

POLICY & RESOURCES SCRUTINY COMMITTEE

5/12/18

TRANSFORM, INNOVATE & CHANGE (TIC) PROGRAMME ANNUAL REPORT 2017/18 & BUSINESS PLAN 2018/19 – 2020/2021

RECOMMENDATIONS / KEY DECISIONS REQUIRED

- To consider and comment on the TIC Annual Report for 2017/18 & Business Plan 2018/19 – 2020/2021

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 next three years

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

EXECUTIVE BOARD MEMBER PORTFOLIO HOLDER: Cllr Mair Stephens, Deputy Leader - Council Business Manager, T.I.C. (Transformation, Innovation and Change), Human Resources, Performance Management, Wales Audit, Training, I.C.T. and Strategic Planning.

Directorate: Regeneration & Policy	Designations:	Tel Nos. / E-Mail Addresses:
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EXECUTIVE SUMMARY
POLICY & RESOURCES SCRUTINY COMMITTEE
5TH December 2018

TRANSFORM, INNOVATE & CHANGE (TIC) PROGRAMME
ANNUAL REPORT 2017/18 &
BUSINESS PLAN 2018/19 – 2020/2021

Background

- 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 next three years.
- 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 more than £16m of efficiency savings, including cashable savings, costs avoided, increased productivity or income collected/secured.
- During consideration of last year's TIC Annual Report/Business Plan, Policy and Resources Scrutiny Committee requested additional information in relation to two specific areas :
 - a. Non-delivery of targeted savings
 - b. Level of investment required to deliver TIC savings.
- An exercise undertaken as part of the end of year financial analysis for 2017/18 and the production of the Annual Report 2017/18, has helped inform the position outlined below. This information is included in Appendix 4.

DETAILED REPORT ATTACHED?	YES
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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 S Walters (Director of Regeneration & Policy)

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

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, more than £16m of gross efficiency savings.

CONSULTATIONS

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

Signed: Wendy S Walters (Director of Regeneration & 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

