

Meeting IMPROVEMENT AND CHANGE SUB-COMMITTEE

Date 12 March 2018 (commencing at 2.00 pm)

Membership

Persons absent are marked with an 'A'

COUNCILLORS

Reg Adair (Chairman)

Richard Butler
Boyd Elliott
Kate Foale
Richard Jackson

David Martin **A**
Diana Meale
Alan Rhodes
Stuart Wallace

OFFICERS IN ATTENDANCE

Martin Done
Keith Ford
Jayne Francis-Ward
Matt Garrard
Sue Milburn
Celia Morris
Ivor Nicholson
Nigel Stevenson

} Resources

OTHERS IN ATTENDANCE

Steven Phillips Newton Europe Limited
Adam Walker

1. MINUTES

The Minutes of the last meeting held on 11 December 2017, having been previously circulated, were confirmed and signed by the Chairman.

2. APOLOGIES FOR ABSENCE

None.

The following temporary changes of membership for this meeting only were reported:-

- Councillor Richard Butler had replaced Councillor John Cottee;
- Councillor Boyd Elliott had replaced Councillor Philip Owen.

3. DECLARATIONS OF INTERESTS

None

4. APPROACH TO TRANSFORMATIONAL CHANGE

Jayne Francis-Ward, Corporate Director – Resources, introduced the item. Steven Phillips and Adam Walker of Newton Europe Limited gave a presentation which included:-

- an outline of the end to end delivery process used in transformational change;
- the approach and charging methods used by the company;
- the importance of engagement with front line workers and appropriate resourcing in any change;
- the core evidence based approach used;
- decision-making;
- best outcomes, including examples of work with other Councils.

RESOLVED 2018/001

That the contents of the presentation be noted and that no further actions be required at this stage.

5. DESIGNING SERVICES FOR THE DIGITAL AGE – PROJECT OUTCOMES

Martin Done, Service Director – Communications, Marketing and Commercial Development, introduced the report which outlined progress on the project and sought approval for the next steps.

RESOLVED 2018/002

- 1) That digital transformation best practice as recommended by FutureGov be considered as part of developing a Transformation Strategy for the Council.
- 2) That further progress updates on the two service pilots (Integrated Children's Disability Service and Transport Services) be discussed with relevant Committee Chairs and reports taken as required to the relevant committees.
- 3) That a report be brought to a future meeting of Improvement and Change Sub-Committee to agree the next phase of the service redesign concept.

6. BUSINESS INTELLIGENCE STRATEGY

Matthew Garrard, Performance, Intelligence and Policy Team Manager, introduced the report and gave a presentation which included:-

- the customer's journey;
- Business Intelligence principles;
- links with the Resources Departmental Strategy.

RESOLVED 2018/003

That the draft Strategy be referred to Policy Committee for adoption.

7. COUNCIL PLAN AND DEPARTMENTAL STRATEGIES – PROCESS FOR MANAGING PERFORMANCE

Celia Morris, Group Manager – Performance and Improvement, introduced the report which sought agreement to revised arrangements for performance management reporting.

RESOLVED 2018/004

That the arrangements for performance management reporting be approved.

8. ICT PROGRAMMES AND PERFORMANCE QUARTER 3 2017-18

Ivor Nicholson, Service Director (ICT), introduced the report which provided a progress update on key projects and performance measures for ICT Services up to the period October-December 2017.

RESOLVED 2018/005

That a further report for Quarter 4 of 2017-18 be submitted to a future meeting of the Sub-Committee.

9. PROGRESS REPORT ON DELIVERY OF PROGRAMES, PROJECTS AND SAVINGS

Celia Morris, Group Manager – Performance and Improvement, introduced the report which provided an update on the delivery of the Council's current savings and strategically significant projects and sought approval for two project change requests.

RESOLVED 2018/006

That the change requests for the Care and Support Centres and Targeted Reviews projects, detailed in Appendix B of the report, be approved.

WORK PROGRAMME

It was underlined that, following the next meeting, the Sub-Committee would be moving from a six week to an eight week meeting cycle.

The Transformation Strategy report currently scheduled for September would be submitted to an earlier meeting of the Sub-Committee instead.

RESOLVED 2018/007

That the work programme as presented in the report, subject to the rescheduling of The Transformation Strategy be approved, be agreed.

The meeting closed at 3.31 pm.

CHAIRMAN