

**REPORT FROM THE EXECUTIVE MEMBER FOR
SUSTAINABILITY AND ORGANISATIONAL CHANGE
TO THE MEETING OF FULL COUNCIL
ON WEDNESDAY, 14 OCTOBER 2015**

Report from Organisational Change

Following an Executive decision on 4 August, the customer interface project has been implemented during September. Changes to service provision at Freshwater and Sandown Help Centres (including Sandown Cash Office) have now been completed. Self-serve computers are now located in Sandown and Freshwater libraries and residents are being assisted by library staff to carry out online transactions. The computers have been designed as an easy to use facility to assist residents with a variety of topics and links to many other service providers. Both Ryde and Newport Help Centres have changed the way they operate, with advisors meeting visitors and arranging appointments for vulnerable customers and those residents with more complex enquiries. The help centres are also working to establish a referral system for any residents identified as needing additional help and support, thereby signposting them to the most appropriate provider who can assist in resolving their enquiry.

The Planning Service redesign project has been completed, successfully achieving the required cost reduction. While this has changed a number of ways in which the service will be delivered, these have been introduced with minimal disruption to the public. Discussions are now underway around as to how the administrative support could be transferred to the council's 'business centre' to enable further efficiencies and capacity established to support the service.

Following Full Council on 2 September, the organisational change team has been assisting services to test the robustness of the additional savings proposals contained within the budget review papers and to identified the required activity to determine the necessary information to assist members in decision making. The team is also ready to commence the internal work to ensure that there are initial project plans and monitoring arrangements in place, for any proposed savings for the 2016/17 budget year.

Due to the significant levels of organisational change activity occurring, an Organisational Development Board has been set up to monitor ICT development requests to ensure that these align to both the ICT strategy and organisational change programme priorities. Development requests are not initiated unless they comply with these or there is a clear strategic priority and to allow for the necessary resources to be allocated to them.

Extensive work is underway to provide additional support to the adult social care change programmes as well as to assist in the delivery of a new care model and the changes required to enable delivery of savings

Business Centre

The business centre manager has continued to hold meetings with service managers to discuss roles to join the business centre. Plans are now being developed to draw both the fleet and planning administration teams into the business centre from 1 October, and the Wightcare call handling function from 1 December.

By centralising functions and restructuring services within the business centre, to date savings of £220,000 have been delivered.

The pension member self-service online functionality went live during July so pension fund members can now access their record to perform 'what if' pension calculations and to amend personal information such as home address. The annual pension benefit statements were also issued electronically at the end of August and so members now have all their pension information at their fingertips.

Following the fire at the Island Learning Centre (ILC), the Facilities Management Team was heavily involved with clearing furniture from the Hunnyhill school site to enable the ILC to relocate and be operational from the start of the new school year.

The Stores Team has been extremely busy preparing space at the Somerton store and also moving the planning teams within Seaclose to facilitate ICT moving from Bugle House. Following these moves they will then be engaged with clearing Bugle House in readiness for dilapidations work to commence enabling the property to be returned to the landlord.

The Contact Centre was presented with 41,306 calls during August with a resolution rate at the first point of contact of 86 per cent. The average time to pick up a call was 97 seconds with an average of 128 enquiries answered by each advisor per day. The percentage of calls answered in person from calls presented was 80 per cent.

The contact centre manager has also been working with the Children's Services administration team leader to develop a bank of admin staff which can assist with covering temporary gaps in resource instead of seeking agency staff and thereby reduce costs.

The contact centre manager and business centre manager have continued to work with health colleagues to look at integrating the call handling function across both organisations which will lead to more partnership working.

Exchequer Services

The project with Capacity Grid to increase the new homes bonus grant is progressing well and to date it is estimated to deliver an extra £1 million of income over the next six years. A number of empty properties have been returned to occupation and to date 50 mobile caravans have been brought into valuation. This alone will increase the valuation list and hence increase council tax revenue by some £296,000. The project closed at the end of September. The full financial impact of this work can be reported when available. A review of farms and outlying buildings has identified a number of additional properties which have increased the rateable value by 271,085, equating to an increase in revenue of £173,000.

Report from Sustainability

Energy

The council is continuing its dialogue with a view to the establishment of an Isle of Wight energy supply company. It is in receipt of a specific proposal which is currently being evaluated with a view to bringing a report to the Executive in the very near future. It is hoped that the company would act to ensure that the renewable energy produced on the Island is also used on the Island and also produce a revenue stream to the council. I would hope that this would also be used to address fuel poverty issues for vulnerable residents.

Capital projects to generate income are an important focus and community energy projects that will provide income to residents and the council are being investigated.

Electric vehicles

LSTF2 is progressing on schedule. There are several electric vehicle projects being delivered by partners to promote low carbon transport. Visit Isle of Wight is delivering electric vehicle hire using the Renault Twizy

Carplus Car Club Project is on track with Co Wheels, subject to finalisation of the funding agreement.

Waste Contract

The Amey waste contract has been signed and is on schedule to start on 1 November 2015. A briefing on the details of collection and treatment has been given to members and to the Island media.

Councillor Luisa Hillard

Executive Member for Sustainability and Organisational Change