

## **GREAT PLACE: GREAT SERVICE SCRUTINY UPDATE**

<b>Project Name:</b>	Great Place: Great Service Transformation Programme
<b>Date of Report:</b>	30 <sup>th</sup> January 2014
<b>Report By:</b>	John Moran, Programme Manager
<b>Sponsor:</b>	GPGS Exec Board

### **1.0 PURPOSE OF REPORT**

- 1.1** To update Scrutiny on the progress of GP:GS since its formal approval at Cabinet on 3<sup>rd</sup> December 2013

### **2.0 RECOMMENDATIONS**

- 2.1** That Scrutiny note and comment on the progress made

### **3.0 BACKGROUND**

- 3.1** We want Chesterfield to be a great place to live in, work and visit. And we want to operate great facilities and provide great services for our customers. However, we are in a period of change unlike any other in local government

- 3.2** Chesterfield Borough Council is facing a set of challenges which are more testing than any faced in recent times. This is most clearly illustrated by the fact that the national austerity measures have resulted in a reduction of central government funding of £3.5 million, over a period of 3 years. This equates to a cut of 27%.

The Council recognises the gravity of the situation and therefore the best way to address these issues is to develop a plan which provides transparency in each of its component parts, allows for easy monitoring of progress and demonstrates tangible benefits. The programme set out in this report is called Great Place, Great Service and it contains three key messages:

- By spending £1.4 million we will save £3.5 million over 10 years

- We want to make Chesterfield a great place to live in, work and visit
- We want to deliver great services for the people of Chesterfield.

**3.3** The objectives of the Great Place: Great Service programme are:

- Helping to deliver the Council's vision – 'Putting Our Communities First'
- Creating a shared vision of how CBC will operate in future and communicating it effectively
- Improving the customer experience
- Achieving an integrated approach to delivering four key strategies – ICT, Customer Services, Workforce Development and Asset Management
- Helping to deliver a solvent and financially sound council over the medium term (2014/17)
- Having a workforce that is willing and able to embrace change
- Introducing flexible working and a modern working environment.

**3.4** Cabinet both approved the GPGS programme on the 3<sup>rd</sup> December 2013 and also that the authority for all the decision making and programme expenditure on the Great Place, Great Service programme is delegated to the Executive Steering Group, chaired by the Leader of the Council

**4.0 HIGHLIGHT REPORT – first 90 day plan**

**4.1** The Programme Officer has been appointed along with three Project Officers who jointly are responsible for delivering the actions contained within the GPGS plan and also responsible

for realising the planned benefits and returns on investment.  
The Project team started on 6<sup>th</sup> January 2014.

- 4.2** The governance structure has been implemented and the first Exec Steering Groups and Project Boards have already taken place
- 4.3** The volunteering groups for the key projects to be delivered has been agreed and meetings have already taken place or are scheduled in the diary
- 4.3** All project architecture has been completed, i.e. project initiation documents, terms of references for the volunteer groups and project plans.
- 4.4** A model office space has been identified in the room vacated by support services.
- 4.5** The trial to remove the need for staff to clock in and out every day has started. Over 40 people are on the trial. The initial feedback is very positive.
- 4.6** Work has started on refurbishing the basement to allow four VSO to move into.
- 4.7** The Council is working heavily on completing the 'Super Depot' at Stonegravels where SpirePride will be joining and working together with OSD.
- 4.8** The implication of the Super Depot means the Council can action the opportunity to sell East Lodge. The Council is now in receipt of an unconditional offer close to £340,000
- 4.9** Cash receiving machines allowing citizens to pay their council tax and rent have been installed in the Health Living Centre. This has allowed the Council to put the Staveley Area Office on the market for sale. Although we have had viewings, as yet the Council has yet to make a sale.
- 4.10** The second tranche of Project Academy has been completed. Sixteen members of staff, again from all areas of the Council, applied.
- 4.11** Work has begun on the installation of WiFi in Committee room 1