




CHESTERFIELD  
BOROUGH COUNCIL

# Great Place Great Service Revised Programme December 2015

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# Context

- Purpose of presentation is to provide a summary of the business cases and appendices
  - Revised business case produced
  - Regular updates throughout the process to GPGS Board, Cabinet, Scrutiny and CMT
  - Provide outline financial costs and benefits
  - Must ensure we focus on the right things to deliver transformation and contribute towards a balanced budget
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# Proposed Priority Projects



- Establishing solid foundations (ESF)
- Smarter working
- Estate rationalisation
- Commercialisation
- Procurement
- Change readiness and Change management



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



# Establishing Solid Foundations

- Target Operating Model – 2015 to 2020 - actions for delivery to be agreed and incorporated into GPGS
- Developing strategies for Customer Services, ICT and Procurement
- Changing and improving our :
  - customer service
  - ICT
  - procurement
  - support services
  - rent collection
  - website / intranet
  - information assurance



# Consistently .....

## Developing our Strategies

- Supporting our values
- Aiming for increased corporate control and a checklist for future compliance
- One Council approach
- Valuing our customers, our data and information
- Flexible, sustainable approach and solutions
- Legal and policy compliance
- Strategy document completed and approved between December 2015 and March 2016



# Changing and Improving .....

- Customer Service
- ICT
- Support Services
- Procurement
- Rent Collection
- Website and Intranet
- Information assurance



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 future savings and deliver quick wins

Projects will all being completed by December 2016

## Smarter Working (completed March 2017)

- Town Hall
- 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

## Commercialisation

- Aims to expand trading activities to help achieve a balanced budget
- Possible areas include – housing repairs, gas servicing, commercial waste, grounds maintenance and building cleaning



# Town Hall Restack - Milestones

- Layouts agreed
- Register Office
- Housing
- arvato call centre
- Venture House
- CCTV
- 87 New Square
- 3<sup>rd</sup> floor to rent
- Completed by March 2017





# GPGS Cost and Benefits

- 10 year business case 2015/25
- Detailed financial model to support business case
- £3.1m revenue and £1.0m capital cost
- £6.5m revenue and £1.5m capital savings
- Shortfall in 15/16 financed by service improvement fund
- Future opportunities - business case approach

10 years

£8m



£4.1m

# Summary – GPGS .....

- Is focussing on the right things
- Will save money, help tackle our budget challenges, and be an effective invest to save transformation programme
- Will improve the services we offer our customers and residents
- Will transform and modernise the Council
- Will support staff and members to deliver effective change
- Will enforce tight controls to manage the activities and the benefits realisation effectively, through our new Programme Management Office (PMO) function
- Will need to be tenacious, determined and at times ruthless
- Will need to be flexible and agile to grasp future opportunities

