

East Herts Council Report

Audit & Governance Committee

Date of meeting: 29 September 2022

Report by: Steven Linnett, Head of Strategic Finance & Property

Report title: Transforming East Herts Full Business Case

Ward(s) affected: All

Summary – This report presents the full business case for Transforming East Herts investment programme to reduce the net cost of operating the council, increase efficiency, deliver improvements in customer service and upskill and empower staff as part of requirements to deliver a financially sustainable council.

RECOMMENDATIONS FOR AUDIT & GOVERNANCE COMMITTEE:

- a)** Endorse the Transforming East Herts Full Business Case as approved by the Executive.

1.0 Proposal(s)

- 1.1 The Transforming East Herts full business case delivers the investment to deliver the principles of agile working and transformation of the council in order to ensure the council is financially sustainable and to protect the services supplied to our residents.

2.0 Background

- 2.1 The council has undergone significant change over recent years, facing pressures linked to the UK economic and

wider global downturns and more recently Brexit uncertainty, Covid19 and war in Europe. As noted in the budget report approved by the Full Council and reports later this year, the requirement to find ongoing revenue savings will continue with £4 million already saved from annual running costs and £1 million to come from the Transforming East Herts programme.

2.2 Council on 2 March 2021 mandated a Transformation Programme with the objectives as listed below.

2.3 The Transformation Programme will be delivered alongside savings plans. Savings from the programme will be calculated and agreed for delivery as the Programme evolves. The aims of the programme are:

2.3.1 Ensuring our staff teams are resourced appropriately, allowing us to focus on our corporate plan priorities;

2.3.2 Accelerating a number of operational projects to improve efficiency such as bringing together administrative and business support functions;

2.3.3 Recognising the need to drive and realise a more commercial approach to how the council operates;

2.3.4 Ensuring flexibility and collaboration – working across council services and with partners to share expertise, capacity and space;

2.3.5 Consulting with our residents to understand what services they find most useful and why;

2.3.6 Undertaking an agile working review to:

2.3.6.1 transform existing working practices to ones that are more effective and efficient and ensure that previous investment in technology is being fully utilised to support

agile working, starting with the finance system

2.3.6.2 create a culture which acknowledges that it is about the work you do not where you do it

2.3.6.3 maximise customer self-service and digital engagement

2.3.6.4 identify and then deliver new ways of working smarter through IT and technology solutions that will underpin how we collaborate and communicate; and

2.3.6.5 review our future office and space needs and ensure that we have the right space of the right size in the right place.

2.4 The Full Business Case presents the investment needed to deliver on these requirements and the anticipated payback through savings.

3.0 Reason(s)

3.1 To deliver, firstly and most importantly, a financially sustainable council by transforming the operations of the council and the amount of office space required. Secondary benefits will include customer service improvements and more efficient operations.

4.0 Options

4.1 Endorse the Full Business Case – **recommended**.

4.2 Not endorse the Full Business Case – **not recommended** – as this would require an alternative strategy of service cuts to deliver the savings targets.

5.0 Risks

5.1 These are contained in Appendix A

6.0 Implications/Consultations

6.1

Community Safety

No

Data Protection

See Appendix A

Equalities

See Appendix A

Environmental Sustainability

See Appendix A

Financial

See Appendix A

Health and Safety

See Appendix A

Human Resources

See Appendix A

Human Rights

No

Legal

See Appendix A

Specific Wards

No

7.0 Background papers, appendices and other relevant material

7.1 Appendix A Transforming East Herts Full Business Case

Contact Member

Councillor Geoffrey Williamson, Executive Member
for Financial Sustainability

geoff.williamson@eastherts.gov.uk

Contact Officer

Steven Linnett, Head of Strategic Finance and
Property

Contact Tel No 01279 50 2050

steven.linnett@eastherts.gov.uk

Report Author

Steven Linnett, Head of Strategic Finance and
Property

Contact Tel No 01279 50 2050

steven.linnett@eastherts.gov.uk