



11 December 2017

Agenda Item: 7

REPORT OF THE CORPORATE DIRECTOR FOR RESOURCES CHANGE AND TRANSFORMATION PRINCIPLES

Purpose of the Report

1. To seek Member's support and approval of a set of principles relating to change and transformation, which if agreed, will form the basis of the transformation strategy.

Information and Advice

Background

2. The Corporate Leadership Team has been considering the Council's approach to transformation and particularly service design. Over the past few years the Council has delivered on a wide range of improvement and change programmes. These programmes have looked at making our services more efficient and resulted in considerable savings.
3. It is becoming increasingly difficult to identify savings and so it is now considered an appropriate time for the Council to take a fresh look at how we deliver positive outcomes for the residents of Nottinghamshire.
4. It is widely acknowledged that the expectations of public services are changing. Central Government has created a set of criteria for Digital Service Standards which seek to support these rising expectations. These standards translate well into a set of principles that support broader transformation.
5. The adoption of a set of principles around transformation is the beginning of a much wider piece of work around the Council's transformation strategy and will provide a framework for future transformation programmes.

Change and Transformation Principles

- i. Understanding service user needs**
Develop a thorough understanding of who the service user is and what their needs are.
- ii. Do ongoing user research**
Ensure that a plan is in place for continued research and collecting feedback from service users to inform improvements.
- iii. Have a multidisciplinary team**
Develop a sustainable multidisciplinary team that can design, build and operate the service.

- iv. **Use agile methods of project management in conjunction with Prince II**
Build services using a method that puts the service user at the heart, is reviewed iteratively and improved on a frequent basis.
 - v. **Evaluate tools and systems**
Thoroughly evaluate the systems, and their interoperability with other systems, that will be used to build, host and measure the service.
 - vi. **Understand information management issues**
Consider what data will be processed and stored by the service, and ensure that the adequate systems and security are in place.
 - vii. **Use open standards and common platforms**
Where appropriate standards and platforms that are already available they should be used to ensure consistency.
 - viii. **Make sure service users succeed first time**
A service must be designed so that it is easy to understand and quick to use.
 - ix. **Encourage people to use the digital option**
Build in support for people to enable them to use a digital option if it is the most appropriate way of them accessing a service.
 - x. **Collect performance data**
Set out the key performance indicators for the service, linked to the Council Plan, and analyse performance data regularly to feed into the review and improvement of the service.
6. If these principles are adopted they will form the basis of the in draft transformation strategy and all future transformation projects will be required to operate in accordance with these principles.

Other Options Considered

- 7. None – a set of principles will help the Council to define its approach to transformation.

Reason for Recommendations

- 8. To agree a set of basic principles which will help to shape the way we approach transformation programmes and service design.

Statutory and Policy Implications

- 9. 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.

Data Protection and Information Governance

10. The principles enshrine the need for proper information governance.

Financial Implications

11. None arising from this report.

RECOMMENDATIONS

- 1) That Members support and approve the principles for change and transformation.
- 2) That Members agree that these principles should form the basis of the Council's transformation strategy.

Jayne Francis-Ward

Corporate Director for Resources and Monitoring Officer

For any enquiries about this report please contact: Nerys Davies, Executive Officer - Resources

Constitutional Comments (SLB 27/11/2017)

12. Improvement and Change Sub-Committee is the appropriate body to consider the content of this report.

Financial Comments (NS 27/11/2017)

13. 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.

- Digital Service Standard - <https://www.gov.uk/service-manual/service-standard>

Electoral Division(s) and Member(s) Affected

All