

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

<b>Project Name:</b>	Great Place: Great Service Transformation Programme
<b>Date of Report:</b>	31 <sup>st</sup> March 2014
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<b>Sponsor:</b>	GPGS Exec Board

### **1.0 PURPOSE OF REPORT**

**1.1** To update Scrutiny on the progress of GP:GS since the last report in January 2014

### **2.0 RECOMMENDATIONS**

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

### **3.0 BACKGROUND**

**3.1** Just as a reminder the objectives of the Great Place, Great Service 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.

## **4.0 HIGHLIGHT REPORT**

### **4.1 Property update**

Completed the refurbishment of the lower ground floor to accommodate four voluntary sector organisations (The Law Centre, DUWC, Trust & Links.) The organisations are due to move into the new space between April and May

Environment Services team have successfully relocated from East Lodge into the new joined up accommodation space at OSD.

East Lodge has been sold, subject to contract.

The garage construction continues on schedule for the End of April completion date. Cladding is in progress and drainage installation has begun.

Staveley area office is on the market and is subject to two offers.

A model office to show the staff the potential new working environment is currently being planned in 1st floor office space created by support services relocating to the ground floor.

An offer has been made on 87 New Square. Work has begun on merging CCTV and Parking teams to reduce the space required.

The total amount of capital receipt, if the above sales are successful, total approx. £800,000

### **4.2 Customer Services update**

To drive a better experience for customers the Council must understand the behaviour of its customers of what services it wants to access and how and when. In order understand our customers we need to collect this data.

The project team have devised a method of collecting this and are currently rolling the data collection method out across the council's frontline services. We expect to have the first results by the beginning of May.

Presentations have been made to the Council on self-service and workflow and how the Council can move to have more services on line, accessed by the customers at a time that suits them and how the benefits of doing this can be realised.

### **4.3 ICT update**

The trial to move away from the 'clocking' system has been successful and is now currently being rolled out across every employee in the Town Hall.

Demonstration about the technology involved in delivering flexible working has been made to Service Managers. The same demonstration has also been made to CMT.

WiFi has successfully been implemented into Committee rooms 1 and 2.

Work on procuring a new intranet system is moving at pace and is close to a decision.

A list of all IT systems which run throughout the Council has been created to show the combined system capability and highlight any areas of overlap.

A user profiling exercise has commenced to understand the specific flexible and technology needs to every role in the Council.

### **4.4 Workforce update**

All service managers and CMT will have completed their 'Managing Change to Peak Performance' training by May 14.

The Lean Academy master belt training has begun. Ten CBC employees will be trained to Lean Belt Master Level and will provide the core competence of Lean required by the Council to facilitate a review of council processes. This is due to be completed by June 14

The NVQ level 3 training programme has begun. This module aims to provide a level of understanding on how to improve employees specific service areas and within three years, every CBC employee will have had this training.

Tranche two of Project Academy has begun. Two of the initial three recruits have started.

Employee opinion survey has been completed. This closed last week so the final results are yet to be compiled and analysed.