



# REST Customer engagement sessions 22<sup>nd</sup>, 26<sup>th</sup> and 28<sup>th</sup> August 2014

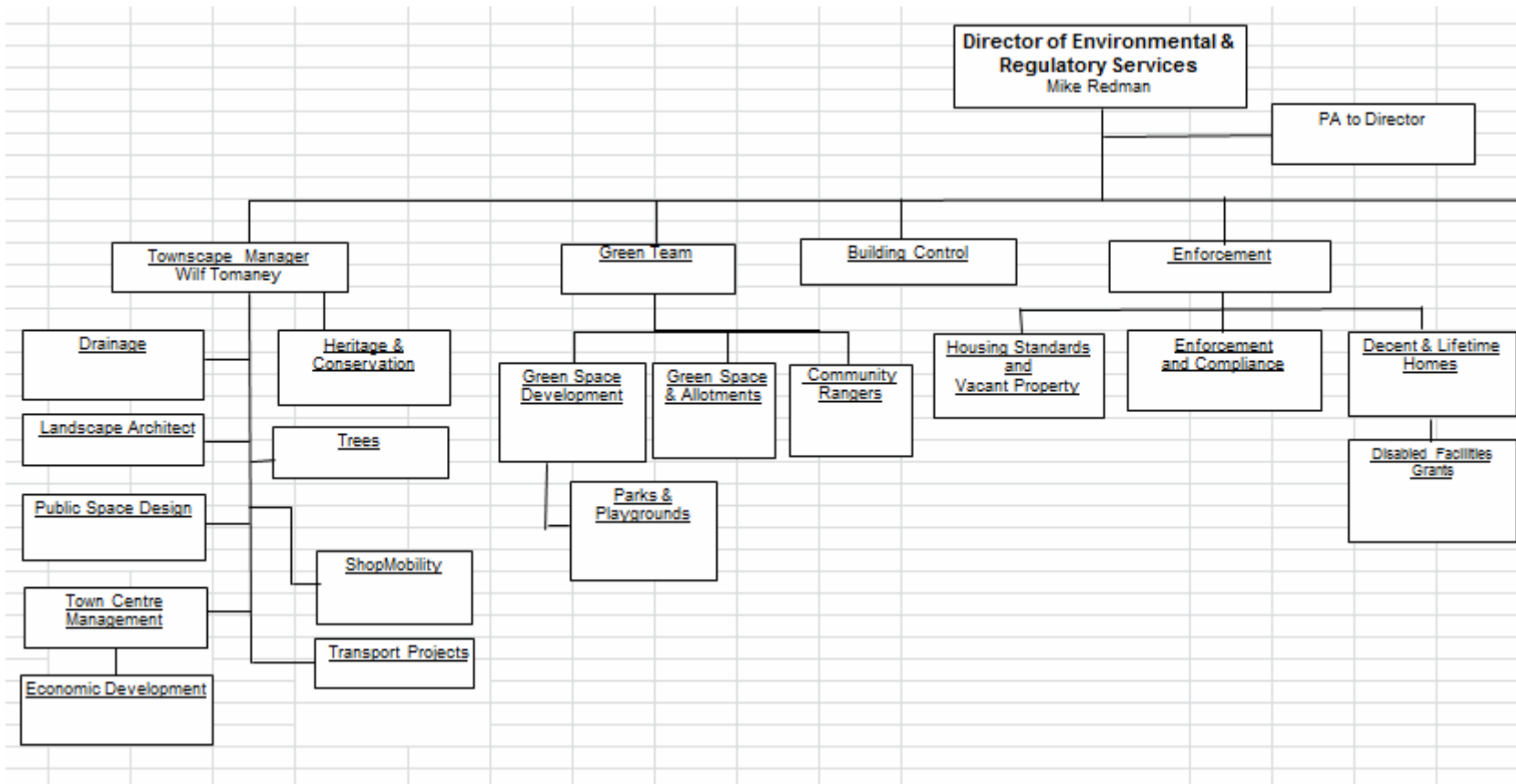
*Chris Hickey, Charlton Associates*

*Mike Redman, Director of Environmental and Regulatory  
Services*

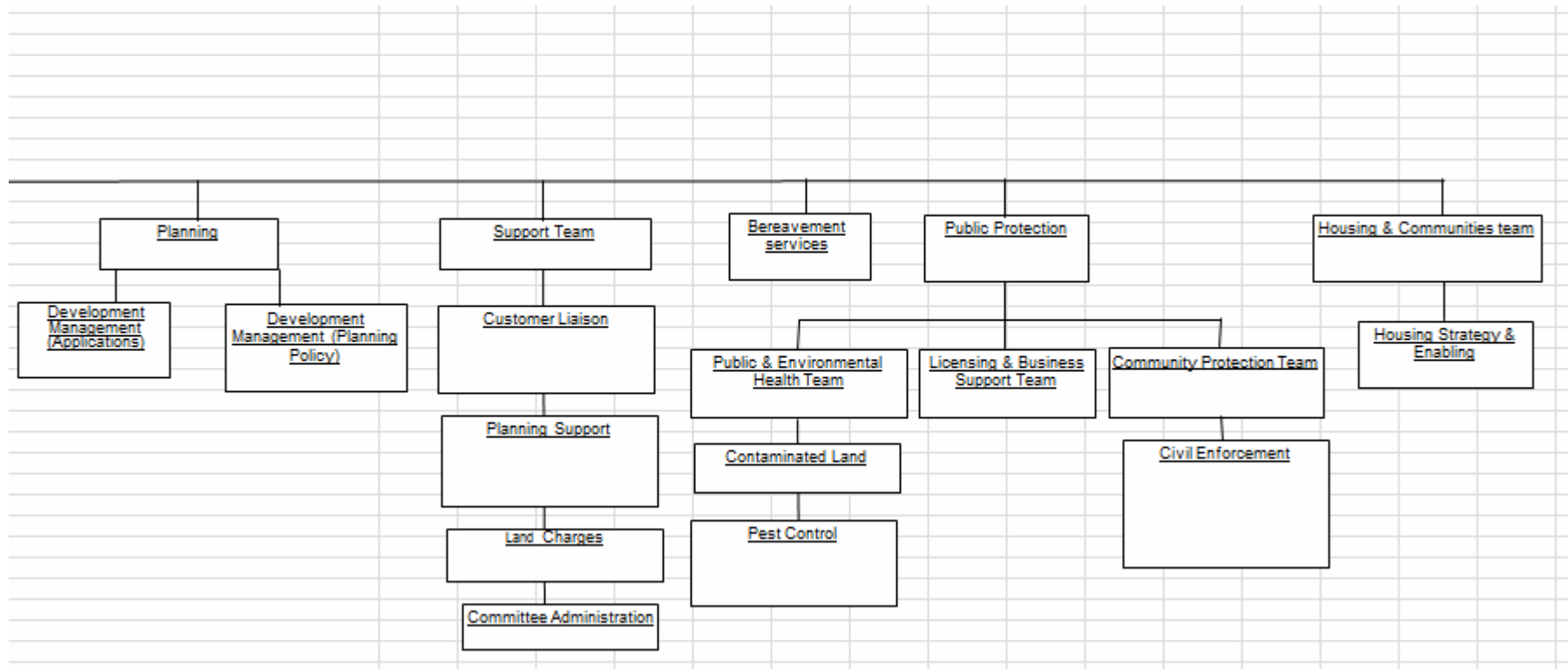
[mike.redman@cheltenham.gov.uk](mailto:mike.redman@cheltenham.gov.uk)



# Regulatory and Environmental Services Division



# Regulatory and Environmental Services Division (cont)



# Project objectives

- To build on our strong performance ethos
- Division is aiming to be:
  - More customer focused – delivering the services you need whilst promoting community resilience
  - More supportive of economic growth &
  - More efficient - with joined up services provided at optimal cost



# Project approach

- Process improvement via a ‘system thinking’ approach – looking to streamline processes and optimise customer contacts
- Not looking to change the service delivery mechanism within the next 12 months (e.g. outsourcing) – primary focus currently on in-house changes / transformation...
- But, recognise the scale of the financial challenge facing the Council



# Project timescales

- Systems thinking: Review of current processes (Sep to Oct 2014)
- Design and trial new processes (Oct 2014 to Feb 2015)
- Roll out process changes (Feb 2015 – Jul 2015)
- Implement divisional restructure (August 2015)



# Purpose of today's session

- Understanding the perspective of people who contact and work with our teams  
Standing in the shoes of the customer.....
- What's working well and where is there still room for improvement?
- Getting your views on key priorities for the division over the next five years or so
- To inform our system thinking and restructure work
- We're meeting another two groups next week and will compile the findings into a short report which we'll send to you





# Current climate

- On-going decreases in government funding (50% reduction in support so far)
- Can't promise to do everything you'd like us to
- We also need to make difficult decisions to prioritise our resources and services
- With your help we want to further increase our efficiency and focus on the services that matter the most



# Who's been invited?

- Customers and partners who work with all of the services within the division:
  - Funeral directors
  - Planning agents
