

Level

Tier

Scope

Customer

District, County, Unitary

Support Service



# Business Support

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

## Problem and Approach

- With pressure to deliver more for less, Hart District Council wanted to introduce a more efficient model for providing business support to the Council's Corporate Services.
- The existing model relied on individual, dedicated business support teams for Planning, Environmental Services, Democratic Services, and Housing.
- An initial consultation period, conducted via detailed interviews with each of the four service area managers to understand the precise nature and role of the existing business support teams. There was then analysis regarding productivity, areas of inefficiency e.g. duplication, and opportunities for consolidating roles.

## Outcomes

- £180k saving per year were realised
- 30% reduction in head count in the existing business support areas
- Improved service quality via the 'standardisation' of business support; a broadening of skills across the team.
- The introduction of a single point of contact for business support enquiries

<https://www.hart.gov.uk>



The public sector transformation partner