



25th June 2018

Agenda Item: 9

REPORT OF THE SERVICE DIRECTOR, FOR FINANCE, PROCUREMENT & IMPROVEMENT

SMARTER WORKING PROGRAMME

Purpose of the Report

1. The purpose of this report is to provide an overview on the progress of the Smarter Working Programme (SWP), details of the future deployment schedule across the County and to seek approval to review the governance arrangements for the programme.

Information

Background

2. The vision for the Smarter Working Programme is:

“A workforce able to work flexibly, where and when it best suits them, their customers and service users and managed by results “

3. In November 2016, Policy Committee agreed funding for the SWP for the provision of new ICT equipment and the reconfiguration of office buildings over a three year period. We are now into the second year of this programme.
4. Given the recently agreed re-structures within Place and Resources and the establishment of a Chief Executives department, it has been recognised that there is a need to review the existing governance arrangements for the SWP to ensure that they remain fit for purpose.

Progress

5. In 2017 the SWP delivered the following:

- Scheduling of appointments was rolled out for all Social Work and Occupational Therapy teams in Adult Social Care & Health (ASC&H), making further use of the TotalMobile functionality.
- Scheduling of appointments for the START re-ablement service was rolled out across all teams
- A successful pilot project saw a mail scanning process put in place for teams based at Lawn View House (LVH)

- A review of ICT support for staff based at Queens Medical Centre (QMC) resulted in the introduction of Lync telephony, improved WIFI access and the deployment of new ICT equipment for staff
- Staff at Chancery Lane were deployed with new ICT equipment
- LVH has been reconfigured and new ICT equipment has been deployed
- Deployment of new ICT equipment started at County Hall which also involves some minor changes to the configuration of office space to support a greater level of flexible working

6. In 2018 the SWP has so far delivered the following:

- An upgrade in the scheduling software was rolled out across all Social Work and Occupational Therapy teams in Adult Social Care & Health (ASC&H) that has provided an improved functionality for staff
- The deployment of new ICT equipment and a reconfiguration of the office space in County Hall has seen an additional 335 staff working out of County Hall

Future schedule of deployment

7. Once the work at County Hall is complete, we will continue with the deployment of new ICT equipment across the main office sites and the reconfiguration of some office buildings. This will provide more staff with the benefits of greater flexibility and reduce the impact of any future office moves as, once deployed, the mobile technology would move with the member of staff.

8. The high-level schedule for this work is shown in the following table:

Timescale	Building
2018/19	Trent Bridge House
	Prospect House
	Sir John Robinson House
	Sherwood Energy Village (I)
2019/20	Sherwood Energy Village (II)
	Meadow House
	County House
	Mercury House
	The Piazza

9. Following the success of the work undertaken at QMC, we have also agreed a priority order for all hospital sites that will be actioned alongside the schedule for the main office bases.

Role of the deployment steering group

10. As with the deployment of the original mobile devices for staff in 2015, there will always be teams across the Council that could justify an earlier date for their deployment of new equipment. For this reason, we have put in place a process for teams to make submissions for an earlier deployment and we have established a deployment steering group to review these requests. This group has representatives from all departments, officers from ICT and the SWP team.
11. The deployment steering group review & approve/reject requests and determine the priority order for those that are approved. To date, a consensus has always been reached but if this was not possible requests would be escalated to the SWP Board for resolution.

Spend against funding secured in November 2016

12. In November 2016, Policy Committee approved £3.6m of capital funding for the SWP- which was profiled over three years from April 2017 through to March 2020.

	2017/18	2018/19	2019/20	Total
	£ '000	£ '000	£ '000	£ '000
ICT equipment	1,040	980	554	2574
Lync Telephony	25	25	25	75
Audio Visual equipment	25	0	0	25
Sub - total 1	1,090	1,005	579	2,674
Furniture and refurbishment	350	437	148	935
Sub-total 2	350	437	148	935
Total	1,440	1,442	727	3,609

13. The out-turn for spend against this allocation in 2017/18 was exceeded by £0.2M. This slight acceleration of the programme has allowed the more rapid deployment of equipment and the funding was re-profiled accordingly.
14. Approval to re-profile the funding approved for SWP had been obtained from this committee in December 2017.

Revised governance arrangements

15. The current governance arrangements for the SWP have been in place since 2015. Since this time there have been structural changes to departments that include:
- A re-structure of the Place Department
 - Resources Department being replaced by a re-structured Chief Executives Department
16. Therefore, it was felt that this would be a good time to review the existing governance arrangements to ensure that officers can keep Members informed about the progress of the

programme and support them to make timely and informed decisions. The intention will be to complete the review as part of the wider review of the Chief Executives Department and report back to this Committee no later than October 2018.

Other Options Considered

17.No other options were considered.

Reason/s for Recommendation/s

18.To update the Committee on progress of the Smarter Working Programme and seek approval to undertake a review of the existing governance arrangements and to bring back proposals for any identified changes to a future meeting of the committee.

Statutory and Policy Implications

19.This report has been compiled after consideration of implications in respect of crime and disorder, data protection and information governance finance, human resources, human rights, the NHS Constitution (public health services), the public sector equality duty, safeguarding of children and adults at risk, service users, smarter working, sustainability and the environment and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

RECOMMENDATION/S

- 1) That the Improvement & Change Sub-Committee notes progress of the SWP
- 2) That the Improvement & Change Sub-Committee approves the request for a review of the existing governance arrangements for the programme and for any identified proposals for changes to those arrangements to be brought back to a subsequent meeting of this committee.

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Constitutional Comments ([KK 14/06/2018])

20.The proposals in this report are within the remit of the Improvement and Change Sub-Committee.

Financial Comments ([SS 13/06/2018])

21.There are no specific financial implications arising from this report

Background Papers and Published Documents

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

- 'None' or start list here

Electoral Division(s) and Member(s) Affected

- 'All' or start list here