

## APPENDIX 3A

	<b>Member Services Change Proposed – Appendix E</b>	<b>Savings</b>	<b>Comments</b>
1.	Contemporaneous taking of minutes (i.e. In meetings) - Identify whether Northgate can provide this functionality (as per wish list). Modern Gov. option provides this.	No – may be extra cost	Whilst this is worth exploring to maximise advantage, it will not be possible to achieve due to the complexity of the Member Services role, eg taking the vote etc and speed of meetings.
2.	Multiple iterations due to amendments re stylistic issues. Communication required to DSH – only amendments to be made are to change a material fact / error in the minute / typo.	Time only – say 50 annual (scheduled) meetings x 5 minutes = <b>4 hours 10 minutes per annum.</b>	Professionally DSH must make the comments they see fit for good administrative practice, the Member Services Officer will determine essential comments to take on board.
3.	Two stage approval (and publish) of minutes on ColnS. Identify whether Northgate can provide this functionality (as per wish list). Modern Gov. option provides this.	No – may be extra cost	Explore
4.	Discontinue use of Kalamazoo paper (once current stock removed). Keep only 1 paper copy.	Yes – cost of Kalamazoo in total (per annum) to be removed. £34.11 per pack 3 packs used per annum + £12.95 delivery = <b>£115.28</b>	Could be implemented but presentation of good quality historical record affected, Members choice.

		Additional time also saved in terms of printing on Kalamazoo and dealing with approvals and invoice for Kalamazoo <b>= 1 hour per annum</b>	
5.	Paper issue of Minute book – to be changed to electronic issue of Minute book (email attachments or email links)	Yes – saves printing 5,670 pages per annum (double sided) £17.57 Saves printing time: Assuming 2 second per printed page (double sided) <b>= 3.15 hours per annum</b>	Subject to Members being happy with this change this could be implemented.
6.	Current process includes inserting meeting date in 5 different locations/documents (ColnS; meetings involving members; room booking; Own electronic diary; Own paper diary).  Potential to remove the 'meeting involving members' calendar in outlook and place items in Colns, however this would mean dates being available for public to see (facility to restrict view is available with Modern gov).	Time saved in inserting multiple dates and also in checking for available rooms on an ad hoc basis 30 minutes (average) x 50	This cannot be done within Colns. <u>(Will be considered as part of modern gov if option for that system chosen by Members.)</u>

	Timetable training programme at start of year, with training events based on historic demand (e.g. Planning training)	committee meetings = <b>25 hours per annum</b>	
7.	Member services issue reminders before scheduled Chairman's Briefings & pre-agenda meetings – if meetings are scheduled discontinue reminder practice, if unscheduled, continue to remind.	Time saved in reminding Members and Officers of meeting commitments <b>2 minutes x 20 meetings = 40 minutes per annum</b>	The time saved here may not outweigh the advantages of a reminder.
8.	Reports and agenda items submitted late to Member Services – Requires a communication to all parties that the current position is unacceptable and submitting the performance to DSH (i.e. the numbers of reports/items submitted late per cycle).	Time saved in re-working agendas on an iterative basis Average 30 mins x 50 meetings = <b>25 hours per annum</b>	There are often good reasons why reports are submitted "late" <del>as per</del> <u>when measured against</u> internal targets. It would take much of the time saved to prepare the performance report referred to.
9.	Duplicate typing of forward plan items (due to ColnS lack of functionality). Identify whether Northgate can provide this functionality (as per wish list). Modern Gov. option provides this.	No – may be extra cost	Worth investigating.
10.	Lack of version control and failure by authors to follow green guide (by saving latest version of reports onto the R drive) – Via Heads of Service to ensure that reports are properly version controlled and ONLY saved on the R drive (not by email to member Services)	Time saved in re-working incorrect reports (into Agendas) and time saved 'chasing' authors for latest version	Implement but as this is already the instruction this is unlikely to be achieved.

