Resources Select Committee

10 April 2017



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



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
- Our customers want us to reduce our costs and protect front line services.





How we're changing?

David Bailey Head of Transformation



Managed benefits

Change the business

Business transformation

Run the business

Business as usual

Managed projects

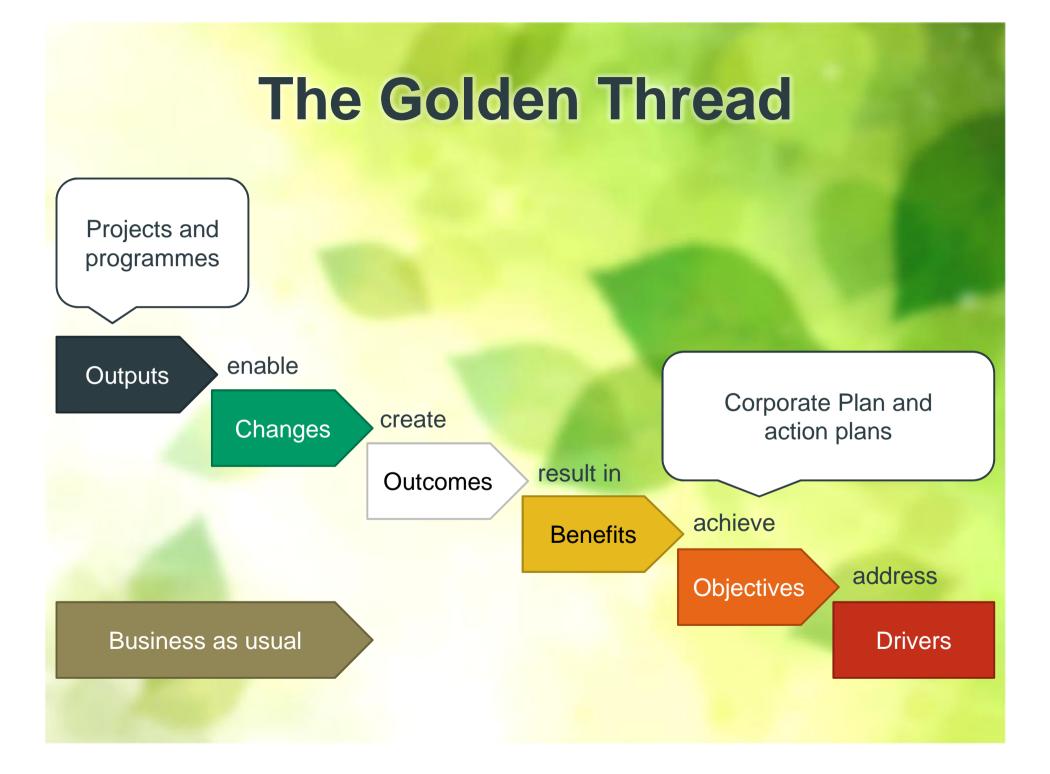
Business culture

Major projects

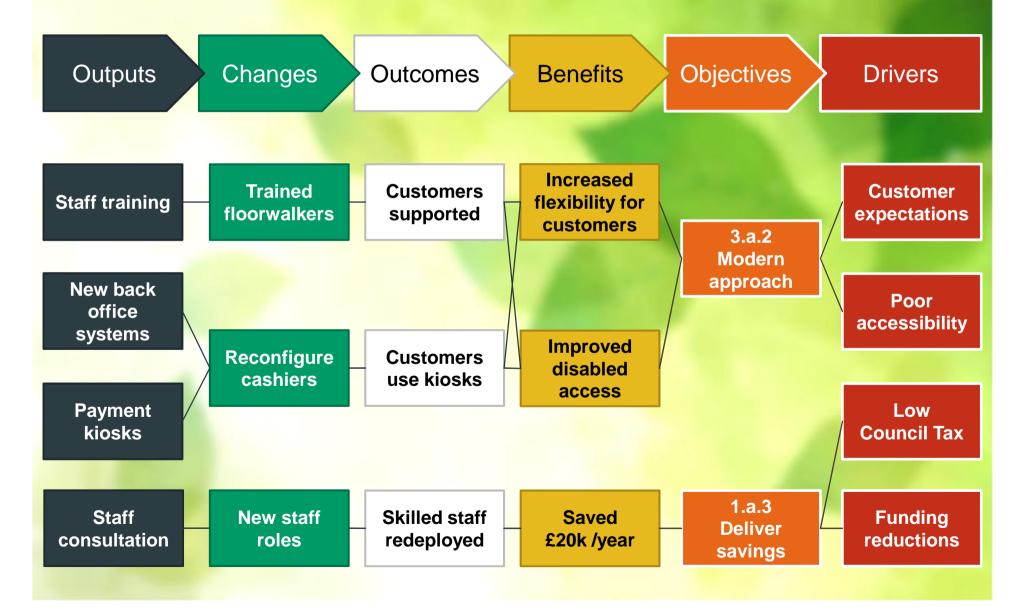
Customer experience

Workstreams

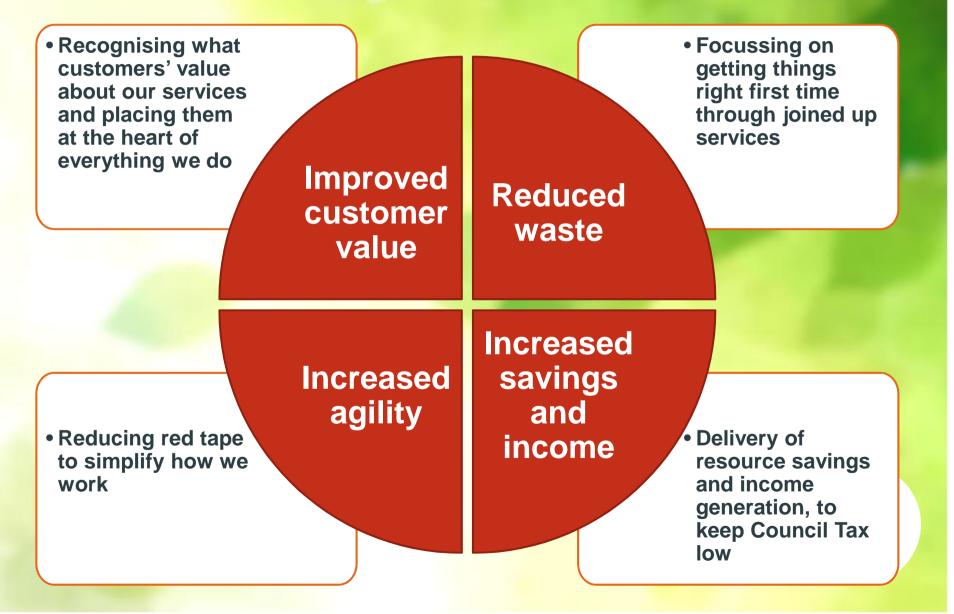
Resources, accommodation and technology



Payment kiosks



Key benefits



Covalent

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



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Current Descr	nter Migrat	tion -						
	atus 🕨 In Progre	82%	2013	2014	2015	2016	2017	
	eight 1 Due: 30 Apr 2017		01 Jun 2013			30 A	pr 2017	
Charter-	Tree 4 Tin	neline Milestones	^	Notes - Showi	ng all Notes			
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WS1 Workstream 1 - Customer	Experience-			
Current Description				
Content Description				
Progress 46%	2015 2016 2017 2018	2019 2020	2021 2022	2023
Status 🕨 In Progress				
Next Update Due 31 Mar 2023	01 Nov 2015		3	31 Mar 2023
Details Action Tree 70 Timeline Mileston	Related To More			
Sorted by Due Date-	Q Zoom +	- Print		
		and the second second		
Code & Title	Progress 4 2	2016	2017	2018
Code & Title O O P045 Customer Self-Service Payment Kiosks	Progress 4 2 100%	2016	2017	2018
		2016	2017	2018
 P045 Customer Self-Service Payment Kiosks P006 Ageing Population Needs Assessment 	100%	2016		2018
📀 🥙 P045 Customer Self-Service Payment Kiosks	100%	+)	2018
 P045 Customer Self-Service Payment Kiosks P006 Ageing Population Needs Assessment P017 Limes Centre, Chigwell, Service Expansion 	100% 100% 50%	+		2018
