

## Item 6

### ES/047/11

# Policy and Scrutiny Scoping Document

<b>Committee</b>	Executive Scrutiny Committee	
<b>Topic</b>	Transformation Programme Scrutiny Review  New Ways of Working (NWoW)	Ref: ES-SCR-003(f) (ii)
<b>Objective</b>	<ol style="list-style-type: none"> <li>1. To receive an update on the New Ways of Working initiatives including the Business Support Review</li> <li>2. To receive an update on the financial savings that have been realised through the New Ways of Working projects</li> </ol>	
<b>Reasons for undertaking review</b>	<p>The Transformation Programme is the most ambitious programme of savings and change undertaken by the Council, with the potential to radically change the way the Council does its business, and the shape of public services in the County as a whole.</p> <p>The Transformation Programme has been undertaken by the Council in response to rising customer expectations against a backdrop of financial challenge. The Programme has two main areas of focus; for the Council to become more customer focused, and to drive out efficiency savings of at least £300 million by 2012/13.</p> <p>Due to the cross-cutting nature of the Transformation Programme, and the potential radical changes that are proposed, the Committee identified a number of areas that they wished to explore in further detail.</p>	
<b>Method</b> <ul style="list-style-type: none"> <li>• Initial briefing to define scope</li> <li>• Task &amp; Finish Group</li> <li>• Commission</li> <li>• Full Committee</li> </ul>	Full Committee	
<b>Membership</b> <i>Only complete if Task and Finish Group or</i>	Full Committee	

<i>Commission</i>	
<b>Issues to be addressed</b>	<p><u>New Ways of Working</u></p> <p>This project seeks to improve the utilisation of space, technology and time, with the potential to allow staff to work remotely. Staff feedback indicated unnecessary travel time and bureaucracy and the New Ways of Working initiative hoped to tackle these.</p> <ol style="list-style-type: none"> <li>1. To receive an update on the business cases and projects that are currently underway to deliver NWoW including the Business Support Review</li> <li>2. To receive details of the realised savings from NWoW projects</li> </ol>
<b>Sources of Evidence and witnesses</b>	<p>Project sponsor of the New Ways of Working initiative, Jenny Owen, Cabinet Member</p>
<b>Work Programme</b>	<p>Agreement of scoping document at 23 June 2011 meeting</p> <p>New Ways of Working Project sponsor to attend 19 July 2011 meeting</p>
<b>Indicators of Success</b>	
<b>Meeting the CfPS Objectives</b> <ul style="list-style-type: none"> <li>• <i>Critical Friend Challenge to Executive</i></li> <li>• <i>Reflect Public voice and concerns</i></li> <li>• <i>Own the scrutiny process</i></li> <li>• <i>Impact on service delivery</i></li> </ul>	<p>The Committee will be fulfilling its role as a Champion in the Council's Scrutiny Process.</p> <p>Action taken by the Committee to monitor the performance of the Transformation Programme will reflect upon both current service delivery and future improvements.</p> <p>The Committee will carry out its role as a critical friend to the Executive.</p>

<b>Diversity and Equality</b> <i>Diversity and Equality issues are to be considered and addressed.</i>	The Transformation Programme will impact on the public, staff, Members and partners.
<b>Date agreed by the Committees</b>	
<b>Future Action</b>	
<b>Governance Officer</b>	Hannah Cleary