

EAST HERTS COUNCIL

CORPORATE BUSINESS SCRUTINY COMMITTEE – 22 MARCH 2011

REPORT BY PROGRAMME DIRECTOR OF CHANGE

CHANGING THE WAY WE WORK (C3W) PROGRAMME UPDATE

WARD(S) AFFECTED: ALL

Purpose/Summary of Report

- This report explains the progress that has been made on C3W.

<u>RECOMMENDATION FOR DECISION BY CORPORATE BUSINESS SCRUTINY COMMITTEE that:</u>	
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(A)	the progress of the Changing the Way We Work Programme (C3W) be noted.
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1.0 Background

1.1 This report is presented as part of the governance arrangements for the C3W Programme.

2.0 Report

2.1 The programme is progressing well, as summarised below:

- Paragon Interiors Ltd. were confirmed as the appointed contractor for the Wallfields refurbishment works and started on site on 7 February 2011. A decant / phasing plan has been developed which aims to limit disturbance to most current occupiers of Wallfields to a single removal and reoccupation phase within Wallfields. Services from Bishop's Stortford will be the last to move, during the last two weeks of July 2011, giving a scheduled completion date of 31 July 2011.

- Testing of remote and home working software is ongoing, including new software and updates. There is currently a total of 50 home workers / casual home workers set up, with a further five awaiting installation. All employees are being re-assessed in order to ensure that there are no outstanding issues with regard to adopting the new ways of working. The number of home workers / casual home workers may increase still further in the near future as a result of this exercise.
- The Electronic Document and Records Management System rollout plan has been agreed and implementation is ongoing. The scheduled completion date for the whole EDRMS project is October 2012.
- Office Communicator System has now been installed throughout Wallfields as well as Bishop's Stortford, with training sessions held at both locations.
- Business Process Improvement reviews have been carried out in Building Control, Development Control, Environmental Health, Licensing and Democratic and Legal Support Services. Reviews are currently underway in Environmental Services (due to complete in May 2011), Community & Cultural Services (due to complete in May 2011) and Financial Support Services (due to complete in July 2011). The final BPI review will be carried out in Business Support Services (due to complete in August 2011).
- A review of the automated telephone payment system is underway. This is being linked with the Telecommunications Review and implementation of chip and pin facilities and has a scheduled completion date of Spring 2011.

A copy of the consolidated programme plan is attached at **Essential Reference Paper "B"**. From this and the progress details summarised above, it can be seen that the key components of the C3W Programme are scheduled to be completed by the end of July 2011.

3.0 Implications / Consultations

- 3.1 Information on any corporate issues, consultation and risk management associated with this report can be found within **Essential Reference Paper "A"**.

Background Papers

None

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ESSENTIAL REFERENCE PAPER 'A'

<p>Contribution to the Council's Corporate Priorities/ Objectives <i>(delete as appropriate):</i></p>	<p>Promoting prosperity and well-being; providing access and opportunities <i>Enhance the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.</i></p> <p>Fit for purpose, services fit for you <i>Deliver customer focused services by maintaining and developing a well managed and publicly accountable organisation.</i></p>
<p>Consultation:</p>	<p>Consultation is ongoing throughout the programme and this report has not been specifically consulted on.</p>
<p>Legal:</p>	<p>Legal implications are considered at appropriate times, there are none associated with this report.</p>
<p>Financial:</p>	<p>Financial implications are considered at appropriate times, there are none associated with this report.</p>
<p>Human Resource:</p>	<p>Human Resource implications are considered at appropriate times, there are none associated with this report.</p>
<p>Risk Management:</p>	<p>None associated with this report. The method of controlling or mitigating the risks associated with the C3W Programme is in line with the corporate approach.</p>