

WAVERLEY BOROUGH COUNCIL

POLICY OVERVIEW AND SCRUTINY COMMITTEE

23RD NOVEMBER, 2021

Title: BUSINESS TRANSFORMATION PROGRAMME

**Portfolio Holder: Cllr Clark
Wards Affected: All**

Summary and purpose:

To update the Committee on the progress of the Business Transformation Programme.

How this report relates to the Council's Corporate Priorities

As set out in the Corporate Strategy, Financial Sustainability underpins all other strategic priorities.

Equality and Diversity Implications:

No implications

Financial Implications:

The Business Transformation Programme is a significant contributor to the Medium Term Financial Plan.

Legal Implications:

No implications.

Background

The Business Transformation Team have been operational for two years now. The attached appendices detail the Project Work undertaken and the Financial Benefits realised to date.

Significantly the overall savings target is just about on track at £1.034m with an additional projected saving of £82k for the HRA.

As can be seen from the appendices attached the balance of savings will continue to accrue over the next few years.

The savings are essentially derived from:

Staff Travel Arrangements - Reduction in payments to staff by way of amendment to terms and conditions

Building Control - Reduction in head-count

Revenues - Reduction in head-count

Housing Options - Re-designation of budget to the HRA and reduction of head-count

Customer Services - Reduction in head-count and switching off legacy IT systems

Post, Printing and Scanning - Less expensive new contracts and reduction in head-count

The outstanding projects from this initial programme of work are:

Customer Services - The balance of savings will be realised as low code solutions are switched on and legacy IT systems switched off, also the transfer of the remaining functions into the CSC

Planning - Where workflow and customer journey mapping has been paused whilst the Horizon system beds in

Inspection/Enforcement - Which was always scheduled towards the end of the three year period and which may now present a collaborative opportunity with Guildford

As well as focusing on cashable savings the Team have also been drawn into other projects in particular the Where Work Happens Project where the involvement of the Business Transformation Team has now largely ended.

We are now looking at a second tranche of projects which will in due course be brought forward to this Committee. This may well include a number of collaboration opportunities with Guildford.

Recommendation

Members are invited to comment on the progress reported.

Background Papers

There are no background papers (as defined by Section 100D(5) of the Local Government Act 1972) relating to this report.

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