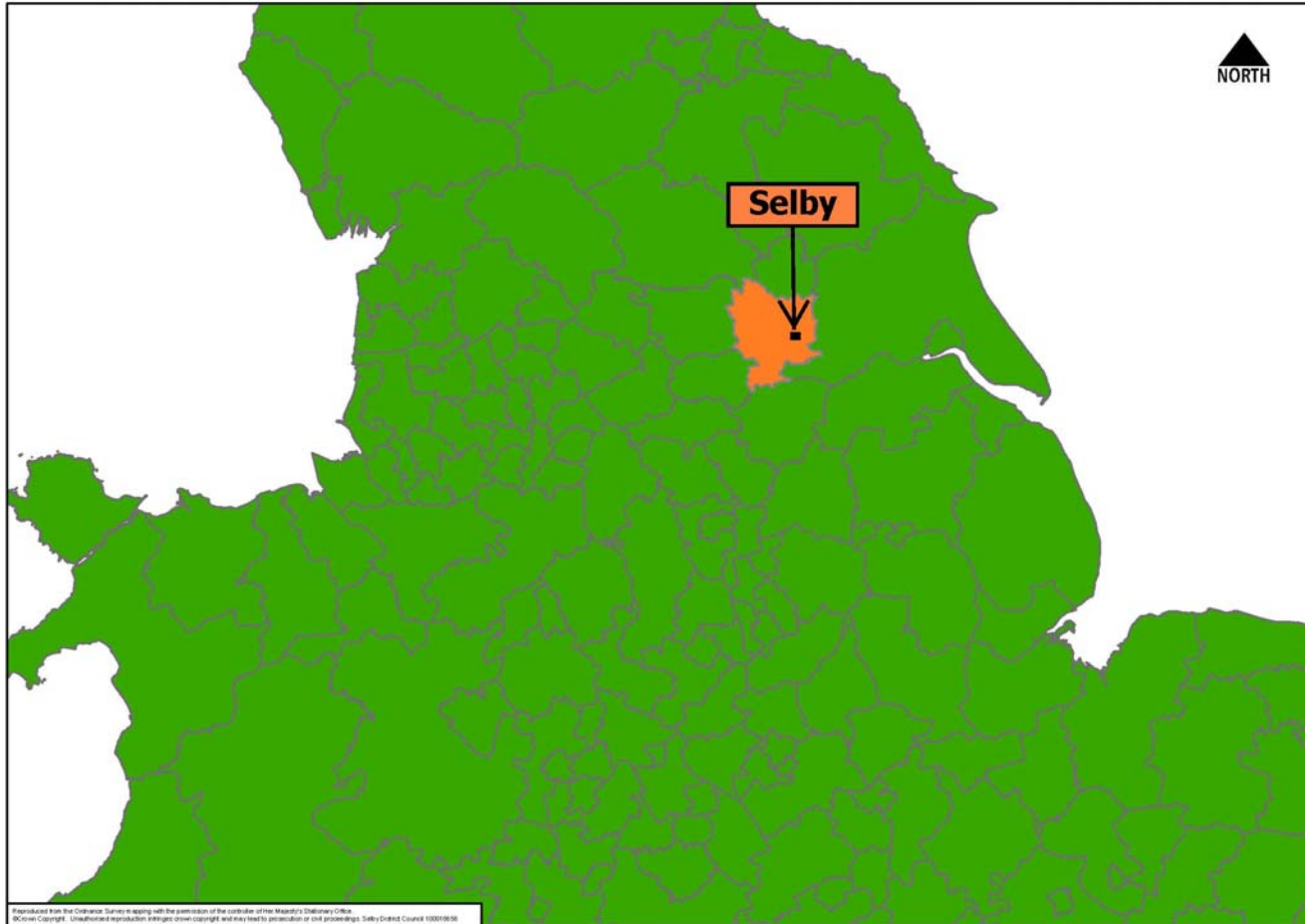


Access Selby

A new approach to public service

SELBY

DISTRICT COUNCIL
Moving forward with purpose





Where did we start from?

A strong track record for innovation gave us the confidence to face the 2010 Spending Review head-on...

- In 2009 the most improved local council in England – a culture ready to change and develop
- Innovative partnership with NHS to build new hospital and HQ
- Already acting as commissioning authority for core services





Why did we change the way we worked?

