

# Our Council fit for the future

April 2019



**Walsall** Council

**PROUD** OF OUR **PAST** OUR **PRESENT** AND FOR OUR **FUTURE**

# The landscape of change in Walsall

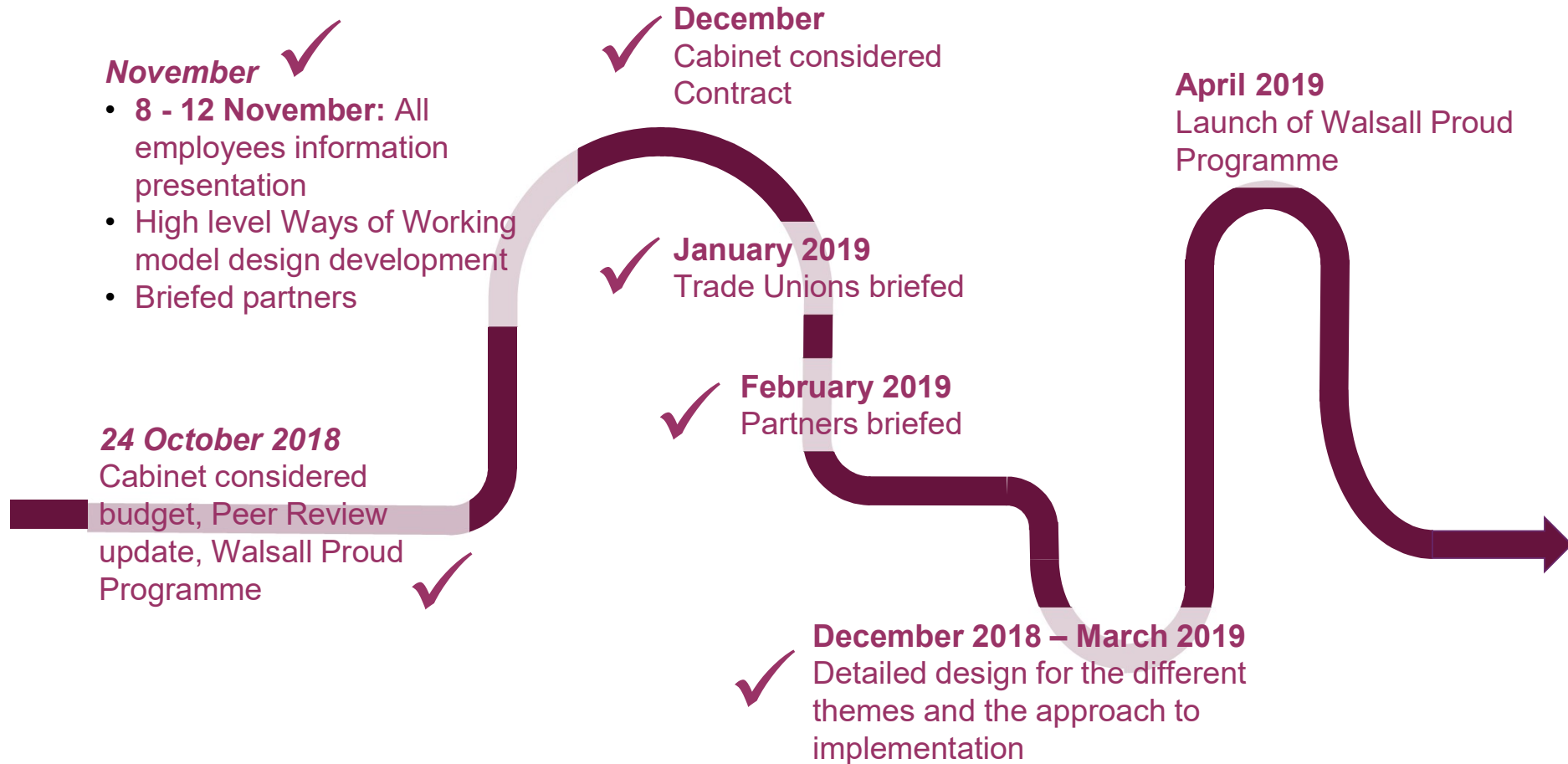
We have conducted a systematic and holistic assessment of our current ways of working and identified areas where we can improve in future.

