

POLICY & RESOURCES SCRUTINY COMMITTEE
2ND DECEMBER 2019

TRANSFORM, INNOVATE & CHANGE (TIC) PROGRAMME
ANNUAL REPORT 2018/19

Recommendations / key decisions required:

To consider and comment on the TIC Programme Annual Report 2018/19

To receive a presentation outlining a proposed way forward for the TIC Programme following a recent review of the programme.

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 since its inception.

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:

Chief Executives

Name of Director:

Paul R Thomas

Report Author:

Jon Owen

Designations:

Assistant Chief Executive

TIC Programme Manager

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EXECUTIVE SUMMARY
POLICY & RESOURCES SCRUTINY COMMITTEE
2ND DECEMBER 2019

TRANSFORM, INNOVATE & CHANGE (TIC) PROGRAMME
ANNUAL REPORT 2018/19

- The 'Transform, Innovate and Change' programme was launched during 2012 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 since its inception. 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 nearly £20m of gross efficiency savings, including cashable savings, estimated costs avoided, increased productivity or income collected/secured.
- There will also be a presentation outlining a proposed way forward for the TIC Programme following a recent review of the programme.
- The appointment of a new Chief Executive has provided an opportunity to undertake a review of the TIC work programme with a view to enabling the programme to assist in supporting on key corporate priorities.
- The review involved discussions with the Chief Executive, EB Board Member, Directors, members of the TIC Programme Board and TIC Team and representatives from TIC projects and reviews.

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: Paul R Thomas (Assistant Chief Executive)

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, nearly £20m of gross efficiency savings.

CONSULTATIONS

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

Signed: Paul R Thomas (Assistant Chief Executive)

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