
TITLE: TRANSFORMATION PROGRAMME

Committee: Regulatory & Support Services Committee

Date: 6th July 2015

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[Q27]

1.0 ISSUE

1.1 To agree the Programme Plan for delivering the Council's Transformation Programme.

2.0 RECOMMENDATION

2.1 It is recommended that the Committee

- (i) approves the attached Programme Plan for the Council's Transformation Programme (Appendix 1).
- (ii) receives a further report setting out predicted savings, targets for the programme outcomes, and detailed governance arrangements for Member's approval.

3.0 BACKGROUND

3.1 At the Member's Budget Seminar on the 19 January 2015, Management Team presented proposals for a Transformation Programme as part of its approach to achieve longer term financial sustainability.

3.2 On the 24 February 2015, a Transformation Seminar was held for Members to explore the vision and purpose of the Programme.

3.3 On the 13 April 2015 Regulatory & Support Services Committee agreed the following Vision Statement for the Transformation Programme:

- Ensure customers receive a welcoming and friendly service, where services are designed around customer needs and enquiries are resolved quickly at first point of contact wherever possible.
- Create a 'learning and improving' environment, where customer feedback and management information is reviewed by service teams and used to proactively improve how services are provided and resources are allocated.
- Provide a range of channels that customers can use to access our services, offering greater choice and convenience to the customer whilst delivering greater value for money and consistency of service across channels.
- Work with partners to deliver holistic, joined up and efficient services that are designed around the needs of the customer.

- Ensure locally elected members are equipped with the tools and information they require to be effective as possible in their role as community leaders.
- Operate as a commercially focused organisation which functions as an astute business, with streamlined processes, best use of modern technology and an entrepreneurial approach to developing new opportunities.
- Provide a customer focused approach to our communities needs by encouraging and supporting a citizen led environment - developing community capacity and giving local people, voluntary organisations and businesses greater scope to work together to find local solutions to local problems.

3.4 Over 60 staff attended focus groups in April and May which were set up to explore different aspects of how the Vision will be delivered. Each focus group will explore one of the following four themes:

- i) Creating customer focused services
- ii) Creating a 'learning and improving' environment
- iii) Operating efficiently and making better use of technology
- iv) Delivering a commercially focused organisation

3.5 A follow up Transformation Member Seminar was presented to Members on the 15 June 2015, which covered key proposals and ideas from the staff focus groups.

3.6 The Programme Plan in Appendix 1 sets out proposals for delivering Vision Statement, including the initial portfolio of key projects.

3.7 The Committee will receive quarterly progress updates on the Programme and receive business cases for agreement for individual projects within it. The Chair, along with relevant Member Champions will meet regularly with the Director of Support Services to ensure they are kept up to date with projects relating to their services.

3.8 An officer Projects Board will be established that brings together the relevant officers required to ensure project plans and outputs are fit for purpose. Membership of the Project Board will vary depending upon the projects being worked on at the time, but is likely to include:

- A senior representative from services that will be using the product being produced by a project (internal customer)
- A senior representative from the services delivering a project (senior supplier)
- Relevant officers representing areas that need to be considered such as finance.

The Projects Board will help encourage cross-working on the projects and provide assurance that the plans and outputs being produced are fit for purpose.

4.0 FINANCIAL IMPLICATIONS/EQUALITY IMPACT ASSESSMENT

4.1 Financial implications will be identified as plans and business cases for each project is developed.

4.2 Equality Impact Assessments will be considered for individual projects.

5.0 APPENDICES

Appendix 1 – Transformation Programme Plan

<u>Background Documents</u>	<u>Location</u>	<u>Contact Officer</u>
None	Room 105, The Grange, Ely	Richard Quayle Director (Support Services) (01353) 616303 E-mail: Richard.quayle@eastcambs.gov.uk