

# **Supplementary Committee Agenda**



## **Resources Select Committee Monday, 10th April, 2017**

**Place:** Council Chamber, Civic Offices, High Street, Epping

**Time:** 7.00 pm

**Committee Secretary:** A Hendry, Directorate of Governance  
email: [democraticservices@eppingforestdc.gov.uk](mailto:democraticservices@eppingforestdc.gov.uk) Tel:  
01992 564246

### **4. TRANSFORMATION PROGRAMME - OVERVIEW & SCRUTINY (Pages 3 - 22)**

Attached is the presentation on the Transformation Programme from the Chief Executive and the Head of Transformation.

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# Resources Select Committee

## 10 April 2017

 Epping Forest  
District Council  
[www.eppingforestdc.gov.uk](http://www.eppingforestdc.gov.uk)



# Meeting outcomes

- u Overview presentation of the Transformation Programme
- u Agree Terms of Reference and work programme for the scrutiny of the Transformation Programme
- u Agree establishment of appropriate mechanisms to undertake this work





# Our vision

**Cllr Chris Whitbread**  
Leader of the Council

# What is Transformation?

**Glen Chipp**  
Chief Executive

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# Purpose

The purpose of the Transformation Programme is to make fundamental changes in how we deliver services (known as 'business as usual'), in order to deal successfully with our drivers for change.



# Drivers for change

There are four drivers for change, as detailed in the Corporate Plan 2015/20:

- u Our customers and their needs are changing;
- u Our customers expect modern, customer focussed services;
- u Our customers demand well-managed, value for money services; and
- u Our customers want us to reduce our costs and protect front line services.





