



25 June 2018

Agenda Item: 4

**REPORT OF THE SERVICE DIRECTOR, FINANCE, PROCUREMENT AND
IMPROVEMENT**

BUSINESS CHANGE ANALYSIS FUNCTION

Purpose of the Report

1. To inform Committee members of the work being undertaken by the Business Change Analysis function in supporting the development and delivery of transformational change and consider further areas for focus in the future.

Information

2. The Business Change Analysis function was established in April 2017 and comprises two Senior Business Change Analysts and a Business Change Analyst.
3. This report outlines how the Business Change Analysis function is developing in response to the needs of Services across the authority, and in particular how it is supporting the development and delivery of transformational change to achieve significant efficiencies.
4. Business Change Analysis is a systematic approach to gathering business requirements, identifying and analysing business challenges and collaboratively identifying and evaluating options to deliver solutions and improvements. It draws on a wide range of tools and methodologies such as benchmarking, root cause analysis, process mapping and lean systems approaches, collecting and evaluating all available relevant data and other information to provide evidence-based analytical products
5. The team have undertaken a range of work with a particular focus on the Adult Social Care and Health (ASCH) and Children's and Families (C&F) departments, in conjunction with and following on from the diagnostic work carried out by external consultants Newton Europe.
6. A presentation will accompany this report to Improvement and Change Sub-Committee on 25 June to describe the range of work being undertaken by the Business Change Analysis function and to provide a case study of one particular piece of work – a demand and cost projection model in relation to Looked After Children.

Other Options Considered

7. The authority could use external consultants to perform this function, however in-house expertise provides a more cost effective and sustainable solution to the analytical challenges being faced.

Reason/s for Recommendation/s

8. To provide the Improvement and Change Sub-Committee with insight into the function and to invite their input into future work.

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 work of the team complies with and supports programmes and projects relating to Data Protection and Information Governance.

Financial Implications

11. The work of the team supports the delivery of financial efficiencies and future budget planning.

RECOMMENDATION/S

It is recommended that the Improvement and Change Sub-Committee:

- 1) Consider and note how the Business Change Analysis function is being utilised to support the design and delivery of transformational change within the authority.
- 2) Discuss and agree any specific areas that the Committee would like to be focused on by the function in the future.

Nigel Stevenson

Service Director, Finance, Procurement and Improvement

For any enquiries about this report please contact:

Esther Turner / Laurie Heighway, Business Change Analysis Team

Tel: 0115 9932577 / 97 72386

E-mail: esther.turner@nottsc.gov.uk / laurie.heighway@nottsc.gov.uk

Constitutional Comments (KK 14/06/18)

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

Financial Comments (SES 13/06/18)

13. There are no specific financial implications arising directly 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

Electoral Division(s) and Member(s) Affected

- All