

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 Prioritisation	Formerly part of the wider Productivity and Service Improvement Project, Service Prioritisation is now a separate project to develop a framework/process to prioritise services over the next 5-7 years.	The budget strategy agreed by the council in November states that service 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.	Green

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

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