

# Your Plymouth

Tuesday 22 April 2014

## PRESENT:

Councillor Tuffin, in the Chair.

Councillor Sam Leaves, Vice-Chair.

Councillors Casey, Philippa Davey, Jarvis, Jordan, Michael Leaves, Rennie, Ricketts and Tuohy.

Co-opted Representative: Steve Meakin.

Apology for absence: Councillor Martin Leaves

Also in attendance: Phil Morgan, Senior Policy, Performance and Partnership Adviser, Anthony Payne, Strategic Director for Place, Peter Honeywell, Transformation Programmes Manager, Ross Johnston, Transformation Project Officer, Darin Halifax, Lead Officer, and Katey Johns, Democratic Support Officer.

The meeting started at 4 pm and finished at 5.37 pm.

*Note: At a future meeting, the committee will consider the accuracy of these draft minutes, so they may be subject to change. Please check the minutes of that meeting to confirm whether these minutes have been amended.*

## 41. **DECLARATIONS OF INTEREST**

There were no declarations of interest made by councillors in accordance with the code of conduct.

## 42. **CHAIR'S URGENT BUSINESS**

There were no items of Chair's urgent business.

## 43. **TRANSFORMATION PROGRAMME - CUSTOMER AND SERVICE**

The panel heard from Phil Morgan, Senior Policy, Performance and Partnership Adviser, who advised members that –

- he would be working with all four scrutiny panels and the Co-operative Scrutiny Board to help shape and co-ordinate scrutiny of the Transformation Programme;
- all Scrutiny panels would receive their Transformation Programme presentation by 23 April 2014 in order to enable scrutiny of their topic-specific areas to commence at the earliest opportunity in the new municipal year;
- the Co-operative Scrutiny Board would review the plan for the scrutiny of the Transformation Programme at its meeting on 23 April 2014.

Anthony Payne, Strategic Director for Place, Peter Honeywell, Transformation Programmes Manager, and Ross Johnston, Transformation Project Officer, were also in attendance to present proposals for the Customer and Service Transformation Programme. The panel was informed that there were three key drivers for the proposed changes, namely that –

- the brilliant co-operative council vision needed to be translated into practice;
- PCC was facing a funding gap of £65m;
- there was insufficient integration across key areas (engagement, intelligence, decision making, strategy and planning, and policy implementation).

Members received a presentation (as set out in the agenda pack) and heard that the programme –

- (a) built on the ‘investment in customer transformation and core ICT infrastructure’ and ‘redevelopment of the Civic Centre and future accommodation requirements’;
- (b) would define and implement consistent service standards for customer interactions supported by the Council’s in house service and for those services delivered for the Council by other parties;
- (c) would implement the customer and channel elements of the blueprint through a process of service reviews with the result that the cost of managing customer contacts would be reduced and service levels delivered to customers were actively managed;
- (d) could benefit from pre-decision scrutiny in a number of areas, namely –
  - input to development of the Customer Access Strategy;
  - monitoring/challenge realisation of benefits through quarterly reporting;
  - monitoring/challenging the plans and delivery of the programme through quarterly reporting;
  - engagement of members in the programme aims and changes supporting transformation.

In addition, Members were advised of the overall aims of the programme which were to –

- (e) create a new service within the Council to manage 80 per cent of customer requests for all services provided by (and for) the Council;
- (f) simplify customer access to services so customers only have to tell once;
- (g) give customers access to key services 24-hours a day by automating and making them available via the internet;
- (h) create a consistent set of performance standards for customer service (the

measures that matter) and ensure targets are met;

- (i) user service reviews to re-design the way service is provided, removing unnecessary activity and allow staff to focus on delivering what customers need;
- (j) develop a clear view of who customers were and what they required and then use this information to inform business decisions.

An offer, which was accepted, was extended to members to visit the new First Stop facility in New George Street once it opened.

Members welcomed the proposals and looked forward to engaging further in their development through scrutiny of the transformation programme. They thanked the officers for their attendance.

44. **EXEMPT BUSINESS**

There were no items of exempt business.