

## **RESOURCES AND CORPORATE OVERVIEW AND SCRUTINY COMMITTEE**

**MONDAY, 27 NOVEMBER 2017**

**PRESENT:-** Councillors Steve Weisinger (Chair), Steve Allsopp, Des Moffatt, Caryl Sydney-Smith, and Vera Tomlinson

Apologies for absence were received from Councillors Timothy Swinyard and Robert Wright.

### **12. Declarations of Interest**

The Chair reminded members at the start of the meeting to declare any known interests in any matter to be considered. No such declarations were made.

### **13. Minutes**

Resolved – That the minutes of the meeting held on 18<sup>th</sup> September 2017 be confirmed and signed.

### **14. Public Question Time**

There were no public questions

### **15. The Swindon Programme - Organisational Excellence workstream**

The Director of Performance, Organisational Improvement and Communications, submitted a report outlining the Council's planned Organisational Excellence programme and seeking to give Members of the Committee confidence that a coordinated approach to organisational improvement is in place and that the Council's approach to improving the services it offers to its residents is robust and taking into account the needs of residents, members, officers and other stakeholders.

The Director advised the Committee that the intention of the Organisational Excellence theme is to ensure that at the completion of the programme by 2020 the Council will be offering its residents a personalised service accessible from their own homes. By ensuring that those who are able to use digital means can do so easily, the Council can best protect those services for the vulnerable who require a higher level of support from the Council and its staff.

The Organisational Excellence work stream is one of four themes within the Swindon Programme. The Swindon Programme is a £30m savings programme intended to ensure that the Council is financially and operationally sustainable by March 2020.

In presenting the report to the Committee, the Director expanded on the following areas:

- The Organisation becoming paper light, with an objective of :- producing less than 1m pieces of paper per year
- The anticipated £8m savings in digital services

- The expansion of the Council's Integrated digital services
- Improvements to corporate reporting systems
- The introduction of an electronic document management system
- Enhanced computer connectivity
- Sharing information with stakeholders/agencies
- Consolidating specialisations
- Learning and development
- Productivity and performance
- The alignment of pay structures
- A sustainable, forward looking workforce and more efficient ways of recruiting temporary workers
- Avoiding duplication of services
- Improving the docmail function
- Modernisation of customer services
- The role of the Digitisation CMAG, due to commence in January 2018, and, - meeting on a monthly basis

Resolved – (1) That the report be noted.

(2) That the Director of Performance, Organisation Improvement and Communications be thanked for a comprehensive and informative presentation on the Organisational Excellence workstream.

## **16. Communications - one year on**

The Head of Communications, submitted a report concerning the progress made in the last 12 months in enhancing the capability and delivery of the Council's Communications Team.

The report advised that a restructure of the Communications Team was completed in November 2016 creating new capability and capacity to deliver more proactive communications activity in support of Council priorities. Additionally a new set of role profiles and grade mix achieved an overall net saving in staff costs. It was noted that the core role of the Communications Team is to recommend and deliver communications solutions on behalf of Cabinet Members and Corporate Directors/Heads of Service linked to their priorities including engaging communities in proposed service changes and helping Council staff to understand and contribute to the delivery of the Swindon Programme.

Resolved – That the progress made in the past year developing a strategic communications function within the Council, forging stronger relationships with service areas to better plan and deliver communications activity, be noted.