

# POLICY AND RESOURCES SCRUTINY COMMITTEE

## 07/02/2017

### TRANSFORM, INNOVATE & CHANGE (TIC) PROGRAMME ANNUAL REPORT 2016/17 & BUSINESS PLAN 2017/18

#### RECOMMENDATIONS / KEY DECISIONS REQUIRED

- To consider and comment on the TIC Annual Report for 2016/17 & Business Plan 2017/18.
- To receive a presentation on the TIC Programme which will include a case study on a current TIC project.

#### Reasons:

- This Annual Report provides an opportunity to reflect on the work of the TIC Programme over the last year and to report on outcomes achieved thus far.
- It also provides an opportunity to look ahead to the programme's work for the coming year.

**To be referred to the Executive Board / Council for decision: NO**

<b>Directorate:</b> Chief Executive's  <b>Name of Head of Service:</b> Wendy Walters  <b>Report Author:</b> Jon Owen	<b>Designations:</b>  <b>Director of Regeneration and Policy</b>   <b>TIC Programme Manager</b>	<b>Tel Nos. / E-Mail Addresses:</b>  <b>01267 224112</b> <a href="mailto:wswalters@sirgar.gov.uk">wswalters@sirgar.gov.uk</a>  <b>01267 224522</b> <a href="mailto:JOwen@carmarthenshire.gov.uk">JOwen@carmarthenshire.gov.uk</a>
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**EXECUTIVE SUMMARY**  
**POLICY AND RESOURCES SCRUTINY COMMITTEE**  
**07/02/2017**

**TRANSFORM, INNOVATE & CHANGE (TIC) PROGRAMME**  
**ANNUAL REPORT 2016/17 & BUSINESS PLAN 2017/18**

- The 'Transform, Innovate and Change' programme was launched in response to the significant financial challenges being faced by the Council. A dedicated team has been established to support a programme of radical and transformational change across the Council, and to seek opportunities to drive out waste and inefficiency by delivering more purposeful services;
- This Annual Report provides an opportunity to reflect on the work of the TIC Programme over the last year and to report on outcomes achieved thus far. It also provides an opportunity to look ahead to the programme's work for the coming year;
- The benefits of the TIC approach are being realised as many of the projects have started to deliver significant improvements in terms of service quality, customer experience and financial efficiencies. To date, the TIC approach has assisted in identifying or is helping to deliver approximately £11.5 of efficiency savings.

**DETAILED REPORT ATTACHED?** YES

**IMPLICATIONS**

**I confirm that other than those implications which have been agreed with the appropriate Directors / Heads of Service and are referred to in detail below, there are no other implications associated with this report.**

**Signed: Wendy Walters Director of Regeneration and Policy**

Policy, Crime & Disorder and Equalities	Legal	Finance	ICT	Risk Management Issues	Staffing Implications	Physical Assets
<b>NONE</b>	<b>NONE</b>	<b>YES</b>	<b>NONE</b>	<b>NONE</b>	<b>NONE</b>	<b>NONE</b>

**Finance**

The benefits of the TIC approach are being realised as many of the projects have started to deliver significant improvements in terms of service quality, customer experience and financial efficiencies. To date, the TIC approach has assisted in identifying, or is helping to deliver, approximately £11.5m of efficiency savings.

**CONSULTATIONS**

**I confirm that the appropriate consultations have taken in place and the outcomes are as detailed below:**

**Signed: Wendy Walters – Director of Regeneration and Policy**

1. Local Member(s) – N/A
2. Community / Town Council – N/A
3. Relevant Partners – N/A
4. Staff Side Representatives and other Organisations – N/A

**Section 100D Local Government Act, 1972 – Access to Information**

**List of Background Papers used in the preparation of this report:**

**NONE**

