

## **Corporate Scrutiny and Performance Panel**

**31<sup>st</sup> January 2012**

**Agenda  
Item No.**

**7**

### **Working Smarter Programme Update**

**Ward(s)**                      All

**Portfolios:**    Cllr Arif, Business Support Services

#### **Executive Summary:**

To update Corporate Scrutiny and Performance Panel on the progress of the Working Smarter Programme.

#### **Reason for scrutiny:**

The Working Smarter Programme is a standing item on the agenda for the Panel. As the council's single transformation programme it is important that the Panel receive regular progress updates and have the opportunity to input into the Working Smarter agenda and work plan.

#### **Recommendations:**

##### **That:**

- 1. Panel note the progress made to date in the Working Smarter Programme.*
- 2. Offer input and feedback on the work plan.*
- 3. Agree to receive further updates and reports as requested by the Panel*

#### **Background papers:**

The papers that form this update include:

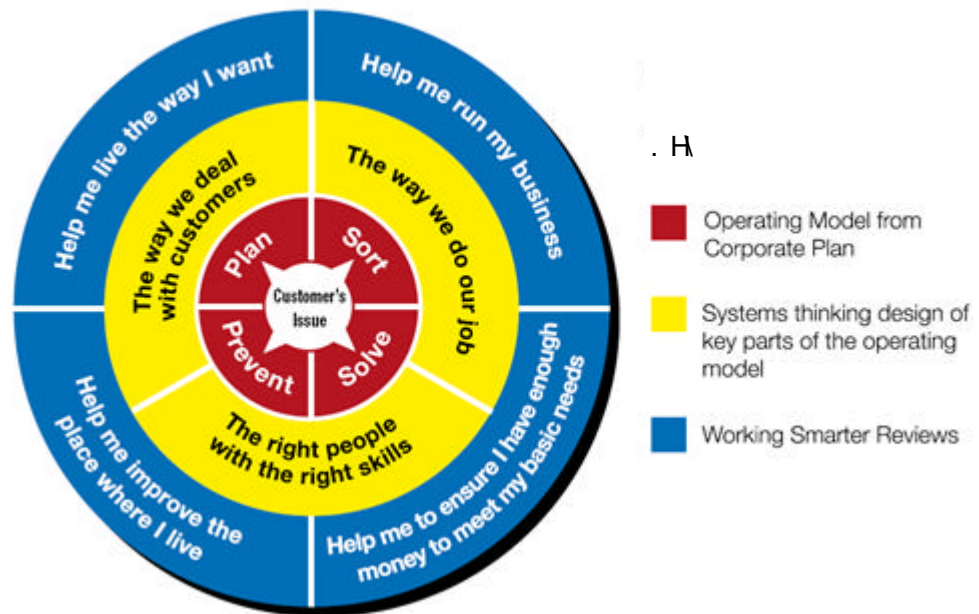
- *Corporate Scrutiny and Performance Panel WS Briefing paper*

1. **Purpose**

This paper updates and invites feedback from the Corporate Scrutiny and Performance Panel on the progress of the Working Smarter Programme.

2. **Scope**

The Working Smarter Programme now includes the following strands:



This update covers all of the strands of the Working Smarter Programme.

3. **Working Smarter Reviews**

**First Stop Shop – Leads James Walsh and Michael Tichford**

- We have now taken over 100 customers through our new system, helped them in new, quicker and more comprehensive ways in addition to capturing the learning about how existing services need to change to make this kind of help routine.
- Significant progress has been made with the revenues experiment and the group will shortly be taking action which is expected to reduce the number of reminders issued by a minimum of 25%. Almost 50,000 reminders and final notices are issued annually.
- 10% of demand placed on the Revenues front line service relates to reminders. By reducing the number of reminders issued we expect to reduce the associated enquiries.

**Neighbourhood Services – Leads Jamie Morris and Keith Stone**

- A new way of working experiment has been initiated with the Tree Management Service. The systems thinking interventions in Libraries (being used to underpin the Black Country Shared Services work) and Leisure are also progressing well.
- The new workstreams in Green Spaces and Highways are currently being scoped and are due to commence in the coming weeks.

### **Getting Young People into work – Leads Michael Tichford and Paul Milmore**

- The team have visited the Apprenticeship and Business Support Teams at Walsall College to establish the links with businesses and the effectiveness of these current arrangements, ahead of supporting the Council's new apprenticeship programme.

