

September 2011

## **Request for Practice Examples: redesign of service delivery**

### **Context**

We are very much aware that local areas are facing the challenge of continuing to deliver comprehensive services which improve outcomes for children, young people and their families in a climate of unprecedented reduced resources and restricted funding allocations. Redesigning and transforming services so that they are delivered in different and the most efficient ways has never been more critical to local leaders and managers.

In this context, the Centre for Excellence and Outcomes in Children and Young People's Services (C4EO) is keen to hear about:

**local area arrangements to redesign service delivery to be more efficient, effective and economic whilst also delivering an improved customer experience for all.**

By this, we mean examples of services being redesigned to remove waste (be efficient) and make the money go further (be economic), whilst at the same time ensuring and improving outcomes in response to customer need (be effective).

### **Request**

In order to capture how local areas are meeting the challenges of providing services focused on the three Es - efficient, effective and economic – which also improve service delivery, we are looking for **examples of local practice across the children's services sector, which target resources on achieving quick, effective, low cost and sustainable outcomes for a population group.**

We are particularly interested in hearing:

- About the processes and systems local leaders and managers are using to deliver service redesign to increase the three Es (efficient, effective and economic) to produce the best outcomes for children and young people.
- How local leaders and managers are developing the capability to look at efficiency.
- On what evidence local leaders and managers are making decisions to know that they are producing the best outcomes at the best cost.
- How leaders and managers – working in local multi-agency and multi-disciplinary environments - commission the right thing at the right time.
- How leaders and managers are engaging in a process to further develop systems redesign and transformation to ensure consistent behaviours and to develop capacity and capability in the systems.
- Whether any local areas have developed a simple, straightforward process or system to achieve service redesign to achieve the best outcomes for children, young people and their families.

Any information you can provide in response to the above would be very gratefully received [by completing the C4EO emerging practice submission form](#) and emailing to [C4EOTeam@nfer.ac.uk](mailto:C4EOTeam@nfer.ac.uk).

New examples are being accepted on an on-going basis.

Our intention is that, by sharing this information, you will enable C4EO to begin to draw a map of innovative practice in service redesign and transformation from which other local areas can benefit.

Many thanks for your support.

**Christine Davies, CBE**  
**Director, C4EO**