

South Essex Area Forum

EssexWorks: Customers First transformation update
March 2010

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Why we need to change....

EssexWorks.

For a better quality of life

1: We are committed to delivering our vision of delivering the best quality of life in Britain by 2012.....



3:at a time of falling budgets



2: There is increasing demand for services...



4:and residents demand increasing levels of customer service

Essex County Council

Our Ambition

Partnership



Commissioning



Efficiency & Value for Money



Technology enabled



EssexWorks.

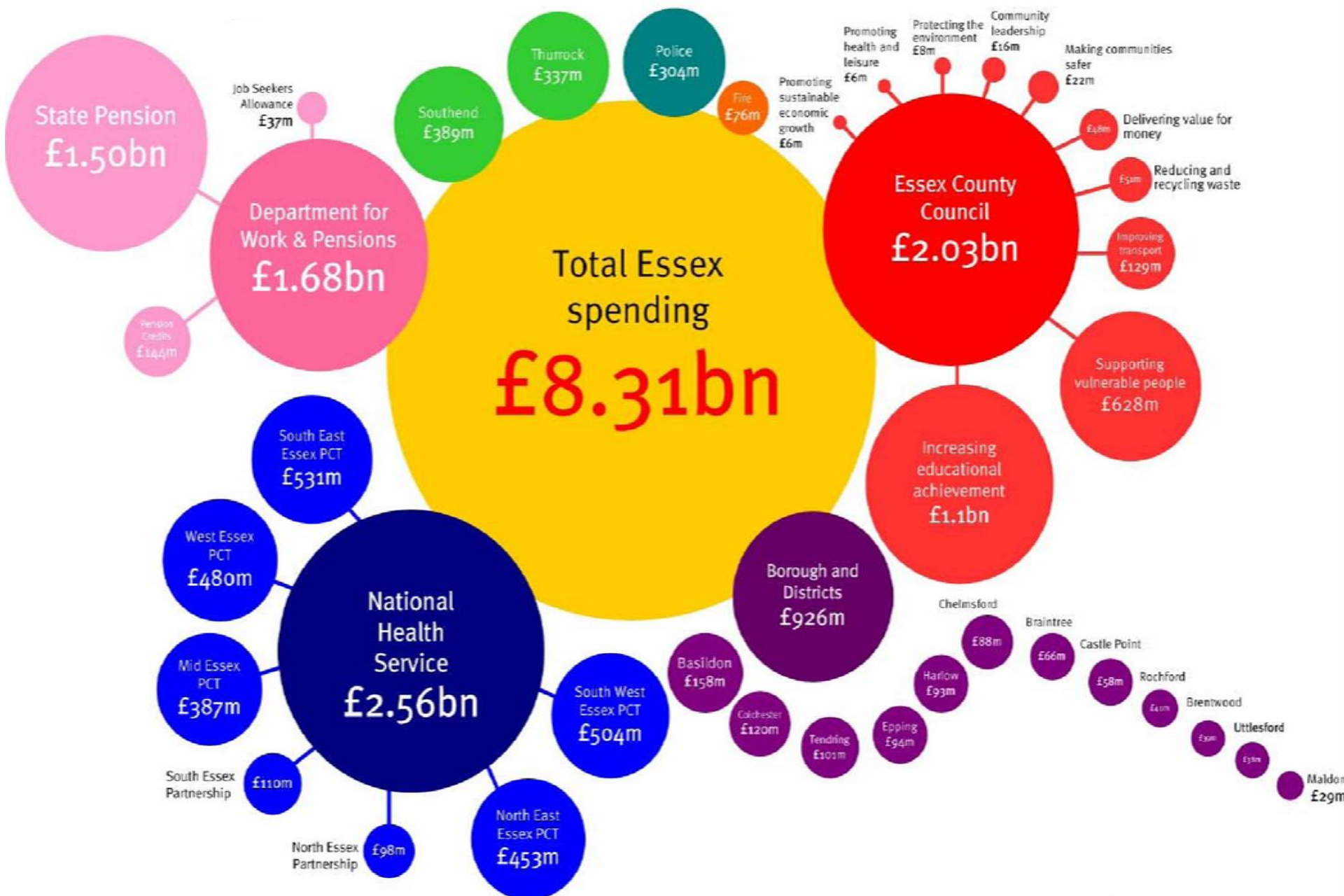
For a better quality of life

Customer Centric

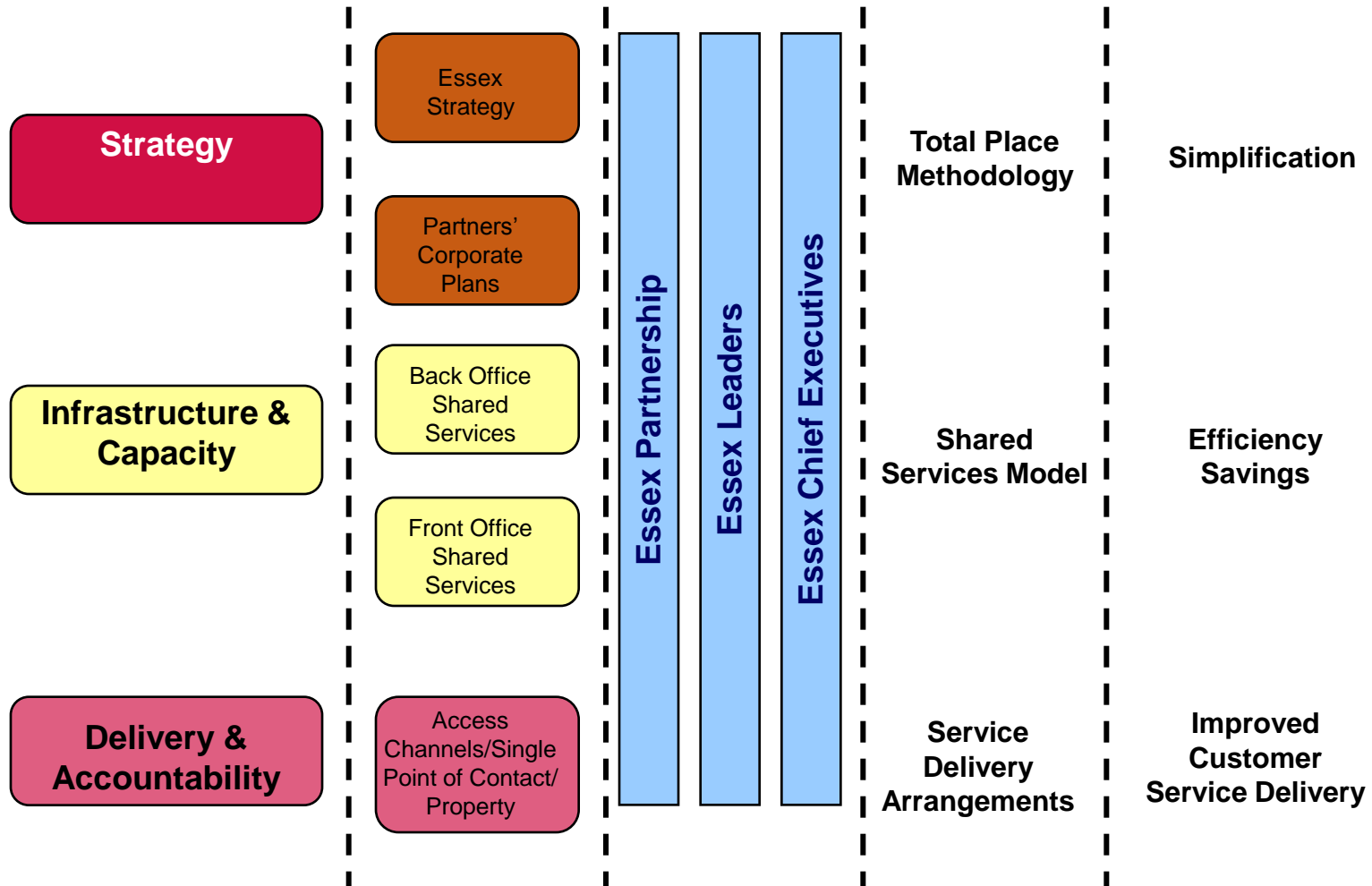
EssexWorks.

