

Level

Tier

Scope

Customer

District

All

Organisation Redesign



West Devon
Borough
Council

Characteristic(s) / CSF(s):
Role of the Authority
Managing expenditure
Getting the best from staff



Problem and Approach

- South Hams District and West Devon Borough Councils (SHWD) have made significant savings by moving to a new organisational model. As a part of the new model the locality service deals with all council services within the community, freeing up highly-skilled staff and increasing the councils' visibility to their communities at a time when many councils are scaling back in- the-field activities.
- The new model and structure, designed against customer demand, means where a customer would previously interact with several different departments, they now contact one officer who has complete sight of process and can see it in progress on one ICT system integrated with the back office.

Outcomes

- The result is not only a new organisation but a new culture built upon behavioural framework.
- The new organisation design delivers annual savings of more than £5m across the two authorities.

https://www.iese.org.uk/sites/default/files/south_hams_west_devon.pdf