

Performance, Finance and Customer Focus Overview and Scrutiny Committee



Date of meeting:	24 July 2019
Title of Report:	Customer Experience Programme Update
Lead Member:	Councillor Taylor (Education, Skills and Transformation)
Lead Strategic Director:	Andy Ralphs (Strategic Director of Customer and Corporate Services)
Author:	Pete Honeywell – Transformation Architecture Manager
Contact Email:	peter.honeywell@plymouth.gov.uk
Your Reference:	CEP/07/19
Key Decision:	No
Confidentiality:	Part I - Official

Purpose of Report

To update the committee on the progress made to deliver the changes to be delivered through the Customer Experience Programme.

To seek their recommendations on the proposed elements of the programme

Recommendations and Reasons

Scrutiny to consider, and make recommendations to amend where necessary, the proposed structures to deliver the programme of work. Specifically following workstreams:

- End to end reviews
- Operating model
- Digital
- Workforce Modernisation
- Community Engagement
- Accommodation
- Procurement

Alternative options considered and rejected

- 1/. Meeting budget challenges solely through an allocation of savings to each department/directorate
- 2/. Wholesale outsourcing of services to achieve budget savings

Relevance to the Corporate Plan and/or the Plymouth Plan

The Corporate Plan, as well as the Plymouth Plan have been taken and key inputs for the Customer Experience Programme. The mission in the Corporate Plan: “Making Plymouth a fairer place, where everyone does their bit”, is central to the goals and outcomes for the Customer Experience Programme.

Implications for the Medium Term Financial Plan and Resource Implications:

The specific contribution made by the Customer Experience Programme to the MTFP is being defined. Whilst there will be both costs and benefits associated with all the components of the work, the majority of the financial benefits will be delivered through the implementation of the findings of the Opportunity Assessments. Each assessment will therefore develop an outline business case for the recommendations it makes, as such the big contribution that the Customer Experience Programme will make to the MTFP will be defined incrementally.

Carbon Footprint (Environmental) Implications:

There are currently no implications.

Other Implications: e.g. Health and Safety, Risk Management, Child Poverty:

* When considering these proposals members have a responsibility to ensure they give due regard to the Council's duty to promote equality of opportunity, eliminate unlawful discrimination and promote good relations between people who share protected characteristics under the Equalities Act and those who do not.

Specific implications for the programme will be described as recommendations for changes are developed in Opportunity Assessments or from the enabling programmes.

Appendices

*Add rows as required to box below

Ref.	Title of Appendix	Exemption Paragraph Number (if applicable)						
		If some/all of the information is confidential, you must indicate why it is not for publication by virtue of Part 1 of Schedule 12A of the Local Government Act 1972 by ticking the relevant box.						
		1	2	3	4	5	6	7
A	Briefing report							

Background papers:

*Add rows as required to box below

Please list all unpublished, background papers relevant to the decision in the table below. Background papers are unpublished works, relied on to a material extent in preparing the report, which disclose facts or matters on which the report or an important part of the work is based.

Title of any background paper(s)	Exemption Paragraph Number (if applicable)						
	If some/all of the information is confidential, you must indicate why it is not for publication by virtue of Part 1 of Schedule 12A of the Local Government Act 1972 by ticking the relevant box.						
	1	2	3	4	5	6	7

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Sign off:

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Andy Ralphs (Strategic Director of Customer and Corporate Services)											
Please confirm the Strategic Director(s) has agreed the report? Yes Date agreed: 16/07/2019											
Cabinet Member approval: <i>Councillor Jon Taylor approved by email</i> Date approved: 16/07/2019											