

Corporate Performance and Resources Scrutiny Committee

Date : 12th December 2023

Subject: Transformation Programme – Progress Report

Purpose: To provide a progress update on the implementation of the Council's Transformation Programme.

THE SCRUTINY COMMITTEE IS ASKED TO:-

To consider an update which outlines progress in respect of the delivery of key priorities included with the Council's Transformation Strategy and Work Programme.

Reasons:

A progress update on the implementation of the Transformation Programme was requested by the Scrutiny Committee as part of the development of its Forward Work Programme.

CABINET MEMBER PORTFOLIO HOLDER : : Cllr Phillip Hughes - Cabinet Member for Organisation and Workforce

Directorate:	Designations:	Tel:
Name of Head of Service: Paul R Thomas	Assistant Chief Executive (People Management)	PRThomas@carmarthenshire.gov.uk
Report Author: Jon Owen	Transformation Manager	JOwen@carmarthenshire.gov.uk

EXECUTIVE SUMMARY

SUBJECT

Transformation Programme – 6 monthly update

1. BRIEF SUMMARY OF PURPOSE OF REPORT.

- Following the Local Government elections in 2023, it was agreed to that this would be an opportune time to review the Authority's approach to transformation and ensure that the programme was fully aligned with the aims and objectives of the new Corporate Strategy.
- This would also look to build on the work of the Council's TIC Programme which had been the main vehicle for delivering an organisational support for transformation and change since 2012 and allow the Council to maximise the opportunities presented by the response to the Covid-19 pandemic to further transform and modernise our ways of working, especially using technology.
- The roll out of this new approach would be underpinned by the development and implementation of a Transformation Strategy. The Transformation Strategy was reported to Cabinet in February 2023.
- The update is focussed on the 8 thematic priorities contained within the Transformation Strategy.
 - Efficiencies and Value for Money
 - Income and Commercialisation
 - Service Design & Improvement
 - Workforce
 - Workplace
 - Customers and Digital
 - Decarbonisation
 - Schools

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 Head of People Management

Policy, Crime & Disorder and Equalities	Legal	Finance	ICT	Risk Management Issues	Staffing Implications	Physical Assets
YES	NO	YES	YES	YES	YES	YES

1. Policy, Crime & Disorder and Equalities

The Transformation Strategy provides the strategic framework to support the implementation of a programme of organisational transformation and change over the next 5 years. Its main aim is to create the internal change required to support the delivery of aims and objectives of the new Corporate Strategy.

2. Finance

One of the key aims of the Transformation Strategy will be to help the Council to continue to achieve a sustainable financial future in the context of a potential reduction in budgetary resources, combined with increasing service demands and costs.

3. ICT

The use of technology will be key to the modernisation and automation of Council processes, supporting smarter and more productive ways of working for staff, whilst making it easier for customers to contact the Council.

4 Risk Management Issues

The delivery of individual workstreams and the implementation of transformation projects will need to be underpinned by the effective application of risk management practices.

5. Physical Assets

The 'Workforce' theme encompassed within the Strategy will look to exploit the opportunities presented by a move to hybrid working, which will allow the Council to further rationalise its accommodation portfolio and to modernise and improve the working environment within the remaining core buildings

6. Staffing Implications

The Workforce Workstream is overseeing the development of a Workforce Strategy and delivery of other initiatives, to enable the Council to become a more modern and responsive organisation and an 'Employer of Choice'. Effective staff engagement mechanisms will be key to the successful delivery of the wider transformation and change programme.

CABINET MEMBER PORTFOLIO HOLDER(S) AWARE/CONSULTED YES	Include any observations here
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Section 100D Local Government Act, 1972 – Access to Information List of Background Papers used in the preparation of this report:

THERE ARE NONE (Delete as applicable)

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