

Place Improvement and Change Portfolio – July to September 2019 Update

Programme 1 – Our internal journey of improvement			
Key Milestones	Implementation Date	Status	Exception Detail and Mitigations
New core data set established.	May 2019	Complete	
New Departmental Programme governance arrangements in place.	March 2020	Complete	
Leadership skills/behaviours programme complete.	Summer 2019	Complete	
Further development of the Place Risk, Safety and Emergency Management Group (RSEMG).	Ongoing through quarterly meetings	On Target	

Programme 2 – Generating investment and improved commercial returns			
Key Milestones	Implementation Date	Status	Exception Detail and Mitigations
Complete the Property Services Transformation Programme to secure a more effective corporate property function and enabling corporate property assets to be better managed. Phase 1: •Service restructure and transfer of compliance team to Arc •Processes & Policies Review •Establish Key Performance Indicators •Improved data and information management.	Autumn 2019	Complete	
Seek Approval for Phase 2 of Property Transformation Phase 2 Programme from Policy Committee.	October 2019	On Target	
Review our Catering and Facilities Management Services to move towards cost neutrality.	March 2020	On Target	
Remodel our Highways Development Control function to increase capacity and support through industrial and residential development.	Summer 2019	Complete	
Review our approach to fees and charges for our services to ensure the right balance between cost of service provision and income generation.	December 2019	Experiencing Obstacles	The Place Review of Fees and Charges is continuing to progress. The current approach to Residents Parking Permits is being reviewed

Appendix A

			by officers. Overcoming barriers in accessing information required to understand full costs continue to be an issue in some service areas.
Remodel the governance, commissioning and management of our highway's management functions, in collaboration with Via East Midlands, now that Via is wholly owned by the Council.	March 2020	On Target	

Programme 3 – Doing things differently with less

Key Milestones	Implementation Date	Status	Exception Detail and Mitigations
Review our commissioning and contractual arrangements for our wholly or partly owned Alternative Service Delivery Model organisations (Via East Midlands, Arc Partnership), and key strategic partners (Inspire, Veolia, Parkwood Leisure, Serco, the RSPB) with a view to extracting maximum efficiency and public benefit from our partnership work.	March 2020	On Target	
Establish a Corporate Energy Strategy and Action Plan to ensure that the Council uses energy as efficiently as possible and makes best use of new technologies.	Autumn 2019	On Target	