

Cabinet Lead Reports – 14th October 2015

Councillor Mike Fairhurst - Cabinet Lead for Marketing and Development

Marketing

The Personalisation of Services programme continues to progress. Services have attended workshops to identify their technical needs to enable the supplier to provide a robust technical specification document.

The profiling of customers into segments per Service has been completed where the data was available, and the customer journey work has begun to support the design of our services for the future.

The Personalisation programme has a high dependency with the Customer Services element of the 5 Councils programme, and vice versa. This dependency is being managed by the Business Improvement team to ensure consistency of design.

Customer Services and Internal Strategic Contract Negotiation and Management

The 5 Authorities project remains on time and confidence remains high that we will achieve our savings targets. At the recent Board meeting the 5 councils agreed to include EHDC services on the basis that they were supplied through Havant. This is obviously good news for EHDC but also for us as it will reduce our set up costs and, by increasing the volume of services, lead to even more savings for all partners. We also had presentations from all the remaining bidders that were extremely useful.

ICT

In the last Cabinet Lead report, Councillors were updated on the IT Review Project, designed to plan for IT service arrangements from 2017 onwards. Since that report, the team have completed requirements gathering with staff and Councillors, which is now being used to inform future service design.

The future design will be sourced through the 5 Councils CSP project, and since this decision was made on 31st July, Officers have been working hard to ensure all the relevant information is passed to the bidders in line with the overall procurement process.

Change and Transforming Services - Service Futures

Service Futures continues to be our mechanism to organise and report on the key projects which will delivery the Council's Corporate Strategy. The Business Improvement team continue to support services in these and other initiatives:

<p><i>Delivering Differently</i></p> <ul style="list-style-type: none"> • Personalisation including Customer Relationship Management system • Luminas including Legal • Car Parking & Traffic Management • Havant Communities Transformation including Locality Working Pilot and community engagement • Operational Services – JV opportunities, business transformation and efficiencies 	<p><i>Organisational Development</i></p> <ul style="list-style-type: none"> • Reward and recognition including Terms & Conditions Phase 2 • Enhancing performance including developmental tools and competency frameworks • New cultures including Culture Change Champions and Commercial Thinking
<p><i>Strategic Procurement</i></p> <ul style="list-style-type: none"> • Significant savings and service improvement through 5 Councils CSP Project covering a variety of Council services across 2 Lots 	<p><i>Prosperity Havant</i></p> <p>Economic growth and regeneration priorities covering</p> <ul style="list-style-type: none"> • Havant Town Centre • Waterlooville Town Centre • Dunsbury Hill • Harts Farm Way corridor • Hayling Island Seafront