

## Redefining Your Council – Resources Portfolio as at June 2016

<b>Progs.</b>	<ul style="list-style-type: none"> <li>• <b>Smarter Working</b> – changing attitudes towards the workplace and supporting staff to be more efficient and flexible</li> <li>• <b>Customer access and digital development</b> – designing digital tools that better meet the needs of customers</li> <li>• <b>Workforce development</b> – developing employee skills to help them respond to the new working environment</li> <li>• <b>Performance management and benchmarking</b> – better management information to feed decision-making</li> <li>• <b>Integrated commissioning and procurement</b> – aligning the approach to these areas plus contract management</li> <li>• <b>Reform of corporate services and functions</b> – reviewing corporate support functions and determining the best model</li> </ul>	
<b>Benefits to be delivered</b>	<ul style="list-style-type: none"> <li>• Quicker and easier access to services and information by delivering a significantly improved website</li> <li>• Costs savings arising from fewer Council-owned buildings</li> <li>• More agile, flexible and productive staff – better outcomes for customers and value for money</li> <li>• Better partnership working with other organisations – improving outcomes for customers and value for money</li> <li>• Reliable and timely data available to inform decisions and improve performance of services</li> </ul>	
<b>Key achievements in last 3 months</b>		<b>Expected delivery over next 3 months</b>
<ul style="list-style-type: none"> <li>• As part the drive to mobilise the workforce 1,000 Blackberry phones replaced by Smartphones</li> <li>• Restack of Trent Bridge House (TBH) to further rationalise office space in line with Smarter Working principles. Teams have been reduced to a 6-10 ratio in terms of desk numbers. As part of the restack ICT have moved to TBH and HR to County Hall, allowing more integrated working with related teams &amp; services.</li> <li>• Ruschcliffe Day Centre cleared and staff moved to TBH, this is in line with Smarter Working principles, ensuring we make most efficient use of the Council's estate whilst facilitating organisational requirements.</li> <li>• Asset management proposals reviewed by Members Reference Group and CLT. Modelling completed on office requirements and property deterioration to assist with establishing the size &amp; nature of a sustainable estate.</li> <li>• As part of the development phase of the Business Reporting and Management Information (BRMI) project the data warehouse design work has been completed and work commenced on the warehouse and associated reports.</li> <li>• Digital First - Beta version of the intranet launched (August 16)</li> <li>• Customer journey for highways fault reporting launched with enhanced functionality to allow residents to get progress reports</li> <li>• Workforce Strategy approved by Personnel Committee and Policy Committee.</li> </ul>		<ul style="list-style-type: none"> <li>• To support departmental priorities the Multi Agency Safeguarding Hub (MASH) and Adult Access Service have been moved into new accommodation.</li> <li>• Smarter Ways of Working Programme considering and mapping office requirements to meet future need. Services engaged to identify options to meet future property requirements, followed by consultation with members as options are developed.</li> <li>• The focus of delivery for BRMI is on ensuring that the reports on performance are available prior to the upgrade from the Frameworki system to Mosaic. Additional systems to be incorporated into the data warehouse will also be determined.</li> <li>• Digital First project (phase 1) closed after successful delivery of all but two elements of the project, those being delivery of a new intranet site with improved functionality and the passenger transport customer journey. The residual tasks to deliver these two elements will be delivered in the coming months as business as usual.</li> <li>• Phase II of the digital first project is still being developed but will include an increased focus on customer journeys, further development of the intranet to support Smarter Working and a more strategic use of social media</li> <li>• Ongoing evaluation of Social Work Support Pilot as part of a potential model for business support across the Council</li> <li>• Commence redraft of Strategic Management Framework taking into account draft Commissioning Framework</li> </ul>

## Appendix B

<ul style="list-style-type: none"><li>• Produced a draft set of principles to form the basis of a Commissioning Framework to improve and streamline commissioning processes.</li><li>• Produced a draft Commissioning Framework &amp; developed connectivity between the draft framework and the Strategic Management Framework to ensure consistency and clear pathways</li><li>• 'Discover and design' phase of the Corporate Services review commenced with the completion of an initial review of the current baseline position and best practice case studies and the creation of 5 individual work packages to deliver the expected outcomes.</li></ul>	<ul style="list-style-type: none"><li>• Commencement of stakeholder engagement on Corporate Services Review to define and develop the core business offer with Customers, benchmarking and market analysis, delivery of plans to remove duplications at Department level and Authority-wide and maximise synergies in the future delivery of Corporate Services across the Council</li></ul>
<b>Key risks to delivery</b>	<ul style="list-style-type: none"><li>• Staff embracing new ways of working and be more flexible in how and where they work</li><li>• Resistance to the introduction of new digital tools</li><li>• Complex partnership arrangements across Nottinghamshire.</li><li>• The local property market will affect the ability to reduce the Council's property estate</li><li>• Insufficient business engagement leading to delayed and / or weak business requirements definition in respect of performance reports.</li></ul>