

Transforming East Herts Programme: progress update at 5<sup>th</sup> November 2021

Work strand	Work package	Objective	Lead Officer	Status	Update at 5 <sup>th</sup> November 2021
Commercial	Commercial Strategy	The purpose of the Commercial Strategy is to provide a framework for how East Herts Council approaches commercial opportunities and also to identify the skills that staff need in order to solve problems through a commercial mind-set	Head of Strategic Finance & Property		Preparing draft strategy and competencies
	Fees & Charges Policy	The purpose of the Fees and Charges Policy is to provide a framework for how East Herts Council approaches the question of charging for its services to maximise consistency and ensure that wherever possible costs are recovered	Head of Strategic Finance & Property		Recommendation to be made to the Executive on 23 <sup>rd</sup> November to consider the draft revised policy and recommend it to Council for approval
Lean Processes	One view of the customer	Optimise the user experience across all channels including F2F, web (website/ email/ webchat/ social media) and telephony  Optimise workflows within the council to reduce inefficiency and	Head of Communications, Strategy & Policy		Top 20 processes by volume mapped and process improvements identified.  Business case for Customer Relationship Management

## Appendix A

Work strand	Work package	Objective	Lead Officer	Status	Update at 5 <sup>th</sup> November 2021
		reduce costs Nudge migration of customers towards self-service and less costly channels, reducing transaction costs Improve the council's insight and customer demand/ behaviour data			(CRM) System has been developed which will enable the Council to automate more customer queries and drive efficiencies
	Corporate Business Support Hub	To develop a cost-effective, resilient and flexible central business support team that provides administrative support to all the council's services	Head of Operations		Mapping of all officers working in business support roles has commenced to establish administrative and customer services functions which can be consolidated into a central hub
Modern Workforce Development	Training and Competencies	The project focusses on a series of training and competencies that will aim to promote cultural change within the organisation ensure we have a flexible and resilient workforce to support the transformation programme as well as ensuring we are fit for the future.	Head of HR & Organisational Development		Initial staff engagement sessions underway. All staff offered Introduction to Change training. Competency and PDR changes under development for implementation in

**Appendix A**

Work strand	Work package	Objective	Lead Officer	Status	Update at 5 <sup>th</sup> November 2021
	Blended working	The aim of this project is to update the policies associated with working practices for the council's "New Ways of Working" following a series of trials and the impact of the pandemic. The blended work offer to staff will determine the requirements around home and office working	Head of HR & Organisational Development		<p>December</p> <p>Blended working offer defined – minimum 50% office for most staff), mobile worker or 100% office-based. All offers presented to staff.</p> <p>Blended working arrangements are to begin on 15<sup>th</sup> of November.</p> <p>Home working Allowance notice has been given to applicable staff and will end in March</p>
Modern Workspace	Work space needs and options	This work package is concerned with establishing as clear a picture as possible of the council's workspace requirement so as to identify options for ensuring we have a modern, fit-for-purpose office space with the aims of (a) supporting blended working and (b) enabling, where at	Head of Legal & Democratic Services		<p>Asset valuation of offices obtained. Estate agents have viewed the offices and given indicative rental incomes.</p> <p>Desk booking system for 150 desks in place.</p>

Appendix A

Work strand	Work package	Objective	Lead Officer	Status	Update at 5 <sup>th</sup> November 2021
		<p>all possible, income generation from the lease of unused floor space and thus contributing positively to the council's overall financial position.</p>			<p>£17.5k Grant funding for meeting pods obtained along with £10k for glass partitioning to re-shape the office space. Reviewing potential market for Launchpad type product in Hertford.</p> <p>Recommendation to the Executive on 23<sup>rd</sup> November that the Member Stakeholder be set up and consulted with before any definitive steps that would incur any expenditure are taken.</p> <p>Following consultation, more definitive plans for implementation of Phase One work in the old building can commence, whilst expert costings for electrical, heating,</p>

Appendix A

Work strand	Work package	Objective	Lead Officer	Status	Update at 5 <sup>th</sup> November 2021
					ventilation and so on are obtained
	Modern Front of House	Maximise self-service in our reception/ front of house services	Head of Communications, Strategy and Policy		<p>Footfall through both receptions in the last 3 months has been just over 300 people (compared to around 3000 per quarter before Covid).</p> <p>Funding obtained to install self-scanning equipment in receptions for customers and some of the meeting pods will enable customers to speak to officers remotely. Options for re-locating the Bishop's Stortford reception being explored as part of the Old River Lane development</p>
	Asset Management Strategy	The aim is to rationalise our assets, so that they cost less, support council services more effectively and	Head of Strategic Finance & Property		Initial drafting of strategy to commence. Asset Management Group to be

Appendix A

Work strand	Work package	Objective	Lead Officer	Status	Update at 5 <sup>th</sup> November 2021
		are used to increase prosperity for our communities.			created to review all council assets with cross service membership
Service Reviews	Service Review Framework	To provide a structure and a set of guidance notes for carrying out service reviews in a robust and consistent way. The implementation of actual service reviews by LT members will have the aim of maximising cashable savings	Head of Planning		Framework being drafted
Technology	ICON Replacement	To replace Civica ICON card payment system, which is not Payment Card Industry Data Security Standard (PCIDSS) compliant, with new PCIDSS compliant software. To utilise algorithms within the software to automate and re-engineer receipting and accounting processes to free up staff resources	Head of Strategic Finance & Property		Business case being developed in partnership with Stevenage BC
	Microsoft 365	Rolling out MS 365 will enable cloud storage to commence and modernise our IT Infrastructure. It	Deputy Chief Executive		Establish best ways of utilising new functionality especially MS Teams and

Appendix A

Work strand	Work package	Objective	Lead Officer	Status	Update at 5 <sup>th</sup> November 2021
		will promote collaboration and leaner ways of working. As a result the councils IT and telephony offers will be reviewed (separate work package) to ensure we are a truly connected council			the apps available in the MS365 suite of products
	ICT equipment and Telephony Review and Deployment	To deliver IT and telephony solutions that support and enable blended working.	Deputy Chief Executive		£50k grant funding secured for laptops. Laptop specification being finalised. Exploring migrating to MITEL cloud telephony solution which can be used on laptops and mobiles via app. In addition £15k additional funding secured for further video and audio equipment in meeting rooms