

Appendix C Organisational Development Directorate Programme Boards

*Red italics identify projects which have financial benefits attached to them

Lead Directorate	ICT Improvement	Customer services	People and resources	New ways of working
Cross Cutting SRO - Rachel O'Neil	<ul style="list-style-type: none"> Implement the staff caution list on the digital platform Redesign the complaints policy and include on the digital platform <i>Replace the commercial billing system</i> <i>Review and reduce printing and posting costs</i> 		<ul style="list-style-type: none"> <i>Review of hybrid mail, including the use of reprographics service</i> Development of the Programme Management Office Complete the People Plan action plan for 2022 Develop a refreshed People Plan 2023 – 2026 <i>Deliver the procurement strategy actions and the procurement savings in savings action plan</i> 	<ul style="list-style-type: none"> Develop and implement our approach to Hybrid working Complete the digital switch across our corporate estate Replace the asset management system
Corporate SRO - Donna Reddish	<ul style="list-style-type: none"> Implement member casework on the digital platform 	<ul style="list-style-type: none"> Replace the Council website 	<ul style="list-style-type: none"> Redesign the communications and marketing functions Complete a review of our Health and Safety approach, exploring the use of digital technology to improve provision and reshape the H&S service Reshape legal services, providing additional admin support Review and reshape Policy and Partnerships service Improve the integration of Council plan, MTFP, service business planning and OD activity 	<ul style="list-style-type: none"> <i>Local government ward boundary review</i> Review of approach to supporting voluntary and community sector services Review and reshape Democratic and Elections services
Digital, HR and Customer Services SRO - Rachel O'Neil	<ul style="list-style-type: none"> <i>Implement housing rents information in My Chesterfield</i> <i>Redesign of Customer Services</i> <i>Reshaping Revenues and Benefits</i> 90% of ICT systems are moved to cloud hosted provision 	<ul style="list-style-type: none"> <i>Re-procure the contact centre telephony system</i> <i>Complete a review of cash collection and payment options</i> <i>Integration of housing into customer services functions</i> Provide assisted digital provision in the Customer Service Centre 	<ul style="list-style-type: none"> <i>Reshaping purchase to pay processes</i> Review and reshape Support Services Implement HR technology improvements Develop a new ICT strategy 	<ul style="list-style-type: none"> Rents process redesign Implement the use of analytics in debt recovery Use behavioural insights to improve debt recovery Automate direct debits to support rent collection and increase efficiency Explore opportunities for shared services

		<ul style="list-style-type: none"> • Implement the kickstart initiative within the Contact Centre 		
Finance SRO - Theresa Channell			<ul style="list-style-type: none"> • Complete a redesign of the finance service • Review of financial processes, monitoring and reporting • Migrate the finance system to SaaS and upgrade to the latest version 	
Economic Growth SRO - Neil Johnson	<ul style="list-style-type: none"> • <i>Implement technology improvements within the planning service so that efficiencies are achieved</i> 	<ul style="list-style-type: none"> • Review and reshape the events service 	<ul style="list-style-type: none"> • Redesign of property and technical services • Develop and approve the asset management strategy and delivery plan • Introduce corporate landlord • Develop 10-year maintenance plans and climate change carbon assessments • Review and develop short-term facilities improvements at Stonegravel Depot 	
Housing SRO - Liz Cook	<ul style="list-style-type: none"> • Include Private Sector Housing processes on the digital platform 	<ul style="list-style-type: none"> • Complete the digital switch in Careline and introduce improved digital access channels 		<ul style="list-style-type: none"> • Reshape the Housing Directorate • Complete a review and reshape of the Stores function • Voids review and redesign • Implementation of asset management system • Review housing repairs processes and implement technology improvements • Integrate tenancy management into the digital platform
Leisure, Culture and Community Wellbeing SRO - Ian Waller	<ul style="list-style-type: none"> • <i>Replace the Leisure Management System</i> • <i>Integrate licensing services into the digital platform</i> 	<ul style="list-style-type: none"> • <i>Review and implement a reimagined Visitor Information service</i> • <i>Introduction of new digital systems and a concierge service at sports centres</i> • Review the provision of telephony services within our sports centres • Buy and implement a new ticketing solution for our theatres 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • <i>Implement the Safer Streets initiative</i> • Complete a review of commercial catering • Complete a review of building cleaning • <i>Review and reshape Environmental Services</i> • Review and update the Anti-social behaviour policy and supporting processes

		<ul style="list-style-type: none">• Review the events programme and our approach to delivery		<ul style="list-style-type: none">• Review and scope the implementation of technology which prevents drowning in our swimming pools• Review the use of technology within Environmental Services
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