

TITLE	The 21st Century Council – Update
FOR CONSIDERATION BY	Community and Corporate Overview and Scrutiny on 9 January 2017
WARD	None Specific
LEAD OFFICER	Andy Couldrick, Chief Executive
LEAD MEMBERS	Keith Baker, Leader of Council Pauline Jorgensen, Executive Member for Resident Services

OUTCOME / BENEFITS TO THE COMMUNITY

The transformation of the way the Council operates will achieve the following benefits:

- Improved availability of, and access to, Council services through digital channels
- Swifter resolution of issues and queries
- Ability for residents to track the progress of their issue as it is resolved by the Council
- Greater focus on problem-solving and customer responsiveness
- A leaner, more efficient Council costing significantly less to run

RECOMMENDATION

The Committee is recommended to note the progress in implementing the 21st Century Council programme.

SUMMARY OF REPORT

The purpose of this report is to update the Overview and Scrutiny Committee of implementation progress following the September 2016 Executive decision to implement the 21st Century Council programme. Regular updates will continue to be provided on progress of implementation.

The key highlights are as follows:-

All elements to deliver phase 1 are underway with an expected go live in May 2017. This includes process and service redesign, the build and development of the necessary technology, development of the new senior officer structure, readiness for staff HR processes and change and transition planning.

The next period will see continuation of this work including formal consultation, assessment and selection processes for affected staff in phase 1.

Background

Implementation commenced following Executive approval in September 2016. The implementation is phased over the following 18 months, to ensure transition to the new model is safe and effective.

Phase 1 runs from October 2016 to Spring 2017 and includes:

- Establishment of the reconfigured senior leadership team (Directors and the management tiers below)
- Establishment of the reconfigured Strategy and Commissioning and Support Services
- Implementation of the key IT improvements and integration
- Development of rules and scripts to guide the operating model

Phase 2, commencing in Spring 2017, will be moving the large operational services, Children's Services, Health and Wellbeing and Environment, into the new operating model.

Member Engagement with the Programme

Progress to date has been reported to the dedicated 21st Century Council Member-Officer Working Group, and also to the Sustainable Finance Group and to the Member IT Reference sub group. In addition, the Audit Committee on 5th December reviewed the governance and risk management arrangements for the programme.

Looking forward, it is envisaged that the Member-Officer Working Group will continue to monitor and support implementation, the Sustainable Finance Group will monitor progress on savings realisation, and that reports on progress should come to the Executive on a quarterly basis. In addition, a series of workshops will be offered to Members to provide a platform for further engagement as we move towards implementation.

FINANCIAL IMPLICATIONS OF THE RECOMMENDATION

The Council faces severe financial challenges over the coming years as a result of the austerity measures implemented by the Government and subsequent reductions to public sector funding. It is estimated that Wokingham Borough Council will be required to make budget reductions in excess of £20m over the next three years and all Executive decisions should be made in this context.

	How much will it Cost/ (Save)	Is there sufficient funding – if not quantify the Shortfall	Revenue or Capital?
Current Financial Year (Year 1)	See 29/9/16 Exec report	Yes	As per Executive report
Next Financial Year (Year 2)	See 29/9/16 Exec report	Yes	As per Executive report
Following Financial Year (Year 3)	See 29/9/16 Exec report	Yes	As per Executive report

Other financial information relevant to the Recommendation/Decision
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None

Cross-Council Implications

This change programme impacts on the whole Council.

List of Background Papers

21 st Century Council Business Case – see Executive papers 29 September 2016

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