# How we're changing?



**David Bailey**  
Head of Transformation

**Change the  
business**

Business transformation

**Run the  
business**

Business as usual

Managed benefits

Managed projects







**Workstreams**



# The Golden Thread

Projects and programmes

Outputs

enable

Changes

create

Outcomes

result in

Benefits

achieve

Objectives

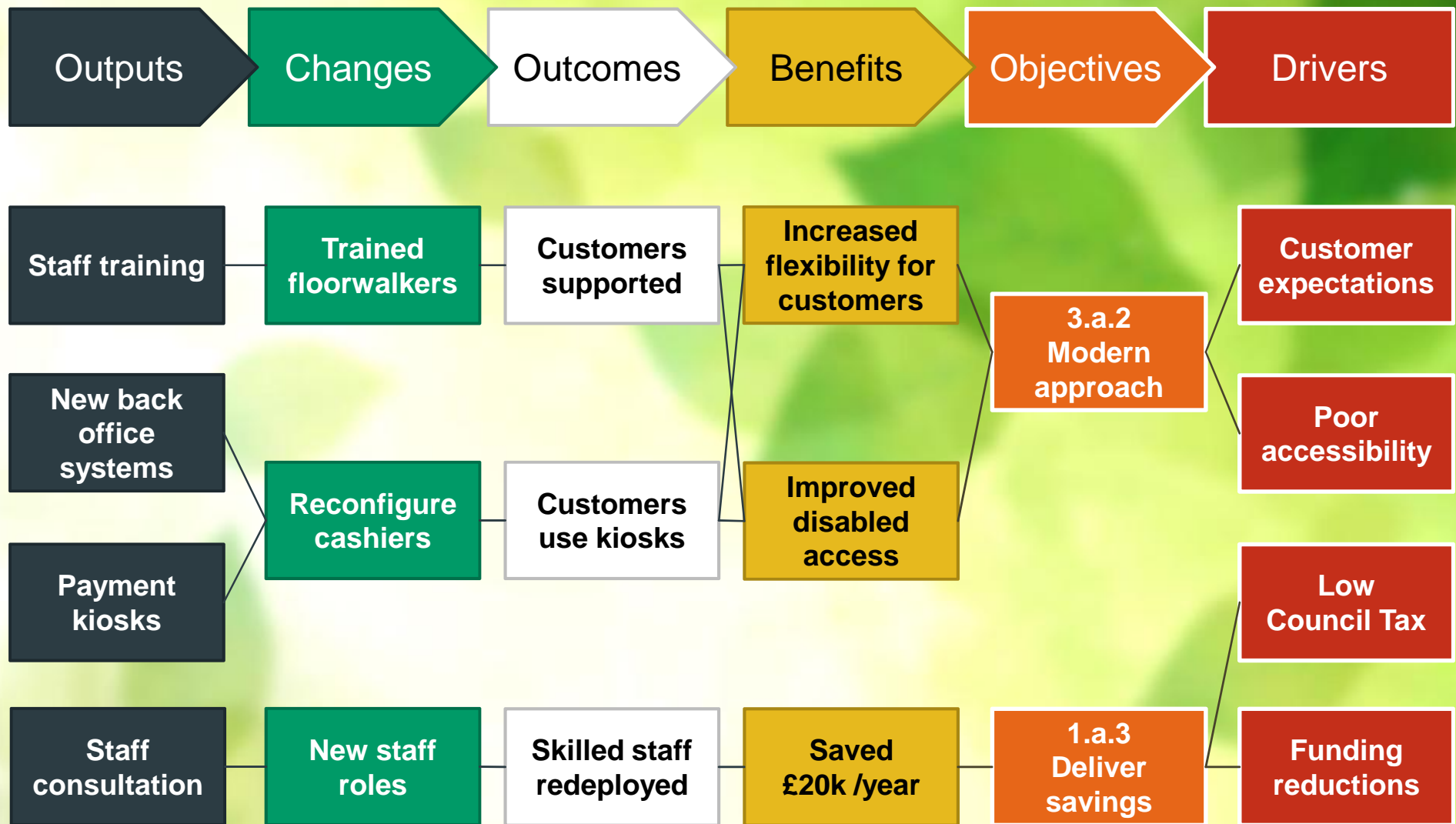
address

Drivers

Corporate Plan and action plans

Business as usual

# Payment kiosks





# Key benefits

- Recognising what customers' value about our services and placing them at the heart of everything we do

**Improved customer value**

- Focussing on getting things right first time through joined up services

**Reduced waste**

- Reducing red tape to simplify how we work

**Increased agility**

**Increased savings and income**

- Delivery of resource savings and income generation, to keep Council Tax low

# Covalent

- u Projects and programmes
- u Performance indicators
- u Risks
- u Audits
- u Corporate Plan



# P033 Printer Migration

Current

Description

Progress  82%

Status ▶ In Progress

Weight 1

Next Update Due 30 Apr 2017



Details

Action Tree 4

Timeline

Milestones

Related To

More...

## Charter

- Corporate Plan link** **3.b.2016** To utilise modern technology to enable Council officers and members to work more effectively, in order to provide enhanced services to customers and make Council services and information easier to access
- Problem statement** The authority has numerous and out-of-date shared and desktop printing equipment. Initial discovery shows this provides relatively poor value for ... [Show more](#)
- Background information** An audit of desktop and multi-function printer use has been completed. This has been used to inform the proposed number of MFDs that are required: 15 ... [Show more](#)
- Objectives** Discovery indicates that we could save c. £27k if desktop printing migrated to multi-function devices. Our paper supply has gone up, from around 1.3 million ... [Show more](#)

## Notes

Showing all Notes...

No Notes found.

## Outcomes and Priorities

Nothing found.

## Communications management

- Staff needs** Information, training, replenishment and fault reporting strategies
- Staff communications** Display in staff canteen, intranet, showcase on MFD plan, training events, regular updates
- Leadership Team needs** Information, rollout plan, exemption policy

In scope Printer management software All desktop printers

### WS1 Workstream 1 - Customer Experience

Current Description

Progress 46%

Status In Progress

Next Update Due 31 Mar 2023



Details Action Tree 70 Timeline Milestones Related To More...

Sorted by Due Date

Zoom + - Print

Code & Title	Progress	2016	2017	2018
P045 Customer Self-Service Payment Kiosks	100%			
P006 Ageing Population Needs Assessment	100%			
P017 Limes Centre, Chigwell, Service Expansion	50%			
P130 Corporate Online Bookings System	55%			
P139 Pandemic Flu Plan	0%			
P132 Young People Emotional Wellbeing and Mental...	0%			
P134 Licensing Self-Service Applications	66%			
P138 Waltham Abbey Wayfinding	83%			

# Risk Potential Assessments

RPA	Qualities	Project management	Processes	PMO support
<b>High</b>	Transformative project – require Council-wide co-ordination	Overseen by the Transformation Programme Board	Charter, PID and evaluation are required and approved by TPB. Other documents may be required	PMO actively engaged in supporting the project
<b>Medium</b>	Project management best practice	Managed within a single directorate	Charter, PID and evaluation are required and approved by PMO	Support provided by PMO
<b>Low</b>	Minimal need for project management	Managed within a single service area	Charter, PID and evaluation are encouraged	Support available from PMO