 P045 Customer Self-Service Payment Kiosks P006 Ageing Population Needs Assessment P017 Limes Centre, Chigwell, Service Expansion P130 Corporate Online Bookings System 	100% 100% 50% 55% 0%			2018
 P045 Customer Self-Service Payment Kiosks P006 Ageing Population Needs Assessment P017 Limes Centre, Chigwell, Service Expansion P130 Corporate Online Bookings System P139 Pandemic Flu Plan 	100% 100% 50% 55% 0%			2018

Risk Potential Assessments

RPA	Qualities	Project management	Processes	PMO support
High	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
Medium	Project management best practice	Managed within a single directorate	Charter, PID and evaluation are required and approved by PMO	Support provided by PMO
Low	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		





District News

Special edition



Accommodation review

Places for People - new leisure partner





Apple Latore solits new latere partner in a 28-year montrait. The contrart is due to start on 1 April 1917 and includes plans for a brand new £9,5m leases facility at Maltham Abbey to replace the existing Waltham Abbey Swimming Pool, so well so significant investment to the austing rentres, including Epping Sourts Centre, Loughton Leibure Centre and Onger Leibure Centre.

Starts April 2017

Plotes for People Leiture was the contract to design and build the projection new Waltham Aldrey Lettage Centre with their construction partners Pelikoon Construction and architects Accord. Transformation Updat

Subject to detailed planning permission, the best Watchase Abbey Decare Letters which has been designed with a green roof to complement the surrounding restructional ground, will feature a 25m 6 are peak with 15m learner peol, dance and group cycling studio, virtual cycling, a community room, and calls.

