

Level

Tier

Scope

Customer

District, County, Unitary

Support Services



# Support service restructure



Characteristic(s) / CSF(s):  
Managing Expenditure

## Problem and Approach

- Bracknell Forest Council needed to make significant savings by restructuring its council support services (IT, finance and HR).
- Each of the directorates (Environment, Adults and Children) had its own support staff. The challenge was whether the support services could be brought together into a single unit to improve resilience, deliver more consistent services and create sustainable savings with a better customer experience.
- A series of workshops, process mapping and analysis of each of the roles involved - to see whether tasks could be done more consistently and in a more simplified way.
- iESE also held workshops to get customers' views (council staff using the services) about the existing support services and how they could be improved.

## Outcomes

- A new service designed around the needs of the internal customer.
- The new service has developed a new, more enabling culture and provides clearer and better customer service.
- Not only has service improved but the change has delivered over £800,000-worth of annual savings

<http://apse.org.uk/apse/assets/File/Respectful%20Funeral%20Power%20Point-%20Updated%2027th%20September%202018.pdf>



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