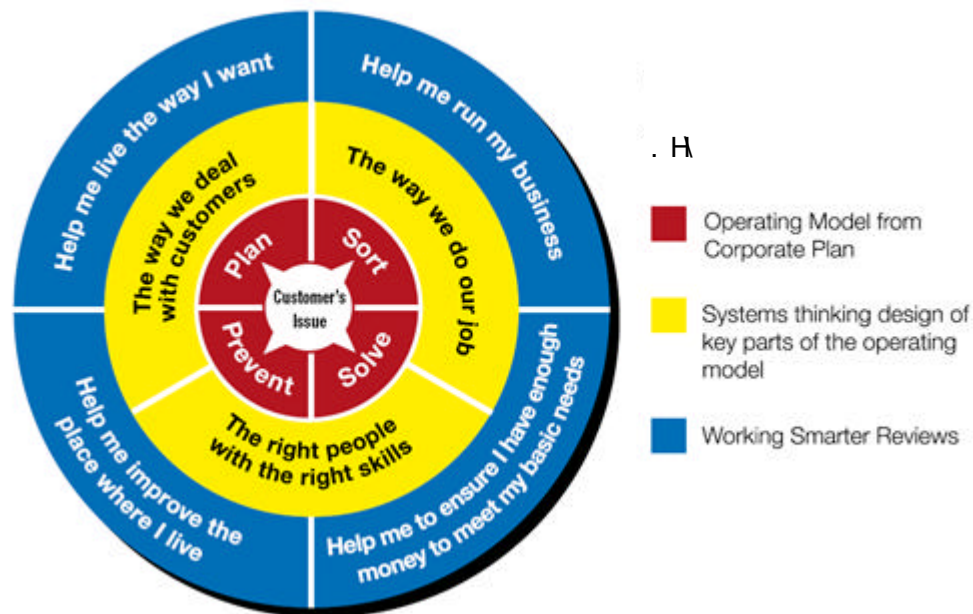


1. **Purpose**

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**

The Working Smarter Review Team has now tracked 5 customers with varying issues and needs across a range of council and partner agency services. The purpose has been to ensure that each of those customers get the best possible outcomes in the quickest possible time, and so that the Review Team can learn about the obstacles that are placed in the way of our customers in order to design these out in the future.

The principles we are following in this phase of our work are:

- We take action as soon as a customer asks for help, changing the way we usually respond wherever necessary and possible.
- This means going immediately to where the work to respond to the customer request takes place.
- When we get to the place where the work happens, we speak to the people who do the work.
- We act according to what matters to each customer.
- We challenge our past assumption that all work is value, by acting on each demand as it is presented.

Appended to this note is the example of Trevor, one of the customers we have followed in this way, the range of issues that Trevor had, his experience to date in a range of our services and how we are trying to help him from this point.

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

- The Programme remains on overall target with steady progress in all areas.
- The Moves Schedule is now in place for the phasing of the first moves and relocation of staff (excl. HRD) and equipment from the 3rd floor has commenced.
- Refurbishment of 3<sup>rd</sup> Floor, Civic Centre is on schedule to commence as planned – mid October 2011.
- Regular engagement, information sharing and awareness raising is taking place within the organisation via Directorate and Service Moves Champions and across the full range of communication methods available within the Council.
- Information Management Workshops for Champions have taken place to ensure compliance with information management requirements. More are planned in the coming weeks.
- The Change Campaign (Sort Our Stuff) is now live.
- Development of work stream level finances continues.

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

- A development session for newly-elected councillors has taken place detailing the role of Area Partnerships. The session included a presentation from an Area Manager about engaging councillors within an area and from Inspector Steve Willetts about partnership working.
- A key project has been completed within Walsall South's Area Plan with the refurbishment of the bus station in Bradford Place. The area now benefits from improved traffic flows as a result of the work carried out by Centro and Walsall Council, reducing congestion to help buses operate more reliably and provide a better environment for residents, shoppers, businesses and bus users.
- The Area Manager for the Darlaston/Bentley Area Partnership is working with partners on a pilot project designed to provide increased opportunities for independent living through local volunteering networks – the project is being delivered by Adult Social Care.
- The Brownhills Community Association has relocated to the Brownhills Activity Centre. The Brownhills, Pelsall, Rushall and Sheffield Area Partnership is working closely with the Community Association to help promote them and to look at delivering new activities that the local community value.
- Partners in the North Walsall area are conducting joint anti-social behaviour patrols around known hotspots. The first outing included the Police, Area Manager, ASB Unit and local councillor and was well received by residents. Future patrols are planned with a broader range of partners.

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# “Trevor”

I want to live in a bungalow in a nice, safe area

I want help to set up a business

I want to do something, I've worked all my life

I want to be self sufficient

Self employment is my only option – I can't get employment paid or voluntary

I'm losing my eyesight and feel depressed

# “Trevor”

What would have happened:

A different way?

