

COMMUNITY SCRUTINY COMMITTEE

3rd NOVEMBER 2016

Transform, Innovate & Change (TIC) Programme Update

To consider and comment on the following issues:

- To consider and comment on the TIC Programme update and the specific projects supported by the TIC Team in services within the Committee's remit.

Reasons:

- This item provides an opportunity to reflect on the work of the TIC Programme over the last year and to report on outcomes achieved thus far in services within the Committee's remit.
- Relevant updates will be provided at the other scrutiny committees during the autumn.

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

Executive Board Member Portfolio Holder:

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

Directorate: Communities	Designations:	Tel Nos. / E-Mail Addresses:
Name of Head of Service: Robin Staines	Head of Housing & Public Protection (TIC Head of Service Lead)	01267 222960 rstaines@carmarthenshire.gov.uk
Report Author: Jon Owen	TIC Programme Manager	01267 224522 jowen@carmarthenshire.gov.uk

EXECUTIVE SUMMARY

COMMUNITY SCRUTINY COMMITTEE

3rd NOVEMBER 2016

Transform, Innovate & Change (TIC) Programme Update

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.

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.

A short presentation will be provided at the meeting with examples of projects that the Team has supported in services that are within the Committee's remit.

DETAILED REPORT ATTACHED?

NO

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
NONE	NONE	YES	NONE	NONE	NONE	NONE

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:**

THESE ARE DETAILED BELOW:

Title of Document	File Ref No. / Locations that the papers are available for public inspection
Transform, Innovate & Change (TIC) Programme Annual Report 2015/16 and Business Plan 2016/17 (Policy & Resources Scrutiny Committee – 14th July 2016)	<p>Summary: http://democracy.carmarthenshire.gov.wales/documents/s7388/Summary.pdf</p> <p>Report: http://democracy.carmarthenshire.gov.wales/documents/s7385/Report.pdf</p>