

## Package D

### High Level Service Review

#### Introduction

At GroundsConsulting we recognise that local authorities have progressively taken on greater responsibilities for delivering services as community expectations have grown and other levels of government have devolved various functions. By systematically reviewing its services, a council can redesign its mix of services, achieve efficiency gains and generate additional income.

This review of your services is designed to identify potential service delivery improvements. It can be used to improve efficiency and effectiveness, and to assist in addressing financial sustainability.

We can provide an independent 'temperature check' of your organisation or company's progress towards your existing business targets; assess the current standards you are achieving, offer solutions for improvement and assist with their implementation.



In carrying out this review GroundsConsulting will explore the following options:

- Changing outputs and levels of service
- Sharing services and resources
- Rationalising and making better use of assets
- Outsourcing services or activities
- Forming strategic relationships or joint ventures
- Internal operational changes (processes, work practices and technology)
- Whether the service delivery is value for money

## Methodology

In carrying out this review GroundsConsulting will speak to key contacts within your organisation. In addition we will talk to key clients and contractors regarding the delivery of the service. We will review your contract specification and carry out a baseline audit to measure the grounds maintenance standards on site against it and conduct visits to key sites & projects.

We will examine the following:

- Services and resources
- Grounds Maintenance activities
- In-house Operations
- Outsourcing
- Key Projects
- Outputs and levels of service
- Grounds maintenance specification and performance against it.
- Operational processes, work practices and technology
- Budgets
- Expenditure
- Staff structure
- Committee/cabinet reports
- Asset Management
- Strategic relationships or joint ventures
- Service level agreements
- Key performance indicators

Drawing from our findings we will write a summary report. This will include service efficiencies, potential savings, value for money analysis and key recommendations.

## Additional services

The team have many years operational experience in the delivery of service review and can offer additional bespoke services to compliment this package. These include:



- Baseline audits of sites
- Grounds Maintenance Policies & strategies
- Contract Management support
- Market analysis
- Change management
- Organisational development
- Project management
- Interim management
- Independent procurement support & advice
- Comparator bids



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