		of work Average 10 minutes per meeting x 50 meetings = <b>8 hours per annum</b>	
11.	Advice given unnecessarily on basic green guide protocols (without having first read the guide)	Time saved in giving advice that is available within the green guide (n.b. difficult queries about specifics in the green guide are not part of this change). <b>Included in time savings above</b>	Noted <a href="#">(see recommendation 7 at 1.14.1 of the CPC report and 17 below)</a>
12.	Draft and final agendas currently all printed for distribution list – to be issued electronically, subject to the legislative requirement to send out a paper copy of the agenda notice to Members on bodies (LGA 1972)	Yes – saves printing 607,882 pages per annum (double sided) <b>542,2331 x £0.0031p = £1,680.92</b> Saves cost of issuing 1,221 letters per annum <b>1221 x £0.33 = £402.93</b> (NB best case cost included – it is likely that	Earlier MSR review has reduced printing costs. Proposal cannot be implemented <a href="#">fully</a> due to legislative requirements and the fact that Members and Officers currently need some paper copies but could move towards this in the long term with the roll out of I pads – at a cost. <a href="#">Some further reductions of copies despatched to some officers and external agencies may be achieved.</a>

		<p>cost per envelope would exceed this as would contain agendas with up to 400 pages per envelope)</p> <p>Cost of paper = £13.26 per bundle (2,500). Use 216.89 bundles for volume = <b>£2,876</b></p> <p>Cost of plastic envelopes for member run £16.34 per 100</p> <p>Saves printing time and packaging/posting time</p> <p><b>50 meetings x average 8.5 minutes = 7hours (Admin)</b></p> <p>May be a requirement to invest in iPads for all Members <b>(cost of £300-£400 each)</b></p>	
13.	Member Services and legal services check all reports for legalities and compliance. Introduce a feedback loop where non-compliant reports (against green guide) are	Time saved in making amendments to	This is currently done, depending on timescales, additional work netted off against earlier time savings.

	retuned to authors to make the necessary amendments. This will improve quality	reports and chasing authors where larger amendments are necessary No saving. Additional work	
14.	Discontinue use of Kalamazoo paper (see Minutes table – tasks 14 and 15)	Yes – cost of Kalamazoo in total (per annum) to be removed. Additional time also saved in terms of printing on Kalamazoo and dealing with approvals and invoice for Kalamazoo <b>CARE – DUPLICATE SAVING, already counted in Minutes process</b>	Dealt with earlier.
15.	Late inclusion for items not previously in Forward plan creates re-work (for MS)	Time saved in discontinuing process 30 minutes x 6 occurrences per annum = <b>3 hours per annum</b>	Sometimes this is unavoidable.
16.	Printing and issuing pre agendas – covered in Agenda	<b>CARE –</b>	Dealt with earlier.

	process	<b>DUPLICATE SAVING, already counted in agenda process</b>	
17.	Often report titles change from the forward plan – communication to authors and DSH to affirm that titles in forward plan cannot be changed. Set up Member Services news-letter for issue to all DSH – including compliance statistics (every cycle – 2 months). Set up annual green guide training for all report authors	Time saved – in not having to re-work titles. Approx. 60 reports per annum (12 per meeting) of which 30% require title changes against the forward plan. Each amendment takes 5 minutes. 18 x 5 minutes = <b>1.5 hours per annum</b>	Annual Green Guide training to be set up however, sometimes title changes are unavoidable and to produce such compliance statistics in a newsletter would be counter productive.
18.	Pre agenda meeting includes reports already discussed at DSH (re-work). Agreement to only take reports that have not been discussed to pre agenda (i.e. either or). Preference is pre-agenda	No time saving, as preference is to have all reports at pre-agenda meeting and none at DSH	Noted, matter for discretion of Heads of Service.
19.	Waiting for approval is WAITING (in Member Services Offices &MD). Set aside a set date and time post Council meeting to introduce flow	No (process) time or cost saving applies, as business value to MS & MD's time.	Noted.

		Will reduce cycle time	
20.	<p>Restrict the use of paper copies to Operational and Legal staff.</p> <p>Change wording of email (issuing amendments electronically as well as by paper) to say 'please contact Member Services if you wish to continue receiving paper copies'. This change would be contrary to the current wording, which emphasises the need to contact Member Services if recipients wish to stop receiving paper copies</p>	<p>Duplicate as printing cost already identified above. Potential saving of 4 (minimum) or 5. 20 pages x 6 issues x 4 staff 480 pages x £0.0031 = £1.49. No saving in paper, as paper remaining from additional bundles bought) see task 15 in agenda process</p>	<p>Officers who have indicated they wish to receive paper copies do need them therefore retain current wording to avoid multiple Emails from recipients.</p> <p><a href="#"><u>Appropriate circulation facilitates self-service on basic constitutional enquiries.</u></a></p>
21.	<p>It is envisaged that at a future point these can all be compiled and retained electronically. However, the savings in time and resource will be minimal, therefore suggest no change immediately. Explore the CoInS functionality to ensure will support fully electronic recording – verify the legality of electronic 'signatures' – consult with audit on necessity for paper copies. Meantime, continue to promote electronic completion as a preferred option.</p>	<p>None – may be extra cost</p>	<p>Explore as indicated.</p>
22.	<p>Should now include standard training dates for Induction and Planning, Licensing and O&amp;S committees. To remove</p>	<p>None</p>	<p>Implement</p>



