

Resources Overview and Scrutiny Panel

Agenda
Item:
A.3

Meeting Date: 10th October 2013
 Portfolio: Finance, Governance and Resources
 Key Decision: Not Applicable:
 Within Policy and Budget Framework
 Public / Private Public

Title: TRANSFORMATION BOARD
 Report of: Deputy Chief Executive
 Report Number: SD/07/13

Purpose / Summary:

The purpose of this report is to update members of the Resources Overview and Scrutiny Panel on the work of the Transformation Board.

Recommendations:

The Panel is asked to scrutinise and comment on the work of the Transformation Board as described in this report.

Tracking

Executive:	
Overview and Scrutiny:	
Council:	

1. BACKGROUND

1.1 The Transformation Board was formed in the latter part of 2011 in response to the developing range of transformational activities.

The purpose of the board is to develop, co-ordinate and manage transformation activity across the Council and ensure that service improvements and savings are delivered in line with the Carlisle Plan and Medium Term Financial Plan. The team is chaired by the Deputy Chief Executive and includes the Directors and other key support officers from across the authority.

2. PROPOSALS

2.1 Summary of Transformation activity for 2013/14 savings target

Delivery of the required savings of £1.38m for the financial year 2013/14 is now virtually complete.

The initial process was to deliver 10% savings across all Directorates by 1st April 2013. The Transformation Board has co-ordinated and monitored this programme including scheduling the support services required to aid delivery. Outstanding items total £48,500 and these will be added to a future year programme.

2.2 Transformation programme for 2014/15 savings target

Work with Portfolio Holders has identified transformation initiatives to deliver the required savings of £760k (as set out in the 2013/14 budget) during 2013.

The Transformation Board has been assisting in co-ordinating the following savings initiatives within each Directorate. Current progress to date is detailed.

Local Environment

Bring Sites – A review undertaken in spring 2013 identified potential savings by reducing the number of sites and bringing the service back in-house. A project plan has been agreed and the new, in-house service will commence in April 2014.

Bereavement Services – Electronic payments now introduced.

Play Areas – Mapping and site work complete. Report to Executive in October.

CCTV – On target to achieve savings.

Economic Development

Alternative ways of delivering the following services is being identified to deliver savings of £25k.

Tourism review

Business & Employment support and redevelopment

TIC reduction in stock

Parish Council & Village Hall grants 50% reduction

Post reviews

Community Engagement

A hostels review has been commissioned. The recommendations set out in the resulting report are being considered.

Resources

Closure of stores is now complete. Financial services restructuring consultation has just finished and £50k savings will be achieved during the year.

Total savings of £85k have been identified.

Governance

Lean system reviews have identified savings totalling £5k. Further savings of £20k will be found through a Governance review.

Chief Executive's Team

Review of non staffing budgets has identified £22k savings. £17k is available to take now and £5k by 1st April 2014.

Corporate savings

Savings identified include -

Reduced salary increase of 1.0% in 2013/14 (budgeted for 1.5%)

Reduced MTFP inflation allocation to reflect the reduction in non-staffing costs

Reduction in Special Responsibility Allowances budget (which is traditionally £10k under spent)

2.3 Long term transformation projects

The 2013/14 budget identified savings of £890k required to be delivered from 2013/14. The 2014/15 budget deliberations will set out the reason for further savings required from 2014/15 onwards due to further reductions in RSG, additional National Insurance, and pension costs etc.

2.4 Other transformation activities

Automating Services Project

Other transformation activities that have been closely monitored by the Transformation Board include the Automating Services project. The following is a summary of the project's progress to date.

Project aims to shift services from written, telephony and face-to-face contact towards electronic means. Phase 1 has focussed on Council Tax including e-billing. Phase 2 will focus on Environmental Health, smarter use of social media and taking self serve out to community venues.

The project is on target to deliver further efficiencies through self serve modules. Procurement of an authentication module will allow easier sign up for services such as e-billing to encourage customers to sign up. Yewdale Community Centre has been identified as a pilot for self serve. The Connect Housing Benefit module was launched at the beginning of August.

3. CONSULTATION

3.1 Consultation is dealt with within each separate action.

4. CONCLUSION AND REASONS FOR RECOMMENDATIONS

4.1 The Panel is asked to scrutinise and comment on the work of the Transformation Board.

5. CONTRIBUTION TO THE CARLISLE PLAN PRIORITIES

5.1 Transformation of services contributes to a number of priorities in particular 'Together we will make Carlisle clean and tidy'.

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**Appendices
attached to report:**

Note: in compliance with section 100d of the Local Government (Access to Information) Act 1985 the report has been prepared in part from the following papers:

- None

CORPORATE IMPLICATIONS/RISKS:

Any risks associated with transformation are identified and recorded according to the Council's Risk Management Policy.