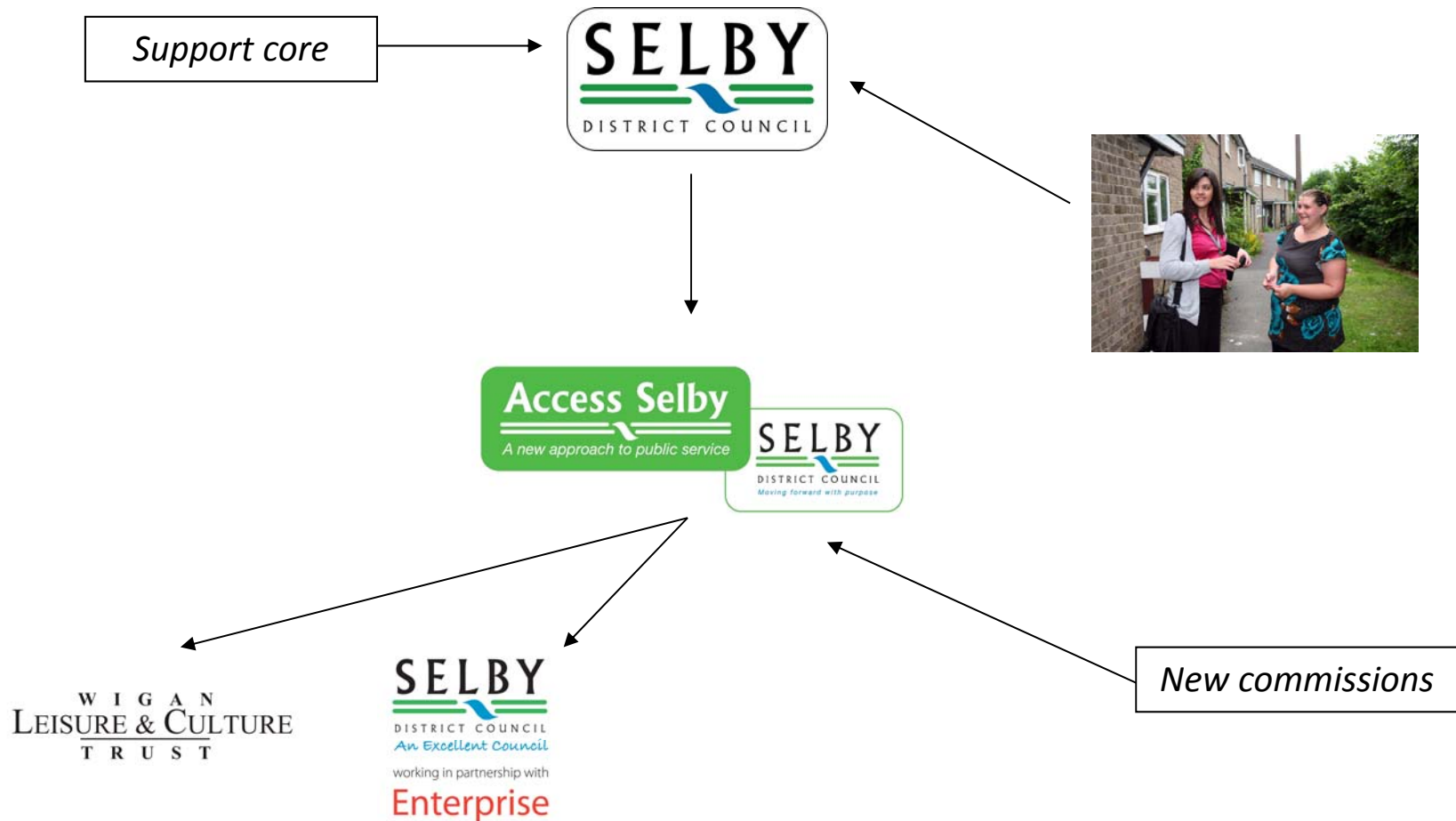
A number of key principles underpinned the changes we made...

- ‘Salami slicing’ would no longer do: we needed to be radical
- Previous savings left us with little ‘wriggle room’: staff costs were biggest outgoing
- We wanted to see improved performance in future years
- We had to support our ‘front line’ services





What did we do?





How does that change the way we work?

The new approach to commissioning services gave Access Selby the freedom to change the way it delivered its targets...

- Freedom to remove 'silo working'
- Freedom to deliver
- Freedom to develop new markets for services





Impact on our community

Being customer focused...

- Supports focused commissioning of services – better for our communities
- Focus on protecting front line through generic working – better for our customers
- Delivering value for money drives satisfaction





Impact on our people

One 'team Selby'...

- Ensuring that the right people are doing the right job, supported in the right way
- Commercial approach to delivering work means better understanding of resources across whole organisation





Impact on our politicians

Building trust...

- Supports a more managed approach to delivering strategic priorities
- Political accountability remains
- New ways of working have improved community presence and councillor interaction





Where next: building the business

Being business-like...

- Commercial principles to support growth of main client work
- Commercialisation of 'saleable' services to build new income streams
- Building a commercial culture across the organisation





Where next: new opportunities

Being forward thinking...

- Proposals to integrate services with our County Council
 - Better for our customers
 - More efficient for both
 - Only made possible because of new approach for Selby
 - Opportunity to grow the Access Selby business





In summary

- New approach to get the job done: what really matters?
- Growing new markets will increase long-term resilience
- Approach supports new radical changes: integration of two tier services

This is about making the most of each and every taxpayers' pound...



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Questions