	the need for producing these separately. <b><i>(NB This is cross-referenced to Task 4 on Agendas.)</i></b>		
23.	At the moment dates are recorded in 5 different places: ColnS/Room Bookings/Meetings involving Members/Outlook calendars for MS/personal diaries. Not everything needs to be in all places but, consider the opportunity to have a direct link between ColnS and Outlook? Is it possible to create a central authority/corporate diary to minimise the risk of double-booking or dates being missed? (Note: The diary in ColnS is operationally valuable, as it generates agendas and minutes within the system) <b><i>(NB This is cross-referenced to Task 4, 17 &amp; 22 on Agendas.)</i></b>	See Agendas.	See Task 4
24.	Provide 'permissions' for MS staff to be given viewing access for corporate Outlook calendars such as Room Bookings, to save time when scheduling timetables.	None – hours only.	Implement
25.	Remove the need for a separate Members Update timetable. The information already exists within the individual committee timetables; so, this is a duplication. Officers would need to be disciplined to check those.	None – hours only. 2 hrs annually	Implement
26.	Reinforce the need for officers to drop content into R drive, rather than emailing individual MS team members.	None – hours only.	Implement

	<b><i>(NB This is cross-referenced to Task 9 on Agendas.)</i></b>		
27.	Reinforce the need for officers to submit content in line with Green Guide. <b><i>(NB This is cross-referenced to Task 10 on Agendas.)</i></b>	None – hours only.	Implement
28.	Remove need for all hard-copy printing. All can be made available electronically. (Note: elected members are each provided with a printer; therefore, they can choose to print themselves if they wish.) Combine Corporate & Exec O&S Members Updates into one. Planning – 319;  <ul style="list-style-type: none"> <li>• Corporate – 409;</li> <li>• Exec – 17;</li> <li>• L&amp;A – 17;</li> <li>• L&amp;G – 6.</li> </ul>	15-18 copies are printed. 768 x £0.0031 <b>= £2.38</b> Paper costs = £13,26 x = <b>£4.07</b> (Cost included in printing costs referred to above)	Printed copies are at a minimum level. <del>implement</del> <u>Implement</u> combining Corporate and Executive Overview & Scrutiny “Members Updates”.
29.	The communication with those permitted to speak should be administered and controlled by one service perhaps Planning for inclusiveness and a list of speakers provided just prior to the start of the meeting, This would eliminate waste in communication when issues arise e.g. eligibility to speak. E-mails requested from consultees during the original	None – hours only. Non quantifiable. Predominantly hours, minimal paper saving. Service	Explore by way of a review.

	<p>consultation on Planning Applications to enable communication to be undertaken via electronic means as much as possible, rather than hard copy currently, and might encourage greater use of electronic responses. In view of comments made – the organisation perhaps needs to reconsider this whole process to contemplate:</p> <ul style="list-style-type: none"> <li>• Who (which service) takes responsibility?</li> <li>• Whichever it is decided to administer, a (10-minute) pre-meet should be undertaken to smooth the way forward;</li> <li>• Whether the criteria for public speaking remain appropriate and relevant?</li> <li>• Do the rules for ‘engaging’ speakers remain valid?</li> <li>• Ensuring that applying the criteria is an independent role;</li> <li>• Can the meeting agenda be flexible to enable those items which have a public speaker to be brought forward more readily?</li> </ul> <p>By addressing these issues, the process would be streamlined, roles would be clarified, and the public credibility would be enhanced.</p>	improvement.	
30.	<p>Produce FAQ’s for general queries about how it all works, to negate some of the queries coming forward from members of the public. Links to Item 1&amp;4 above.</p>	None – hours only. Service Improvement	Implement