# Transformation projects

1. Customer experience	2. Business culture	3. Resources, accommodation and technology	4. Major projects
P001 Customer Service Programme	P003 Establish Programme Management	P002 Service Accommodation Review	P150 Relocation of Housing Repairs Service to Oakwood Hill Depot
P145 Customer Satisfaction and Standards	P008 Museum Heritage Trust	P014 Integrated HR Payroll IT System	P112 Operating Partner for North Weald Airfield
P146 Customer Reception	P013 Max Corp Debt Collection	P033 Printer Migration	P113 Epping Forest Shopping Park
P147 Corporate Customer Team Development	P050 Reprographics Service Review	P044 Electronic Invoicing	P114 St. John's Road Development
P148 Systems and Digital Development	P108 Shared Services	P116 Future Options for the HRA Financial Plan	P115 Local Plan Programme
P134 Self-Service Licence Applications	P117 Raise Building Control Profile	P122 Information Management	P120 Council House Building Programme
P004a External Corporate Communications	P106 Workforce Development Strategy	P043 Post, Correspondence and Document Management	P135 New Leisure Contract
	P124 Corporate and Business Planning	P109 ICT Strategy Implementation	P136 Hillhouse Development
	P004b Internal Corporate Communications		

Remember the Forum for all your suggestions

**the forum**

Special edition

# District Lines

News

Places for People - new leisure partner

A staff magazine a



## Transformation Update



### Staff briefing 18 April 2016

Epping Forest District Council

37 views

YouTube

Share

More

Published on 20 Apr 2016  
Transformation Program  
Chief Executive Gov. Mag. and Leader of Council Councillor Chris Whitbread are asked about the council's transformation programme  
Paula Maguire, Assistant Director HR on Monday 18 April 2016

Places for People - new leisure partner

Accommodation review

Cabinet decision to keep Council offices in Epping

Epping Forest District Council have named Places for People Leisure as its new leisure partner in a 28-year contract. The contract is due to start on 1 April 2017 and includes plans for a brand new 650m leisure facility at Waltham Abbey to replace the existing Waltham Abbey Swimming Pool, as well as significant investment in the existing centres, including Epping South Centre, Gosham Leisure Centre and Ongar Leisure Centre.

Starts April 2017

Places for People Leisure was the contract to design and build the proposed new Waltham Abbey Leisure Centre with their construction partners Peffer Construction and architects Pezzors.

Subject to detailed planning permission, the new Waltham Abbey Leisure Centre which has been designed with a green roof to complement the surrounding recreational ground, will feature a 25m 6 lane pool with 15m learner pool, dance and group cycling studio, virtual cycling, a community room, and cafe.

Waltham Abbey Leisure Centre

It will also feature an 8C station fitness suite that includes the latest equipment from Future, Technogym, WorxPro, Quantum D3C, Octane Fitness, Spinning and Les Mills.

District Lines - March 2017  
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Accommodation review

Cabinet decision to keep Council offices in Epping

Reception

Front-line staff have been attending a series of reception briefings given by Olivia and Simon Hill. Supported by Stuart Mitchell in Facilities Management, draft plans are already showing a completely revised public area incorporating many suggestions and refinements.

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Reception

Cabinet gives green light to customer services reception

Printers and payroll

Reception

The Cabinet at its 9 March meeting approved the council's accommodation report which gives the go-ahead to our customer services reception plans.

Centralised reception

The Customer Services Project Team has undertaken a considerable amount of work since the last time we reported working to bring together proposals for a centralised reception.

This included two periods of data collection for face to face customer journeys, consultations with reception staff to draw up the requirements for the design and the appointment of a structural engineer and quantity surveying company to produce a costed design.

The quantity surveyer has provided us with potential schemes which would see the enlargement of the current main reception area to provide space for all face-to-face transactions currently handled across 2 separate reception desks.

Works for the project have been initially costed at £110,000. This cost includes contractor's preliminaries, expected overheads and profits but does not include risk contingencies or professional fees.

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Printers up and running

Payroll system goes online

Rollout May 2017

The plan is for the following elements of self-service to be rolled out at the beginning of May 2017. Employees will be able to view/update/print the following elements of their employment records:

- Personal details
- View and update your personal information, e.g. your home address details, contact and emergency contact info, sensitive information, bank account and car details.
- Employment details
- View your current employment details.
- Pay and benefits details
- View your 12-month payroll history and be able to print your payroll as e-mail this to your work or a personal mailbox if you prefer.

There is a web-based product. As long as you have a broadband connection or wifi signal you can access them.

Human Resources are working closely with Managers of staff who do not have day-to-day access to computer equipment, to ensure that a solution is provided for them.

Drop-in sessions

We will be running drop-in sessions for staff to learn how to use the system and details of the dates and times of these sessions will be published shortly.

Further elements of self-service such as absence, claiming expenses and requesting annual leave will be rolled out over the next 12 months.

Angela McKeon,  
Human Resources Officer

David Newton,  
Assistant Director ICT and Facilities

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# Thank-you

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