

Tandridge Excels within Gershon Efficiencies

Tandridge District Council, located within the county of Surrey, serves approximately 79,500 citizens through its 42 councillors and 330 employees.

In his report issued in July 2004, Sir Peter Gershon laid out a vision for the improvement of local government services. This review specifically focused upon the release of major resources from activities that could be undertaken more efficiently into those front line services that meet the public's highest priorities.

Within his report Gershon defined efficiency as those reforms to delivery processes and resource utilisation that achieve:

- Reduced numbers of inputs whilst maintaining the same level of service provision;
- Lower prices for the resources needed to provide public services;
- Additional outputs for the same level of inputs;
- Improved ratios of output per unit cost of input;
- Changing the balance between different outputs to deliver a similar overall objective in a way which achieves a greater overall output for the same inputs.

CMIS was able to bring a more transparent and dynamic method

of working to democratic services at Tandridge which allowed the department to provide a higher quality and a greater volume of output for the same effort. This was in part due to a reduction in duplication of work due to CMIS's intuitive business intelligence.

In support of point two of Gershon's review, lower prices for the resources needed to provide public services, the direct publication to the internet which CMIS allows and the electronic distribution of this information has meant that all officers and members have been able to access this without the use of paper. This significantly reduced the number of hard copies which needed to be produced and led to lower costs of the resources needed to provide public services.

Tandridge District Council were also able to reduce the number of officers who were needed to input the information and they also made further savings through the elimination of distribution overheads.

Stuart Mitchenall, Head of ICT for Tandridge DC explains "CMIS has exceeded our expectations, significantly reducing costs and allowing us to meet four Gershon efficiencies simultaneously".

"Targeted savings achievable in printing and distribution from the CMIS solution at Tandridge were approximately £28,000 in our first year. Before the implementation of CMIS our printing and distribution costs had been in the regions of £50,000, and although we have fallen short of the target, CMIS has practically cut these costs in half"

Stuart Mitchenall, Head of ICT,
Tandridge District Council.

