A G E N D A

PART 1 – PUBLIC BUSINESS

1. Appointment of Chairman – to appoint a Chairman of the Task Group for the 2015/16 municipal year.

2. Apologies – to receive apologies for absence from the meeting.

3. Declarations of Interest
   
   To receive declarations of:
   
   (a) non-pecuniary interests as defined by the Council’s Code of Conduct for Councillors;

   (b) pecuniary interests as defined by the Council’s Code of Conduct for Councillors; and

   (c) notice under Section 106 Local Government Finance Act 1992 – non-payment of Community Charge or Council Tax.

   Note: Members are reminded that they should declare the existence and nature of their interests at the commencement of the meeting (or as soon as the interest becomes apparent). If that interest is a pecuniary interest the Member must withdraw from the room unless one of the exceptions applies.

   Membership of Warwickshire County Council or any Parish Council is classed as a non-pecuniary interest under the Code of Conduct. A Member does not need to declare this interest unless the Member chooses to speak on a matter relating to their membership. If the Member does not wish to speak on the matter, the Member may still vote on the matter without making a declaration.
4. Review of the one-page strategy (attached).

5. Introductory presentation by the Head of Business Transformation and the Change Officer.

6. Programme of work.

7. Dates of future meetings – please bring your diaries to the meeting.

PART 2 – EXEMPT INFORMATION

There is no business involving exempt information.

Membership of the Task Group:

Councillors H Avis, Buckley, Coles, Ellis, Mistry, Mrs Nash and Mrs Simpson-Vince.

If you have any general queries with regard to this agenda please contact Linn Ashmore, Democratic and Scrutiny Services Officer (01788 533523 or e-mail linn.ashmore@rugby.gov.uk). Any specific queries concerning reports should be directed to the listed contact officer.

If you wish to attend the meeting and have any special requirements for access please contact the Democratic and Scrutiny Services Officer named above.
What is the broad topic area?

Application of systems thinking principles to support: (a) the identification of customer needs and (b) the delivery of services in response to these.

This review will build on the successes of systems thinking and will not duplicate the work of the scrutiny review of systems thinking in 2010.

What is the specific topic area?

Answering the questions:

- How do we know what matters to our customers? – being careful to distinguish between what the customer appears to want and what really matters to the customer.
- How well do we deliver in response to customer demand? – looking at measures of performance that evidence the council’s response.

These questions could be applied to any service, regardless of whether it has been the subject of a systems thinking review.

What is the ambition of the review?

To validate systems thinking as a means of delivering tangible, customer-focused benefits in a consistent and visible way.

Also, to encourage evidence-based improvement of services to customers.

How well do we perform at the moment?

Our LGA peer reviewers told us:

“We have used the phrase “Systems Thinking PLUS” to emphasise that your adoption of systems thinking has delivered clear and measurable benefits but in our view it is a means to an end and not the end itself. In truth it felt to us that sometimes it was seen as the latter not the former.

“In this area you pride yourself on your customer focus but you also need to demonstrate how all services contribute to that aim.”

The review will address these points.

Who shall we consult about the current service and about how we can improve it?

Head of Business Transformation, Change Officer

What other help do we need?

Selected officers who have led systems thinking reviews.

How long should it take?

Approximately 3–4 months, depending on the level of detail pursued.
What will be the outcome?

1. Evidence of:
   - the routine use of a set of visible and appropriate performance measures
   - ability of teams to act on variation in the system
   - team members acting on information, not on opinion

2. If required, a set of recommendations on the establishment of measures of purpose and means of monitoring them.

3. Recommendations on encouraging the wider application of systems thinking.