

BRIEFING PAPER

SUBJECT: IMPLEMENTING THE COUNCIL STRATEGY – NEXT PHASE OF THE TRANSFORMATION PROGRAMME

DATE: 10 JULY 2014

RECIPIENT: OVERVIEW AND SCRUTINY MANAGEMENT COMMITTEE

THIS IS NOT A DECISION PAPER

SUMMARY:

This report which is to be published on 7 July will be presented to Cabinet on 15 July 2014. The purpose of this report is to outline the next phase of the transformation programme and to seek Cabinet approval for specific actions relating to a single approach to customers including the establishment of a single front door for customers of services in Adults, Housing and Childrens' services and a new model for business support.

BACKGROUND and BRIEFING DETAILS:

1. Southampton City Council aims to be a modern, efficient organisation focussed on and valued by its customers. The council has to make further significant savings in the next three years and given the scale of the challenge, the council has to work very differently, do different things, be willing to take more risks in a managed way. It will also require the council to continue to work with a range of partners and support communities to be more self-sufficient.
2. Since 2012 the council has prioritised the transformation in children's and adult's services. It has also been successful in delivering year on year budget reductions whilst still enabling economic growth and protecting the most vulnerable people in the city.
3. Achievements to date to provide the council with a robust foundation for achieving transformation in the next phases include:
 - Achieving significant efficiencies and savings
 - Establishing the People and Place directorates to improve service delivery from a resident and business perspective
 - Launching the Multi Agency Safeguarding Hub (MASH) in March 2014, the progress on mobile working and the development of proposals for a single 'front door' for residents needing to access these services [*The 'Front Door' refers to the first point of contact a customer has with the council which covers a number of different channels.*]
 - Establishing the Integrated Commissioning Unit with health which has begun to deliver savings through smarter joint commissioning of services.
 - Introducing mobile working for teams in Housing Operations
 - Commissioning the development of a new website with significant improvements
 - Rolling out the new automated telephone switchboard system as part of the wider channel shift programme
 - Introducing a new household glass and changes to weekly rubbish and recycling collection days to provide a more efficient and cost effective

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service.

4. The next phases of an ambitious transformation programme which will focus on:
 - Improving the experiences of our customers
 - Embracing a range of delivery models for service delivery
 - Using technology as a tool to innovate and become a digitally driven organisation
 - Adopting smarter working practices.
 - Supporting our communities to take action to improve their neighbourhoods and lives through a strong sense of ownership.
5. There focus will be on delivering better experiences for customers, reducing infrastructure costs and designing services with partners so that they deliver better outcomes and are more cost effective.

Resource and Policy Implications

6. The Council Strategy forms part of the council's Policy Framework, as set out in Article 4 of the Council's Constitution. The Transformation Programme will enable the council to systematically redesign every aspect of how we work and deliver services.

Appendices/Supporting Information:

1. Report and appendices will be published on 7 July 2014.

Further Information Available From:

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