
TITLE: TRANSFORMATION PROGRAMME

Committee: Regulatory & Support Services Committee

Date: 13th April 2015

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1.0 ISSUE

1.1 To agree the proposed Vision Statement for the Council's Transformation Programme.

2.0 RECOMMENDATION

2.1 It is recommended that the Committee:

- (i) approves the Vision Statement for the Council's Transformation Programme as set out in paragraph 3.3 of the report.
- (ii) receives a further report on 6th July 2015, setting out the full programme, plan and 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 Following the Member's Transformation Seminar, officers reviewed Member's ambitions for the programme and consolidated them into the proposed (draft) Vision Statement for the programme as set out below:

- 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 Once Member's have agreed the Vision Statement, officers will develop and define the Programme 'Blueprint' (described in 3.7) and Plan for presenting back to Members in July 2015 for approval.

Developing the Blueprint and Programme Plan

3.5 Four staff focus groups are being arranged in April to explore different aspects of how the Vision will be delivered. The relevant Member Champions will be invited to attend the focus groups. 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

3.6 A follow up Transformation Member Seminar has provisionally been arranged for the 22 June 2015, which will consider the key findings from the staff focus groups and consider any draft proposals regarding projects and any changes required to deliver the agreed Vision Statement.

3.7 A further report will then be presented to this Committee on 6th July 2015, setting out the proposed Programme 'Blueprint' and Plan (as defined below) for Members approval:

- i) Programme 'Blueprint' – setting out what needs to be in place to deliver the Vision e.g. processes, staffing, technology, management information etc.
- ii) Programme Plan – setting out the projects and the Programme governance arrangements to deliver the Blueprint. The Programme Plan will also set out projected savings to be delivered by the Programme.

3.8 The proposed governance arrangements will include a Projects Board that will bring 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.

5.0 FINANCIAL IMPLICATIONS/EQUALITY IMPACT ASSESSMENT

5.1 Financial implications will be identified as the Programme Plan is developed and projects scoped.

5.2 An Equality Impact Assessment is not required at this stage.

6.0 APPENDICES

None

<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