For a better quality of life

Essex County Council



One Essex Vision



Components

Governance

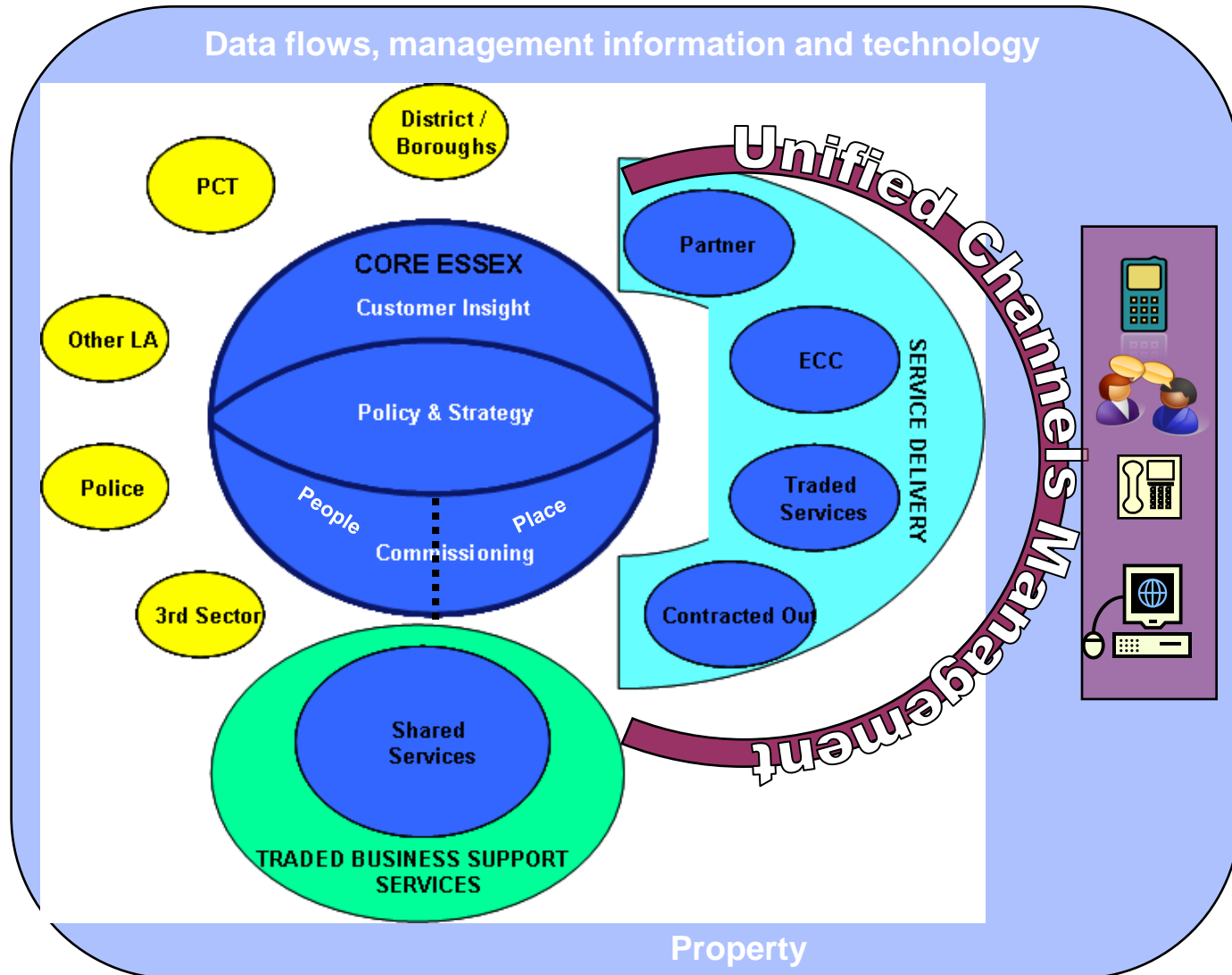
Enablers

Outcomes

The burning platform?

- **Common pressures for public sector partners**
 - Common areas where savings can be delivered & performance enhanced
- **People, Procurement, Property = Service/Outcomes**
 - Need to address these three key drivers
- **ECC target to save £300m over 4 years:**
 - Procurement
 - Management & Staffing
 - Joint Commissioning
 - New Ways of Working (incl Property)
 - Traded Services
 - Austerity and savings tbd
- **Scale requires a fundamental re-appraisal**
 - what business are we in?
 - what we do and need to do uniquely well
 - what we should stop doing or allow others to do
 - how best to optimise solutions with partners

One Essex TOM



How will we deliver the changes?

EssexWorks.

For a better quality of life

Clear Vision

EssexWorks.

