

# POLICY & RESOURCES SCRUTINY COMMITTEE

## 14<sup>th</sup> JULY 2016

### Transform, Innovate & Change (TIC) Programme Annual Report 2015/16 and Business Plan 2016/17

#### To consider and comment on the following issues:

- To consider and comment on the TIC Annual Report for 2015/16 & Business Plan 2016/17.

#### Reasons:

- Mae'r Adroddiad Blynyddol hwn yn rhoi cyfle i gloriannu gwaith y Rhaglen TIC dros y flwyddyn ddiwethaf ac i adrodd ar y canlyniadau a gyflawnwyd hyd yn hyn. Mae hefyd yn gyfle i edrych ar waith y rhaglen dros y flwyddyn sydd i ddod.

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

#### Executive Board Member Portfolio Holder:

Cllr. Mair Stephens (Human Resources, Efficiencies & Collaboration)

<b>Directorate:</b> Communities	<b>Designations:</b>	<b>Tel Nos. / E-Mail Addresses:</b>
<b>Name of Head of Service:</b> Robin Staines	Head of Housing & Public Protection (TIC Head of Service Lead)	01267 222960 <a href="mailto:rstaines@carmarthenshire.gov.uk">rstaines@carmarthenshire.gov.uk</a>
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## EXECUTIVE SUMMARY

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## 14<sup>th</sup> JULY 2016

### Transform, Innovate & Change (TIC) Programme Annual Report 2015/16 and Business Plan 2016/17

- 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 £6.4m of efficiency savings.
- Appendix A also provides a thematic overview of the projects to be progressed as part of the programme for 2016/17.

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: Robin Staines      Head of Housing & Public Protection (TIC Head of Service Lead)**

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>

### 3. 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 £6.4m of efficiency savings.

## CONSULTATIONS

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

**Signed: Robin Staines      Head of Housing & Public Protection (TIC Head of Service Lead)**

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:**

**THERE ARE NONE**

Title of Document	File Ref No. / Locations that the papers are available for public inspection