

Report

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Report to:	Performance and Review Scrutiny Forum
Date of Meeting:	8 December 2009
Report by:	Executive Director (Finance and Information Technology Resources)

Subject:	Efficient Government - National Diagnostic Projects Update
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1. Purpose of Report

1.1. The purpose of the report is to:-

- ◆ provide the Performance and Review Scrutiny Forum with updated information relating the Council's agreed National Diagnostic Projects

2. Recommendation(s)

2.1. The Forum is asked to approve the following recommendation(s):-

- (1) that progress on the National Diagnostic projects is noted; and
- (2) that further update reports continue to be reported to the Forum and Committees as appropriate.

3. Background

3.1. The Forum agreed in May that update reports would be presented to future meetings in respect of information on progress being made on each of the Council's National Diagnostic projects.

3.2. The system in place to monitor these projects is that four-weekly updates are to provided to the Corporate Management Team (CMT) and summarised thereafter to Forum meetings. This report to the Forum takes account of information on projects which were considered at CMT meetings to 19 November 2009.

3.3. CMT reports are based on a standard reporting framework which includes information on milestones completed and/or slipping, as well as identifying any corrective action and risk/change issues occurring.

4. Progress to date

4.1. Summary information relating to the Council's National Diagnostic Projects to 19 November is included within Appendix 1.

4.2. Projects are considered to be progressing satisfactorily, with no significant slippage or issues raised.

5. Employee Implications

5.1. As each project continues to develop, employee implications will be highlighted.

6. Financial Implications

- 6.1. It is intended that opportunities will provide efficiency savings, which will be quantified and reported as projects develop.

7. Other Implications

- 7.1. There are no other implications.

8. Equality Impact Assessment and Consultation Arrangements

- 8.1. At the present time this report does not introduce a new policy, function or strategy or recommend a change to an existing policy, function or strategy and therefore, no impact assessment is required.

8.2. Consultation

Appropriate consultation has been carried out in terms of the contents of this report.

Linda Hardie

Executive Director (Finance and Information Technology Resources)

19 November 2009

Link(s) to Council Objectives/Improvement Themes

- Improvement Theme – Efficient and effective use of resources

Previous References

- Performance and Review Forum report 29 September 2009 – Efficient Government – National Diagnostic Projects update

List of Background Papers

- None

Contact for Further Information

If you would like to inspect the background papers or want further information, please contact:-

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National Diagnostic Projects - progress to 19 November 2009

Project	Comment
Administration/Clerical	<p>Work on this project commenced in August 2009. Each Resource is reviewing its administration/clerical service delivery model. The Project Review Group will identify efficiency savings as the project develops. The Group has recommended that the centralised approach across Resources is completed as Phase 1 and further work done to explore additional efficiencies if there were to be Council wide centralisation. Proposed changes will be reported in December 2009.</p>
Asset Management	<p>This review covers operational property and aims to reduce the existing portfolio. A review of 753 operational properties has been carried out, confirming the use by Resources and detailing cost, sufficiency and core fact information. Properties have been ranked and initial proposals developed by Resources detailing reductions in the property occupied.</p> <p>Challenge meetings were completed with Resources in October 2009 and action plans circulated for consideration. Most Resources have achieved the target reduction of 10% in operational property floor area and will translate this into financial savings and associated timescales. Final proposals will be reported to CMT in January 2010 and Committee thereafter.</p>
Customer Contact	<p>The aim of this project is to review existing customer contact and reporting lines and to produce a single customer contact access strategy.</p> <p>Challenge sessions underway in respect of development of strategy and employee considerations. This includes number and location of call centres and roles and responsibilities of employees.</p> <p>Grading information for customer contact employees is being collated.</p> <p>Various Technology workstreams are also progressing, including:</p> <ul style="list-style-type: none"> • Award of contract for new queue management system allowed go live in October 2009. • CRM on schedule for upgrade October 2009 and will be an integral part of future call centre and Q&A systems. <p>Final proposals for this project will be reported in the first instance to CMT in December 2009.</p>
Finance Service Review	<p>Phase 1 of this project is complete and has now moved to the Benefits Tracking stage.</p> <p>Phase 2, which will consider the Finance Function across the Council is now underway and will complete in March 2010.</p>
Flexible Working	<p>BT has completed 'Day in the life of' study, Space Utilisation study, and Resource workshops. Relevant data is being analysed in order to compete a detailed business case.</p>

	<p>A final report is expected to be presented to CMT in February 2010.</p>
ICT	<p>The key opportunities and benefits from this project are customer advantages; a reduction in hardware and software costs and development of a corporate approach to business applications which have the potential to share systems outwith the Council.</p> <p>A change to the original Terms of Reference was agreed by CMT in October 2009 which reflected a wider review of the service model and staffing structure across IT Services. This will focus on the requirement for a 5% efficiency saving over the next 5 years. Stakeholder consultation will be undertaken in November/December 2009, and consideration to target operating models will be completed by Jan/Feb 2010. Details of the review will be finalised by September 2010 and implementation effective by March 2011.</p> <p>Response is awaited from South Ayrshire Council in respect of provision of HR/Payroll. Formal Invitation To Tender submission made to Glasgow Housing Association in respect of Payroll services.</p>
Management Structures	<p>This project is complete and has now moved to the Benefits Tracking stage.</p>
Procurement	<p>The Head of Procurement Services took up post in September 2009. Two Procurement Manager posts have been filled and the recruitment process for other posts is underway. Roles, responsibilities and recruitment of Category Advisers, Procurement Officers and Assistants have been approved.</p> <p>Outline priorities and key activities for the Procurement Section have been identified for the next 2-3 months and will include transfer of employees and location of the new centralised Procurement team.</p>