



# Showcasing Excellence

## The South West Centre of Excellence and COPROP Southwest Construction (Property) Programme



The Gershon Review sets out identifiable efficiency targets for the public sector's back office. In response, the South West Centre of Excellence is supporting the regional arm of a networking group of local authority construction professionals, known as COPROP. Together they are identifying opportunities for improvements and efficiency savings throughout their property services.

Through funding and support from the South West Regional Centre of Excellence, 'COPROP Southwest' is working to identify a variety of activities so local authority construction professionals can increase efficiency gains and cost savings which can then be translated into other services to the benefit of the public.

### Objectives

- To investigate areas where efficiency gains are possible within local authority property services in the South West.
- To share knowledge and best practice between local authorities across the region.
- To identify opportunities for improvement within local authority property services in the South West.
- To identify savings which can be used elsewhere within the council.

“Support from the South West Centre of Excellence enables us to step up a gear in terms of investigating how to secure real efficiency gains within local authority property services. It is early days yet, but I am confident that if we continue to work together sharing knowledge and best practice, and adopt relevant procedures such as quality and process improvement, we will succeed in releasing resources that can be used elsewhere within local authorities”

**Tony Gale, Programme Manger, Devon County Council**





### The Approach

Members of 'COPROP Southwest' agreed three property services work streams where opportunities for savings could be explored and service improvements made: Documents & Procedures; Stakeholder Engagement; Cost & Performance Management. Each work stream is operated by a project group that explores opportunities available for improvement.

### Workstreams:

#### *Documents and Procedures*

■ **Aim:**

To develop and improve procedures currently in place within local authority property services and share good practice.

■ **Project:**

At present a number of local authorities across the South West are using and maintaining their own accredited lists of contractors, doing their own costly quality checks on each. Others are using a range of accreditation service providers which often incurs significant costs to the local authority and the contractors they work with. The group aims to develop a regional solution by providing one single accreditation process for all subscribing authorities.

■ **Benefits:**

Providing one process for all will improve quality, reduce costs and provide shared intelligence on contractor performance.

### *Stakeholder Engagement*

■ **Aim:**

To develop and share good practice in customer relationship management.

■ **Project:**

At present there is a lack of knowledge-sharing across the region. The group aims to encourage collaboration in customer relationship management, by sign posting specialist property expertise across the region, through the development of an accessible library of good practice documentation by property professionals.

■ **Benefits:**

Better access to good practice documentation and the sharing of property expertise and experience will lead to identifiable service improvements, and non-cashable and cashable savings.

### *Cost & Performance Management*

■ **Aim:**

To secure value for money on construction projects, and unlock efficiency improvements.

■ **Project:**

In line with the efficiency agenda 'COPROP Southwest' is developing a cost and performance model with guidance from a national innovation consultancy, enabling construction professionals to identify and compare costs on typical local authority construction projects.

■ **Benefits:**

This will make the reasons for variations in construction costs easier to fathom, facilitating cost and quality improvements.

## How does your project measure up?

■ **To share your success please contact:**

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