

**REPORT FROM THE EXECUTIVE MEMBER FOR  
SUSTAINABILITY AND ORGANISATIONAL CHANGE  
TO THE MEETING OF FULL COUNCIL  
ON WEDNESDAY, 2 SEPTEMBER 2015**

**Report from Organisational Change**

- The Organisational Change Team is providing programme officer support to a significant number of projects which underpin the delivery of the council's budget strategy. A number of projects have been completed and continued monitoring is in place to ensure the saving targets are realised, although there are a number of projects which are currently behind schedule and are reported upon in the financial report to Full Council (also on the agenda) for 2 September. Specific examples of extensive working in partnership with services to achieve savings have been through the Planning Redesign Project, which has achieved the identified savings and the project is reaching its conclusion in readiness to pass back to the service areas following a period of support from the Organisational Change Team.
- Additionally, the team is providing project support to the Adult Social Care transformation programme. This is currently helping to define the new ways of working and details for future service delivery models to enable the savings to be realised.
- Council Executive agreed on 4 August to implement changes required through the Customer Interface Project. The project is now in the delivery phase and will see the proposed changes introduced throughout August and September to the way customer interface services at the Council's help centres and cash office are provided. This will mean customers will be making greater use of digital (web) self-service and telephony contacts available within the council, while ensuring that face-to-face services for those that have a genuine need to transact in this way remain available through a centralised service provision at Newport and Ryde Help Centres and removing them from Sandown and Freshwater (including Sandown Cash Office). Part of this project will also be to work in collaboration with other service providers to help them develop further help services where appropriate.

**Organisational development**

Work has progressed on taking forward the key actions of the Workforce Plan agreed by Employment Committee on 23 February 2015. The working group made up of elected members, officers and Unison has held its first meeting and agreed to produce the following:

- An executive summary of the plan.
- A revision of the plan for future publication.
- An accessible document that presents the activities of the plan in a visual format.
- Considering new reward options.

Further activity includes:

- the new Leadership Programme has been commissioned and nominations circulated to heads of service seeking delegates starting the scheme in September 2015;
- Human Resources taking part as members of the national strategic board of the 21<sup>st</sup> Century Public Servant coordinated by the LGA, SOLACE and PPMA;
- scoping work and design of generic role profiles is well underway and a paper submitted to CMT for consideration to take the proposal forward to be introduced in Spring 2016.

### **Report from business centre**

The business centre manager has continued to hold meetings with service managers to discuss roles to join the business centre. It has been agreed that the Fleet Management Team will join the business centre from 1 October.

### **Pensions and Payroll**

The pension member self-service online functionality went live during July so Local Government Pension Fund members can now access their record to perform 'what if' pension calculations and to amend personal information such as home address.

### **Facilities Management**

Following the fire at the Island Learning Centre (ILC) the team was heavily involved with clearing furniture from the Hunnyhill school site to enable the ILC school to relocate and be operational from September in readiness for the start of term.

### **Contact Centre and administration**

The contact centre was presented with 46,741 calls during July, with a resolution rate at the first point of contact of 81 per cent. The average time to pick up a call was 91 seconds, with an average of 168 enquiries answered by each advisor per day. The percentage of calls answered in person from calls presented was 80 per cent.

The team has continued to support across a number of service areas, being planning, building control, Wightcare and Adult First Response team (AFR), in order to plug gaps in resource. The three staff in the AFR team moved under the supervision of the contact centre manager from 1 August so that the service can be incorporated into the business centre functions.

## **Report from sustainability**

- The Island Sustainability Forum met in July to discuss stakeholder involvement in partnership working to achieve public health outcomes. The meeting this month will focus on sustainability approaches to planning policy.
- LSTF2 is progressing and is now in the second quarter of the project to encourage low-carbon transport for employment, education and tourism with added public health benefits. A new 'access to employment' grant is currently available to help support community bus initiatives and bid applications are welcomed via Community Action IW.
- The new waste contract is currently being negotiated and full details of the new service will be released soon, following a briefing to councillors. We have already released details of new wheelie bins or seagull-proof sacks for black bag waste.
- Energy company discussions are on-going.
- Data centre discussions are on-going.

**Councillor Luisa Hillard**

**Executive Member for Sustainability and Organisational Change**