  - Licenced business owners
  - Allotment users
  - Members of 'Friends of' groups for parks and gardens
  - And more!
- Officers from each of the service areas
- Facilitator – Chris Hickey, Charlton Associates



# House rules

- We're looking for your ideas to help improve our approach – radical suggestions welcome!
- We won't criticise individuals
- Any feedback you give will be anonymised
- Anything said here will not impact negatively upon the way that the Council works with you in the future

# Workshop session 1: Towards the perfect service

- **20 mins group work, 10 mins feeding back**
- What do people complain about?
- What do people complement us about?
- Select top three priority things to change / improve



# Workshop session 2: Outcomes

- **10 mins group discussion**
- Cheltenham Borough Council is a commissioning organisation
- Start with question ‘What does the town need from social, environmental & economic perspectives?’
- Outcomes describe positive changes in response to needs
- These are the outcomes developed so far, based on previous commissioning reviews....



# What's important to members?

From previous commissioning projects.....

- Main focus on protecting and enhancing Cheltenham's environmental quality and historic character
- Want to see a strong enforcement ethos to safeguard the environment
- Joining up inspection / enforcement teams wherever possible
- Better control over private rented sector accommodation and reducing numbers of tenants living in unsuitable / unsafe private rented housing
- Helping older people to live in safe, warm and suitable homes
- Manage the night-time economy to balance economic, health and safety agendas.
- Sustain Cheltenham's vibrant economy
- Access to information and advice; in person preferred



# What do you think?

- Any outcomes that you would change, remove or add?
- Which outcomes would you prioritise?



# Thank you

- Thanks again for giving up your time today
- We'll compile everything that's been raised today into an anonymised report and send it to you by email.
- The report will be reviewed by the project board, and will inform the next stage of the project
- Contact [mike.redman@cheltenham.gov.uk](mailto:mike.redman@cheltenham.gov.uk) or [jon.hyde@cheltenham.gov.uk](mailto:jon.hyde@cheltenham.gov.uk) with any after thoughts or feedback on today's session

