

As at: 20/01/20	Overall Status RAG	Previous	Current
		G	G

Work stream	Lead	RAG	Progress
1) Model	Dave Mullin	G	All detailed design sessions completed as planned in 2019. We have now created a revised complete phase B design that delivers the remainder of the £4.5M business case saving. This will be iterated one more time with phase B design teams from across the business before consultation
2) People	Jenny Lester	G	We have now started created the draft role profiles etc for phase B We will commence the draft slotting and ring fencing approach for phase B in February
3) Technology	Henry Branson	G	This is a key area for discussion and decision today. We present the procurement approach proposed for phase B for approval today
4) Process redesign	Charlotte Ellis	G	Good start to phase B work in process redesign – this work is being shaped in tune with the evolving technology procurement plan and tailored to the three distinct areas of phase B 1) process-based services in customer service, case and specialist, 2) community services 3) operational and technical services
5) Culture and change	Natasha Chadwick	G	Started development and transition sessions with phase B managers on January 13 th Culture development work across the whole business is now the priority in this work stream ensuring that this is embedded in all services plans and becomes part of BAU management
6) Strategy, performance & governance	Stephen Benbough	A	This priority for this work stream is supporting all managers in the development of their service plans so that these can a) align to the developing corporate priorities of Members, b) meet the business case challenges, c) be easy to performance manage against throughout 2020
7) Service challenge	Claire Morris	A	There are three large scale projects in this work stream that deliver of order £1M each (Reducing budget of external transactions, income from assets and reduced levels of service expenditure in parks and visitor experience). Whilst there has been progress on a range of projects, more focus and traction is required on these most strategic projects.