For a better quality of life

Putting our Customers First

Our People

Our Economy

Our World

Clear Phases

Phase 1: **STABILISE**
Improve existing
processes and
technology



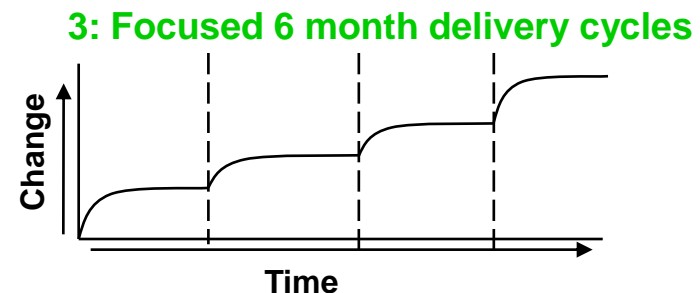
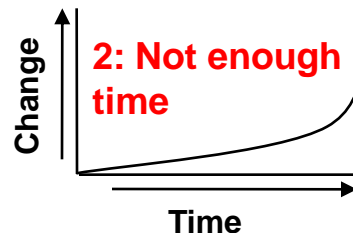
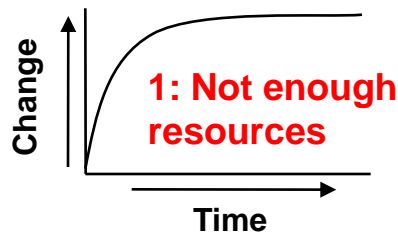
Phase 2: **ONE COUNCIL**
Create a unified
Council by integrating
directorates



Phase 3: **ONE ESSEX**
Share new efficiencies
and work jointly
with Partners

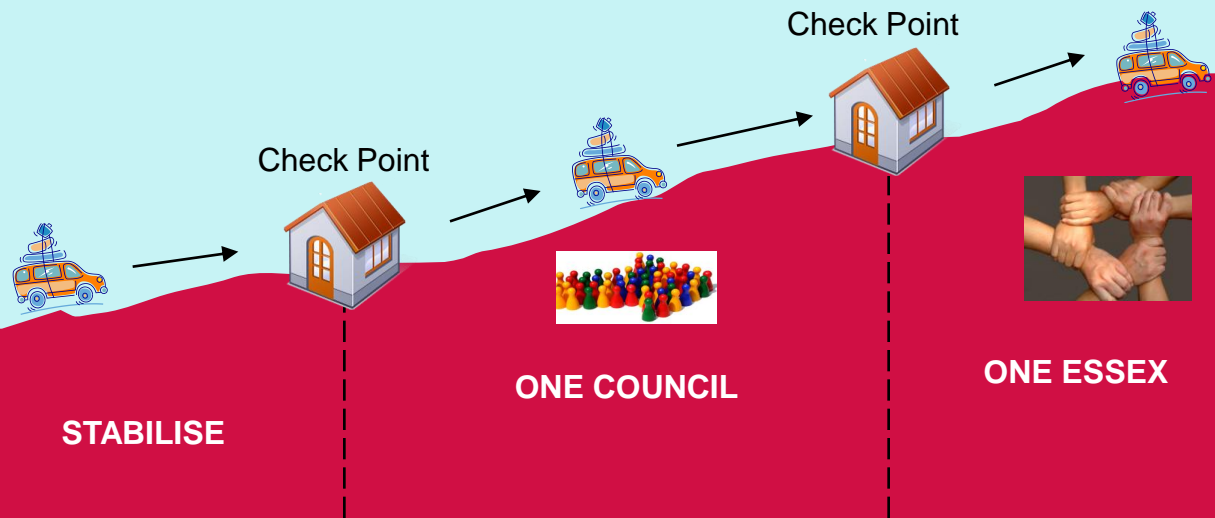


Clear Approach



Clear Targets

Within each change phase we will plan to achieve a specific outcome that will help us achieve our overall goal.



