ARGYLL AND BUTE COUNCIL

PERFORMANCE REVIEW AND SCRUTINY COMMITTEE

CUSTOMER SERVICES

29 MAY 2014

CORPORATE IMPROVEMENT PROGRAMME PROGRESS

1 INTRODUCTION

1.1 This report provides the PRS Committee with an update on the progress of the Corporate Improvement Programme.

2 RECOMMENDATION

2.1 Members note the content of the report.

3 DETAIL

- 3.1 The current Corporate Improvement Programme has been in place for 18 months. Progress on the projects that make up the programme has been reviewed regularly by the Corporate Improvement Board according to an agreed timetable.
- 3.2 In February, the PRS noted a report that highlighted progress against the projects being considered and scrutinised by the SMT at its monthly Corporate Improvement and Performance driven meetings.
- 3.3 Corporate Improvement Programme Project Progress Update

Project	Main Objectives	Progress to Date	Status (red, amber, green)
Service	Formerly part of the wider	The budget strategy agreed	Green
Prioritisation	Productivity and Service	by the council in November	
	Improvement Project, Service	states that service	
	Prioritisation is now a separate project to develop a framework/process to prioritise services over the next 5-7 years.	prioritisation is important to ensuring that council resources are aligned to the Single Outcome Agreement. Delivery plans for this are being developed and are due to be completed by June 2014.	

Workforce	Workforce Planning will be	Workforce Planning was the	Green
Planning	incorporated in the overall	subject of an interactive	
	service prioritisation project. It	session at the Chief Officers	
	will deliver an overall	and Senior Officers meeting	
	approach, guidance, training	in March 2014. Full guidance	
	and toolkit.	and templates are now	
	and tookit.	available. Progress will be	
		monitored by the SMT.	
BPR	Business Process Re-		Croon
DPK		The BPR Programme has	Green
	engineering (BPR) was	been progressing, initially	
	formerly part of the wider	targeting smaller services as	
	Productivity and Service	pilots and has now moved to	
	Improvement Project. It is now	larger service areas with	
	being implemented as an	Adult Services - Delayed	
	individual project. The project	Discharge review already	
	is using lean management	underway.	
	techniques to improve		
	efficiencies in services.		
Asset	Carry out an assessment of	A revised approach to	Green
Management	the council's current Service	developing asset	
	Asset Management Plans and	management plans has also	
	ascertain whether this is a way	been put in place for the	
	of delivering asset	2014/15 budget process.	
	management that better		
	coordinates the requirements		
	of the council as a whole		
Customer	Council wide development of	The Customer Management	Green
Management	customer service. Ongoing	Board considered the end	
	implementation of the	project report for the	
	customer management phase	Council's Council Wide	
	of process for change.	Customer Management	
	Customer Service Centre and	Project in April. This included	
	Registration Service Review	a programme of actions to	
	Web and Intranet	ensure continual	
	development. Establishment	improvement of customer	
	of continual improvement	service. This will continue to	
	arrangements for the council	be monitored by SMT as part	
	wide development of customer	of the Corporate	
	service.	Improvement Programme.	
ICT	Proactively looking at ICT	The ICT Strategy was	Green
Development	innovations and assess	approved by Council in	CICCII
and	potential value of these. Work	September. A range of	
Information	*	investigations are continuing	
	with services to develop and		
Management	deliver projects for how ICT	which aim to exploit	
	could bring efficiencies to	innovative and available	
	services. Improving	technologies to improve	
	information management.	service delivery.	

Procurement	Ongoing improvement of	Contract management	Green
and	Procurement Capability	meetings are regularly taking	
Sourcing	Assessment score. Controlling	place based on the level of	
Strategies	procurement costs through	risk and contract value. New	
	retendering, looking at	sourcing strategies are being	
	demand/need for	developed in the new format.	
quality/volume of goods and			
services and specification.			
	Develop service sourcing		
	strategies (over a three year		
	period)		

4 CONCLUSION

4.1 The Corporate Improvement Programme is making good progress against its targets. Of the seven projects in the programme all are on track and green.

5 IMPLICATIONS

5.1	Policy	None directly from this report
5.2	Financial	None directly from this report, but securing financial savings is a key aspect of the Corporate Improvement Programme
5.3	HR	None directly from this report, but there will be HR implications from some of the project activities in the programme.
5.4	Legal	None directly from this report
5.5	Equal Opportunities	Compliance with equalities policy is implemented through EQIAs in all Corporate Improvement Programme projects.
5.6	Risk	None directly from this report but risk is considered as an integral part of the project management approach used in delivery of the Corporate Improvement Programme.
5.7	Customer Service	None directly from this report, but Customer Management is one of the projects in the Corporate Improvement Programme.

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