### **Public Health – Lead Jamie Morris and Isabel Gillis**

- A joint team of Public Health, Sports and Leisure Development, Community Social Work and Area Management staff have begun to use systems thinking to understand the current services that are aimed at helping people in Walsall become more active. This work will also feed the ongoing sports and leisure review.

### **Children's Services New Operating Model – Lead Pauline Pilkington and Louise Hughes**

- Following the systems thinking training with senior Children's Services colleagues, the core team are now supporting and working with the new pilot Area Family Support Teams in Darlaston and Bloxwich.
- This element of the Children's Services new operating model involves a multi agency team working in new and creative ways with vulnerable children and families, and builds on the successful work of the Family Intervention Team.

### **4. The way we do our job – Smarter Workplaces**

- ICT Technical Services have now taken occupation of the third floor, with Revenues to follow on 23rd January 2012. Staff have been invited to submit their opinions on a range of demonstration furniture on the 3rd floor.
- A Champions Briefing took place on 18th January 2012, with focus on upcoming moves, refurbishment phases and how we will work in the future. Refurbishment of the 1st floor commences end of February.
- Six of the eight elements of the Change and Communication Campaign, designed to support colleagues throughout the programme have now gone live, with continued development of the remaining campaigns.
- The fitting out of the 3rd floor continues in the coming weeks, with work focusing on snagging and facilities such as the break-out areas, business centre and project areas.
- Additional teams will take occupation of the workspace during January.
- Change Campaign elements continue to be launched including those designed to support colleagues to settle into refurbished office space, communicate the moves process, keep colleagues up to date on programme developments and to provide a vehicle for giving and receiving feedback and includes components such as "Settling in", "You said, we did" and "Myth buster".
- Positive collaboration continues between the Programme Team and Directorate and Service Move Champions.
- December saw the launch of a 3rd Floor User Group which will enable active feedback from the new occupants of the refurbished office space.

### **5. The way we deal with customers – Area Partnerships**

- Councillor Mike Bird and the North Walsall Area Manager featured on a BBC Radio 4 Documentary about repeat metal theft from the Barr Beacon memorial and the degree of nuisance caused by the high number of scrap metal dealers in Blakenall. Cashless transactions were also discussed with government representatives indicating a will to amend legislation.

- Anti-social behaviour in the Walsall South Area Partnership fell by more than 40 per cent last year thanks to a range of initiatives for engaging young people including community based activities such as street art and sports coaching. Led by Integrated Young Peoples Support Services, the projects were also supported by the Police, Walsall Housing Group, West Midlands Fire Service and local community groups.
- The HUB is a joint venture between Old Hall Peoples Partnership, Walsall College and the Darlaston and Bentley Area Partnership that will see a former shop in Queen Elizabeth Avenue, Bentley used as a community sign posting and drop-in location for the local community to access information on local facilities, training and job opportunities. The HUB is managed by OHPP and with funding from the Area Partnership has seen students from Walsall College develop the venue over the past several weeks. It will also showcase art projects and other locally generated projects.
- Partner agencies are meeting to focus on the issue of void properties in Willenhall. The Willenhall and Short Heath Area Partnership is currently bringing together officers from various departments to look at how they work together to bring buildings back into use or more secure to prevent fly tipping, vandalism, graffiti and arson. The Police, West Midlands Fire Service, Planning, Legal, Housing and other council departments will be working on a specific pilot project for the area.
- Darlaston and Bentley Area Partnership is working with the Greenspaces service, West Midlands Police and Walsall Housing Group to jointly fund the installation of a community shelter to help address the problems of localised anti-social behaviour.
- Walsall Council's Greenspaces is preparing to hand over the recently refurbished Blackwood Pavilion to a newly formed local community group that will take over day to day running of the pavilion. It is hoped that the centre will be open during the week for coffee mornings, mother and toddler groups and young peoples activities, serving the whole Streetly community and bringing all generations together.
- Aldridge and Beacon Area Partnership is working closely with the Police on an initiative to improve security at home. The project will offer all local residents the chance to visit the Police Safe House, get first-hand experience of safety items and how to use them to protect themselves and their property. They will be able to purchase the items at cost price.
- The developing health workstream being delivered by the Darlaston and Bentley Area Partnership has lead to several joint partner initiatives locally, including the delivery of the NHS 'Make it Count' programme through local community facilities and supporting the 'Food Dudes' programme in local schools.

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