The Change Journey

Oct 09– Apr 10

Apr 10 – Oct 10

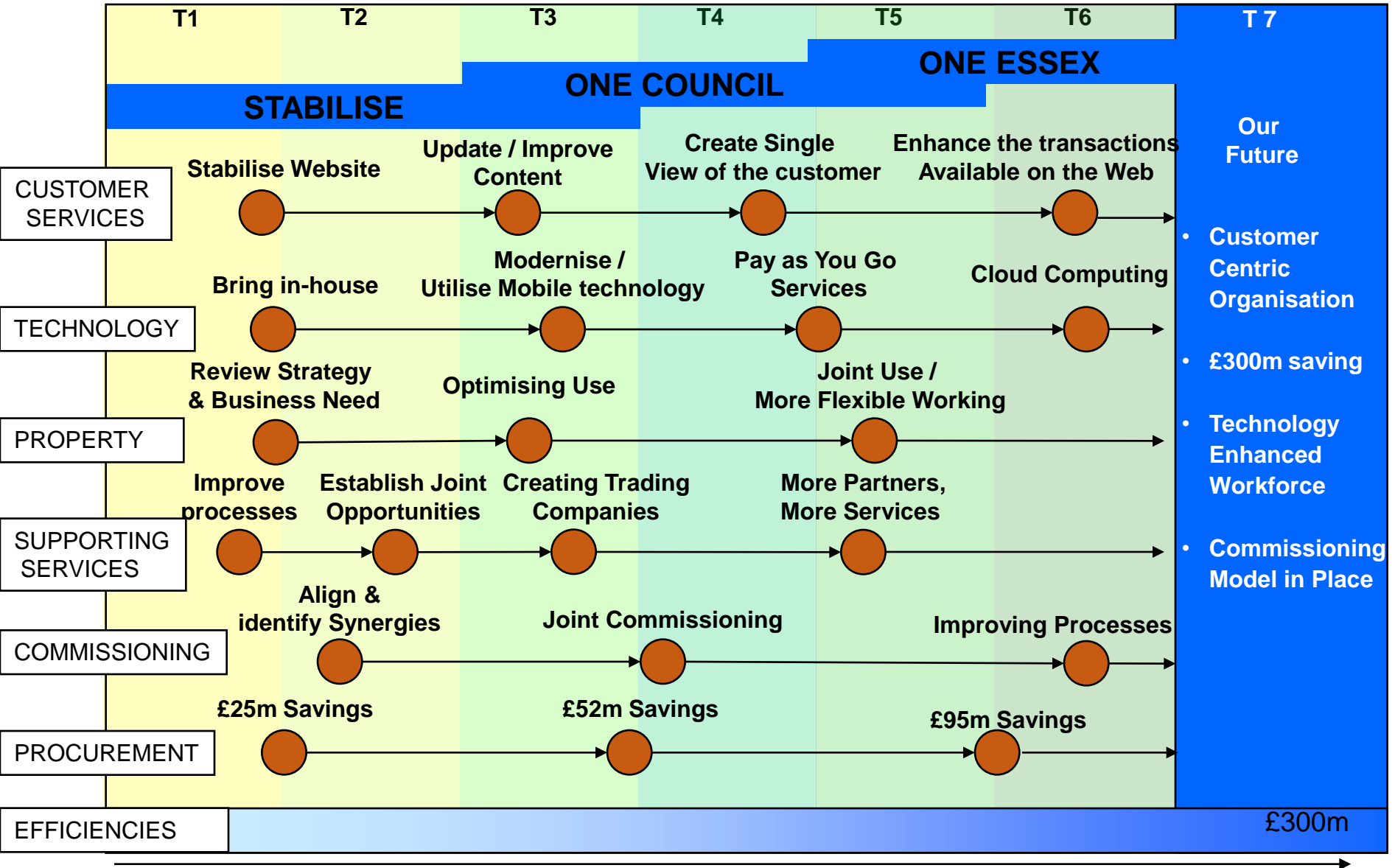
Oct 10 – Apr 11

April 11 – Oct 11

Oct 11 – April 12

April 12 – Oct 12

April 2013



Shared Services: A Potential Opportunity

- **Professional Services**
 - Legal, Audit
 - LA top 10 skill shortages (Planning, EHOs, TSOs, Building Control)
 - Support to businesses (Economic Development & Regeneration)
- **Procurement**
 - £2bn public sector spend in Essex
 - Essex Procurement Agency 2010
 - ECC gain-share contract in place with IBM for 2 ½ yrs
- **Regulatory Services**
 - Trading Standards & Environmental Health
 - Development Control & Building Control
 - Licensing
- **ICT**
 - ECC fully in-house & stable, exploring shift to on-demand service; radical cost reduction
 - Investment in fibre optic network pan Essex; link 307 sites by July
- **Property Assets**
 - Pan Essex property reviews & service management
 - How we can work better locally & consolidate property

Our Delivery Partner

- We have an eight year agreement with IBM
- Business Cases no guarantees
- Competitive options
- At risk component 10% linked to outcomes
- No short term transfer of assets
- Innovation, Capacity and Technology



Any Questions?