



CHESTERFIELD
BOROUGH COUNCIL

Great Place Great Service

Scrutiny Update

8th September 2015

James Drury

Update

- Reviewed Great Place:Great Service (GP:GS) programme
- Recognised the successes
- Undertaken lessons learned workshops
- Made some changes
- Developed and updated the business case
- Final report and recommendations to GP:GS Board in September
- Then to Cabinet and Full Council

Proposed Priority Projects

- Establishing solid foundations (ESF)
- Smarter working
- Estate rationalisation
- Commercialisation
- Procurement



- Customer Relationship Management system (CRM) and Document Management System (DMS) to be reviewed following ESF



Establishing Solid Foundations



- Operating Model – supporting cultural change
- Developing strategies for Customer Services / ICT and Procurement
- Changing and improving our :
 - customer service
 - ICT
 - procurement
 - support services
 - rent collection
 - website
 - intranet



Operating Model



- Guiding and mandated principles for managing transformation and our services
- How does the Council need to work, think, act and behave
- A checklist to support decision making
- Will support our Vision and Values
- Work completed by October 2015



Developing our ICT Strategy



- Work underway (separate item on your agenda today)
- Aiming for increased corporate control and a checklist for future ICT commissioning, procurement and development
- Ensuring ICT is developed as an enabler of change
- Recognising the significance of data and information assurance / security
- Identifying and planning for more efficient and effective 'day to day' ICT provision
- Strategy document completed and approved by December 2015



Developing our Customer Strategy



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- Work currently being planned
- Will support our values
- Better understanding of our current services
- Aim to:
 - increase access to services via digital and self service
 - support customers to change how they contact and transact with us (channel shift)
 - improve first point of contact resolution
 - scalable solution to work with partners now and in the future
 - ‘Always think customer’ / ‘Our customers are never in the wrong place’
 - Performance indicators to focus on quality not just volumes
- Strategy completed and approved by March 2016

Developing our Procurement Strategy

- Work currently being planned
- Corporate One Council approach to secure:
 - Legal and policy compliance
 - Improved understanding of our current spend
 - Establish Council contracts register
 - Increased challenge to suppliers
- Completed and approved by March 2016



Changing and Improving

- customer service
- ICT
- support services
- procurement
- rent collection
- website and intranet

This suite of projects will deliver:

- a better understanding of our services
- improved service delivery for our customers
- an effective 'One Council' solution
- identify specific opportunities for savings

Projects will all being completed by December 2016



Smarter Working (completed March 2017)

- Town Hall restack
- Mobile working
- Telephony
- Printing

Estate rationalisation (ongoing)

- Making best use of our buildings
- Increasing our rental income
- Selling the right assets at the right time for the right price

Procurement (priority plan by September 2015)

- Improvement plan being designed
- Focus on compliance and savings



Commercialisation

- Aims to expand trading activities to make money for the Council
- Individual business cases to the Trading Board for consideration
- Possible areas include – housing repairs, gas servicing, commercial waste, grounds maintenance and building cleaning
- Costs / Benefits - from 2015/16 onwards



Conclusion

- Work is still ongoing
- Final report and recommendations to GP:GS Board in September
- Then to Cabinet and Full Council



Recommendations

That the Committee:

- Notes the work to date
- Comments on the overall approach
- Comments on the proposed priority projects
- Provides a steer for any revisions
- Considers making any comments, suggestions for improvement or support to the GP:GS Board
- Considers and determines the approach for the Committee's ongoing consideration of the GP:GS programme