Examples include:

- Using data effectively
- Using advancements in technology to help customers access services and to reduce processing times
- Helping teams to work efficiently and effectively together regardless of where they work
- Championing our offer to customers
- Being sustainable – new ways of working, new ways of thinking

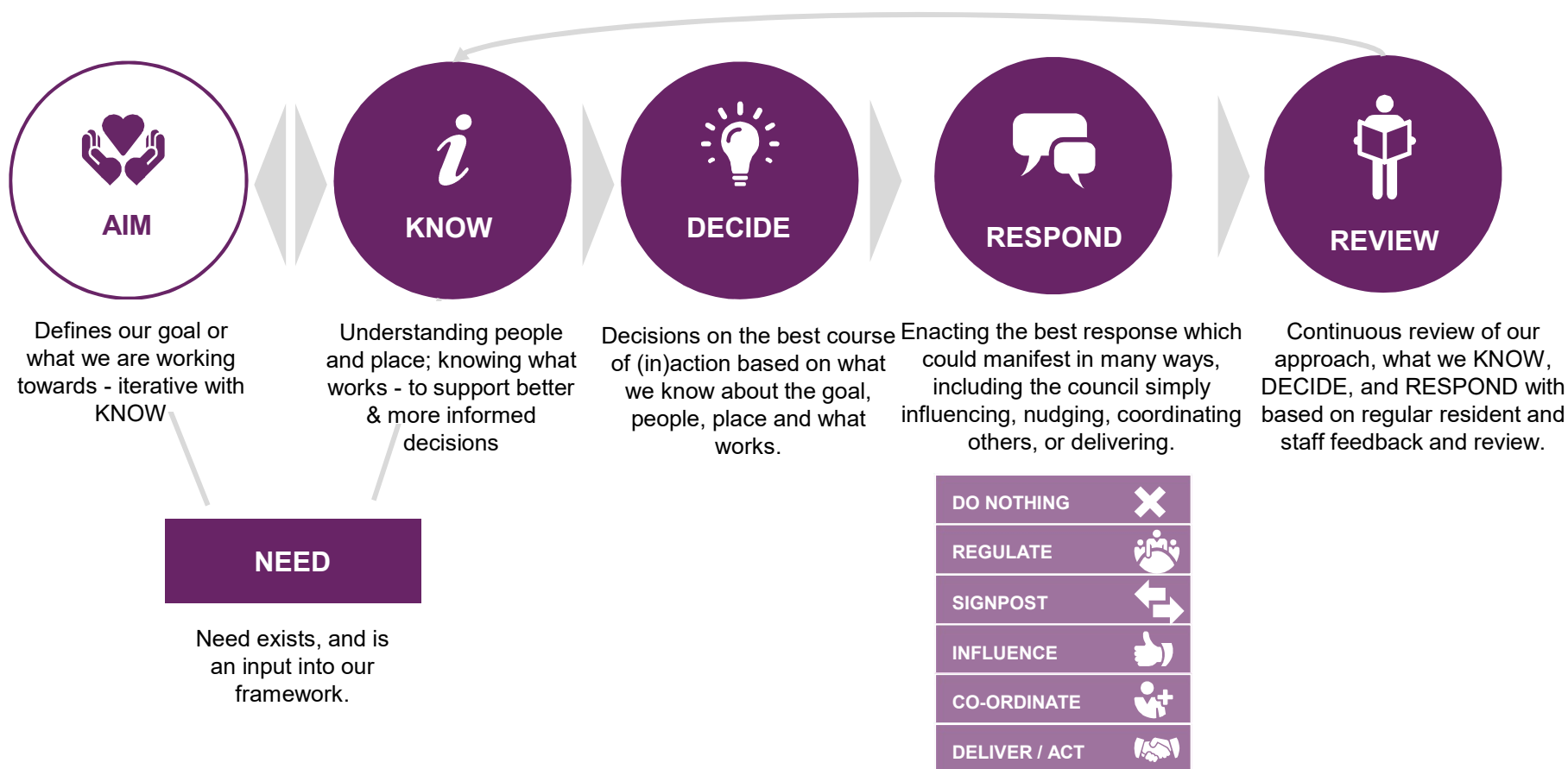
To do this, we recognised the need to develop an ambitious Transformation Programme – **Walsall Proud Programme**

