

NAME OF SCRUTINY COMMITTEE	CORPORATE
DATE OF MEETING	13 December 2013
TITLE OF ITEM	Update on the Systems Thinking Scrutiny Investigation
CHAIR OF INVESTIGATION	Coun. Gareth Thomas
CABINET MEMBER	Coun. Peredur Jenkins

LEAD MEMBERS	1 Gareth Thomas 2 Lesley Day 3 Jason Humphreys 4 Dafydd Meurig 5 June Marshall 6 Trefor Edwards
LEAD OFFICER	Gareth James
SUPPORT	Ann Roberts – Research Eirian Roberts - Administrator

Update

The timing of ‘End of Investigation’ (4b below) is slipping to 16 January 2013, but the programme remains on schedule to present the report to the Scrutiny Committee on 31 January 2013 (4c below).

1 Background

In 2009 the Council pledged to improve services to customers by using *Systems Thinking*.

Systems Thinking is a recognised method within the field of business development, which aims to rationalise business processes whilst maintaining standards or improving customer service.

This would be expected to achieve a saving.

2 Purpose of the Investigation

The Investigation will aim to answer these main questions:

- a) What was the effect on the people of Gwynedd of the two pilot projects in Property Maintenance Service and Homelessness Service?
- b) Has it improved services to the users?
- c) Has it achieved a saving?

3 Effect

If we are successful, the Scrutiny Investigation will:

- Produce clear recommendations based on evidence for consideration by the Cabinet Member
- Identify the systems potential to better address the needs of service users
- Assess other/alternative approaches of creating necessary changes to service design with the same benefits as noted in point 2 above
- Give appropriate consideration to any contractual, economic or legal barriers facing the Council in this field
- Demonstrate clearly how to improve the service within the requirements of point 2 above.

4 Period of the Investigation

4a	Start of the Investigation	10 September 2012
4b	End of the Investigation	21 December 2012
4c	Submit a report to the Corporate Scrutiny Committee	31 January 2013
4ch	A report from Scrutiny to the Executive	February 2013

5 Programme

5a	Presentation by the Cabinet Member for Resources and the Director
5b	Gather observations from staff and service users
5c	Gather observations from users
5ch	Gather observations from Internal and External Partners
5d	Analysis
5dd	The Scrutiny Committee to consider the draft report and the recommendations