

JOINT WORKING PROGRAMME UPDATE - OCTOBER 2017

Progress to Date

Flexible & Agile Working

Work has commenced to introduce mobile working to Environmental Health. A programme for the enabling of mobile and home working for the other services of the Council has been agreed and this is targeted to complete by the end of 2018.

The programme to deploy virtual desktop technology has commenced, with deployment completed for Building Control, Legal and HR. Other teams to follow of remainder of 2017, with Planning prioritised in order to help with the implementation and co-location of the shared service.

Customer Experience Strategy

The business case for implementing the Strategy is to be considered at this meeting. If agreed more detailed work and any procurements of software will be undertaken between now and Spring 2017, following which projects will commence in the various service areas.

Organisational Development

A programme to support and develop middle managers is in progress and will run over the course of 2017/18. Harmonisation of key HR policies has been completed. Working on developing a work force plan to be completed by the end of the year.

Office Accommodation

The first moves have been successfully completed and operational learning points identified that will be applied to the subsequent phases of the moves. The project is on track to complete all moves by the middle of December.

Planning Shared Services Implementation

Programme has been scoped out into component projects. The second phase of appointing staff to the new structure is in progress. Work is also advancing on a) joining up the Uniform systems, and b) digitising the elements of historic paper files that need to be retained.

Next Steps

- Progress deployment of mobile working facilities to Environmental Health.
- Continue the deployment of virtual desktop environment across teams, prioritising Planning.
- In business case for Customer Experience Strategy agreed progress to detailed planning stage including establishing project team and undertaking any procurements required using G Cloud frameworks.
- Carry out next phases of office moves, and to complete all moves by mid December and vacation of Capswood 1.
- Progress the implementation of the Planning Shared Service, to complete appointments to the new structure and co-location of staff by the end of November.

OCTOBER 2017

Project	Project Lead	Start Date	End Date	Comment	Budget £
Business Change – Programme Officer: Director of Resources					
Flexible & Mobile working programme	JB	Oct 15	Dec 18	Planning work with EH for mobile working project started project commenced in August. Discussion with HoS their plans around mobile working in order to establish timescales for remainder of project.	£125k Capital Programmes includes Govt funding
Virtual Desktop deployment	SD	Mar 17	May 18	VDI technology (vWorkspace) rolled out to Building Control, HR & Legal Plan of rollout in place for remaining services with Planning as a priority. Anticipate setting demos up at KGVH & Capswood	£764k Capital Programmes includes Govt funding
Information Management	SD	Ongoing		Part of efficient mobile working and the provision of good customer service is the management and storage of information. Project completed set up to address the issue of physical storage (“Ditch the Paper”) This has achieved to date a reduction in volumes at Amersham/Capswood and ending of offsite storage. Further reduction will arise from Office Moves project.	From existing budgets or part of other projects.

Project	Project Lead	Start Date	End Date	Comment	Budget £
				Project being scoped to address email storage. Preparations commenced for changes with GDPR in May 18.	
Customer Experience Strategy – Programme Officer: Head of Customer Services					
Develop Customer Experience Strategy - Business Case and Implementation Plan Development	NE	Feb16	Nov 17	Will inter-relate with other projects within the Joint Working Programme, especially HR Values & Behaviours work. Will also be a major factor in the future Accommodation Strategy. The strategy agreed by Joint Committee in April 2017. Now procured external support (4OC) to develop detailed business case and action plan for Joint Cmm October 2017. This will give rise to programme of projects, including a procurement phase for software to enable the Strategy.	£130k To come from earmarked reserves and base budget
Projects arising from Customer Services Strategy, e.g .Channel Shift	NE	Feb 18	Apr 19	See above. Project underway to improve display of websites and online forms on mobile devices.	£900k Subject to Business Case

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				Programme will include the issue of post and move to electronic postroom	approval
HR Programme – Programme Officer : Principal Personnel Officer					
HR Systems - Additional Functionality	NPH	Apr 17	Mar 18	Recruitment - Vacancy Filler implemented. Management access given when HR fully tested system. 1. Performance Mgt – explore options as appraisal system is rolled out and beds in during 17/18. 2. Training & Development – Learning Pool to be developed for this during 17/18.	£40k
Develop joint HR processes	NPH	Feb 16	Apr 18	Review of processes in light of harmonised T&Cs and new HR modules and applications. On-going, good progress made. Review with payroll in Autumn 2017.	
Develop implement and monitor a joint workforce plan and OD Strategy	UZ	Apr 16	Dec 17	Working with external support to implement the OD Strategy agreed with Members. Initial work has focused on sessions with staff around unwritten ground rules (see above). Good progress on all key elements of the OD strategy. Focus now on workforce plan to be in place end Dec 17.	£30k

Project	Project Lead	Start Date	End Date	Comment	Budget £
Implement remaining Phase 2 shared service review	LC/UZ	Apr 16	Nov 17	Planning Service implementation commenced. . Two phase approach, 1) senior managers, 2) all other staff. Staffing implementation completing in Autumn 2017. Phase 1 successfully completed. Progress on target.	
Office Accommodation Strategy – Programme Officer: Director of Resources					
Office Accommodation Strategy - Capswood/Amersham space usage	JB	Jan 17	Mar 18	<p>In the short term Top floor of Capswood 1 vacated and being marketed, terms agreed with tenant. Plans to vacate ground floor Capswood 1 agreed by members as part of Office Moves to be complete by end of Dec 17</p> <p>At KGVH Basement area reorganised to make better use of space, linked to SBDC offsite storage removal.</p> <p>Proposed approach to reconfiguring the offices agreed by Joint Cmm Apr 17. Reconfiguration to take into account changing ways of working, reducing costs and needs of joint Planning service.</p>	<p>£150k Capswood – SBDC Capital</p> <p>£130k shared – Transformation budgets</p>

Project	Project Lead	Start Date	End Date	Comment	Budget £
				Draft layout finalised and communication strategy put in place to cover period to end of 2017. The agreed Flexible & Mobile working Policy underpins the changes, including issue of clear desks. Timetable for moves agreed and detailed plans for each move being worked up. B/Supp and FM co-ordinating their work on the moves.	
Planning Service Business Case Implementation – Programme Officer: Head of Sustainable Development					
Shared Planning Service Implementation	PB	Feb17	Dec 18	<p>Restructuring and recruitment in progress with two phases. First phase, managers and improvement team complete. Remaining staff by mid October 17. Co-location of staff to complete by Dec 17. PID agreed for team building and development of a single culture</p> <p>Managers have gone through an extensive induction programme.</p> <p>Work in progress to join up UNIFORM systems, and to appropriately digitise information. Retention and disposal requirements being reviewed.</p>	Budget set in Business Case

Project	Project Lead	Start Date	End Date	Comment	Budget £
Local Land Charges Service Business Case Implementation – Programme Officer: Head of Legal and Democratic Services					
Shared Local Land Charges Service Implementation	JES	Jul 17	Jan 18	Shared service Business case approved by JC on 24 July Recommendation goes to FC on 17 October at CDC and 15 November at SBDC New structure to be reported to JSC on 11 October PID for Shared TLC project to be prepared	As set out in Business Case