# The journey so far



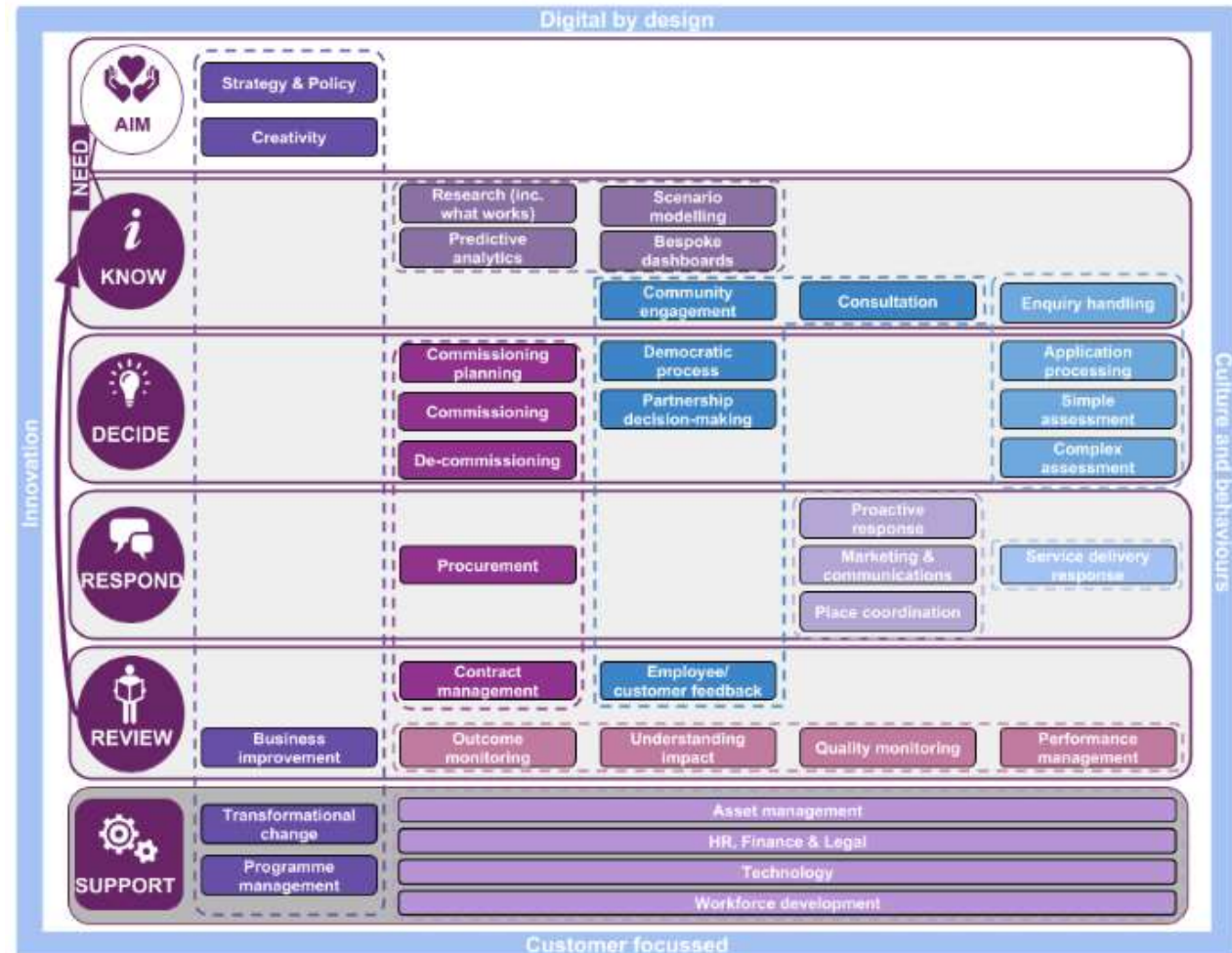
# What we've been doing – embedding our ways of thinking framework

The council's ways of thinking framework has been disseminated and is already being adopted strategically, operationally and at the individual level. It is centred around understanding customer need, aims, and contextual information to support better decision making on the nature of council support. This ways of thinking is summarised below.



# What we've been doing – designing our ways of working

The ways of working provides Walsall Council with a design against which to build an organisation that is capable of delivering the 'ways of thinking' across the organisation.



# What we've been doing...

Perform+  
Diagnostic

- We have completed a Perform+ diagnostic in four service areas.

Assets

- We have reviewed the information we hold and considered how we manage our buildings and land better in future.

Third Party Spend

- We have reviewed what we spend and looked for ways to reduce it.

Income Generation

- We have looked at ways to recover the costs of the services we deliver and how to charge for these in future.

Designing new  
ways of working

- We have designed a new way of working.



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# Projects to be delivered.....

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Here are some examples of the projects that we will deliver in the first year of the programme:

**Customer access** – improving information for customers including digitally, call routing and telephony

**Investing in our people** – leadership development

**Service redesign and service performance** – consider future service levels, redesign 2 service areas and implement Perform+ in others

**Income generation** – fee setting, improved collection, promoting services effectively

**Third Party Spend** – Reduce spend in areas identified

**Assets** – property and facilities management, future estates strategy

**Enablers** – agree design and start to implement enablers e.g. technology, using data effectively, setting policy, commissioning activities

# Programme Benefits

## Benefits

*Better customer experience*

*Better staff satisfaction*

*Improved service efficiency and production*

*Income*

## Our approach to delivering the benefits associated with the programme:

- An holistic approach
- Making arrangements to ensure that these benefits are delivered
- MTFO





# Supporting employees through change

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So far we have:

- Engaged with our 500 + employees
- Developed FAQ
- Regular staff briefings – briefings already planned for April
- Web pages developed and updated regularly

Going forward, doing more of the same and:

- Blogging progress to date
- Secondments into the Programme Management Office
- Managers talking in depth to employees
- Empowering managers and employees to own and tell the story for our organisation – some already have

# Next steps

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Next steps include:

- Communication and engagement activities
- Getting teams mobilised to start projects in Q1
- Monitoring resources required to deliver
- Feedback

