

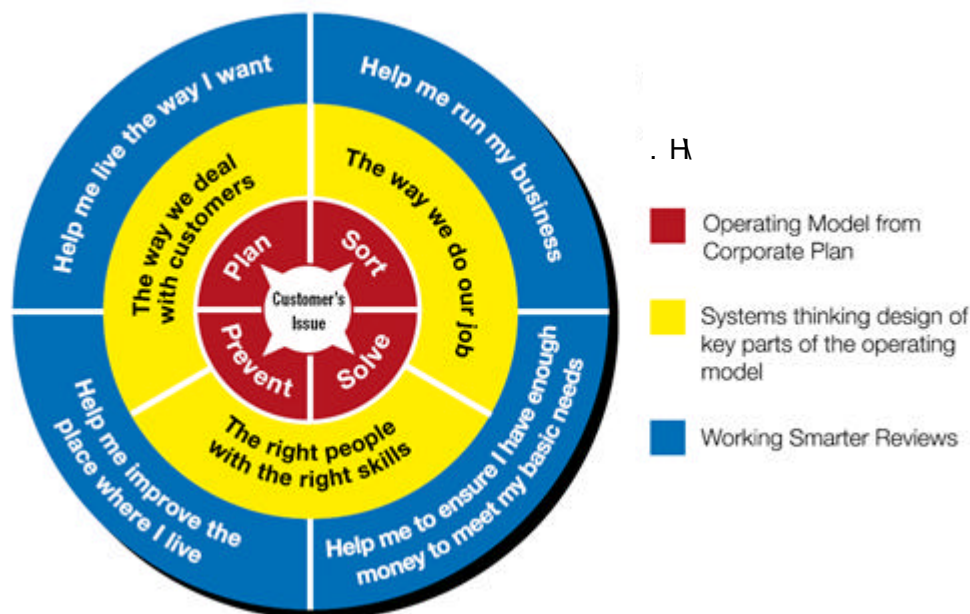
1. **Purpose**

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

At the meeting on the 9th December this report will be accompanied by a presentation on the very latest Working Smarter progress.

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**

- The Working Smarter Reviews team has increased in recent weeks to include more senior managers and operational staff from a range of council services. The combined team have been picking customers at random from the First Stop Shop queue and experimenting with helping them in new and different ways.
- This has helped the team to understand what is stopping these customers receiving fast and appropriate help from existing operations so that we can take action to improve services.
- The team is now in its sixth week of working in this way and we have experimented with new ways of solving enquiries and issues for 35 customers.
- Based on our learning to date, new service delivery experiments within council tax, benefits, and blue badges have been started – the impact that these have on a larger sample of customers will be closely monitored in the coming weeks.

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

- Refurbishment of the 3rd Floor Civic Centre is underway and remains on target for completion by mid December 2011.
- Detailed planning of the re-occupation of the 3rd Floor Civic Centre is underway, with engagement and discussion with services moving.

- Communication activity to promote the new workplace accommodation and ICT is being prepared.
- “Sort our Stuff” Campaign and other information is now live on the Smarter Workplaces intranet site.
- Preparation for the “From Mine to Own to Ours to Share” Campaign continues with launch planned for the end of November.
- Service Moves Champion Briefing Sessions with the Senior Responsible Officer took place on 15th and 18th November 2011.
- Results from the Staff Workplace Survey were shared with staff via Weekly Bulletin.
- Key Messages Menu briefing note has been communicated to all elected members.
- The Benefits Home Working Pilot has gone live, with five staff from Benefits Service now working their full contractual hours from home. The aim is to have 30 staff working from home by the end of March 2012.

5. The way we deal with customers – Area Partnerships

- A review of Area Plan progress undertaken in October showed that 1,200 actions have been identified over the past six months. 443 actions have been completed, with over half of the completed actions concerning anti-social behaviour. Other level 2 issues have been tackled successfully, with 45% of cleaner, greener issues being completed and 34% of actions for older people.
- More complicated problems including level 3 issues such as education and health are being completed at a slower rate. This could either be a problem as it demonstrates that fundamental changes to operating methods are not being tackled, or it could just be a result of these types of issues taking longer to solve. The issues are being tracked to allow better evaluation over time.
- Locally, work continues to engage local residents with actions identified in Area Plans. Examples include anti-social behaviour patrols, clean-up activities, development of new community facilities, activities for young people and environmental planting schemes.
- An Elected Member Development session has been held to update members on progress of Area Partnerships and offer feedback from the Police as a key partner involved in the process. Area Managers reported on activities being developed in their neighbourhoods and of the involvement of local communities.

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