Waltham Abbiv Leisure Centre

It will also feature an IK station Panese suite that includes the latest equipment from Panese Technogyn, Wathlan Queenax, 025 Octare Pitness, Spinning and Les Mills.

District Lines - March 2017



Cabinet decision to keep Council offices in Enning

approve plane for EFDC's headquarters to remain at approxy pairs for http://tempairtief.com/apartief.com/apartief.com/apartief.com/apartief.apartief.apartief.apartief.com/ap the Conder Building, war extension and 325 leaving the site available for redevelopment. Some staff will relocate to the new depart at Oukawood Hill while further executions model be made about the need for effice many in Henrical Street.

The Housing Receipt Service review is also being brought free Housen, toparts an our inverse is also being brought forward to help manage the wardlen of the depot as part of the St John Read Town Centre Representation Scheme. Propisals could involve the stilling of a temporary depot round North Weald Airfield's control towe

Customer Services

The fact check in the creation of a Customer Services Team have been taken. Neighbourhoods contact centre staff are the first area to be integrated into the new service led by Olivia State: Selfctboard staff are seen to follow. Cabinet's decision resears we can move forward to detailed diplgn and costing of the new outcomer service eception area.

Recentlers

37 views

4.91

Front-fine staff have been attending a series of receptors briefings given by Oleas and Simon Hill. Supported by Mulart Mitchell in Racifities Management, draft plans are already showing a completely revised public area. sporating many suggestions and refinements

District Lines - March 2017



Reception

The Califiet at its 9 March meeting approved the cill's accommodation report which gives the

The Customer Services Project Team has undertaken a contiderable amount of work drue the last time we reported working to bring together proposals for a

This included two overlook of data sollection for face to tice 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 surveyor has provided us with potential schemes which would see the enlargement of the summit main reception area to provide space for all face to-face transactions currently handled across 2 separate reception dedic.

Works for the project have been initially cached at E510,000. This cost inductes contractors' preliminaries, expected overheads and profits but does not include risk confingencies or perfectional loss.

> District Lines - March 2017 NOT SAME

all mare a monitoring value. The BPT project is one of the first transformation projects to deliver automatial savings and will save the Council approximately £20,000 per year. Further savings will be realised once sufer-haned printing has been implemented in association with overnight batch printing.

Pature anihancements will include additional scanning capabilities (scan to nationik folder) and socure printing from Blackborry Work.

David Newton, Assistant Director ICT and Facilities

Printers and payroll

Multi-Function Device (MFD)

on a Treamon cale have been

Printers up and running

for specific notion requirements or service and sites and

All staff should now be able to access printing from

the MFD's using their surges cards, if postesperiesce any issues, please contact the ICT & FM consiste deck.

Beneriter that you can callect your MFD printing from any Xeros MFD at any IFDC site. Our MFD's can also

photocopy, coan to your email. Fas (selected machines,

d help to use these additional functions, please

look at the Intranet for self-help guidance or again.

The redundant printers and spare cartridges are being

recycled and any excepts will be used to offset the installation costs of the NED's. If you find any printers or cartridges hidden away, please let us know as they

all have a monetary value. The MPD project is one of

start the ICT & FM service deal

Recycle spare cartridges

District Lines - March 2017

Payroll system goes online

As you will no doubt have noticed, the majority of decktop printers have now been removed from offices. A very small number of decktop printers are being retained Following the initial build of the new filters system for salary payments, the emphasis has new switched to building the self-service elements of the system. this number will reduce over coming months as systems, we suggraded,

Rollout May 2017

The plan is for the following elements of self-service to be rolled out at the baptming of May 2007. Employees will be able to view/spdate/print the following elements. of their armslevement seconds.

Personal details

View and update your personal information, e.g. your home address details, contact and emergency contact. info, see it is information, bank acrossed and car details.

- + Employment details
- View your current employment details.
- · Fay and benafits datally

View your (Trent payslip history and be able to print your payslip or e-mail this to your work or a personal mailton if you prefer.

Rent is a web based product. As long as yes have a broadband connection or with signal you can accura

sources are working closely with Managara of staff who do not have day-to-day access to computer explanation to ensure that a solution is provided for them.

Drop-in session

We will be running drop-in sessions for staff to learn how to use the pastern and details of the datas and times of these sessions will be published shorth.

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

Angela McKeon,





Published on 20 Apr 2015

Dr. 144 Mar. 35281

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Staff briefing 18 April 2016

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Transformation Programme. Chief Geocutive Geo Dilage and Leader of Council Doenciller Chief Whitboard are asked adout the council's transformation programme iter Plaira Mogernes, Assattant Devictor HB an Monday 18 April 2016

Color Issue





Thank-you



