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**PROCESS FOR CHANGE – DETAILED DESIGN STAGE**

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**1. SUMMARY**

- 1.1. The Executive approved £216,000 on 15 April 2009 to carry out detailed design for Customer Management and Workforce Deployment projects within the Process for Change Programme. The detailed design stage has now been completed and full business cases and implementation plans have been produced for both the Workforce deployment and Customer Management projects.
- 1.2. The recommendations from each project report, the full business case and implementation plans are ready to be presented to Council for approval. This paper seeks approval for these reports to be presented at a Council Business Day on 22 December in the Council Chamber. Presentations on both projects will be given followed by a question and answer session. This will be followed by a formal Council meeting at which a decision on whether/how to move forward into implementation can be made.

**2 RECOMMENDATIONS**

- 2.1 To note the arrangements for a Council Business Day on 22 December to present the detailed design reports for the Customer Management and Workforce Deployment projects.
- 2.2 To note that papers seeking approval on proceeding to implementation for the Process for Change programme will be submitted to a Council meeting on 22 December.

**3 DETAIL**

- 3.1 The Council completed the shared services diagnostic project over the period February to August 2008. 7 themes were identified as being worthwhile to proceed to high level design stage. In February 2009 the Executive approved the Process for Change High Level Design report recommending that a detailed design stage be carried out for Workforce Deployment and Customer Management themes, with the procurement theme moving directly into implementation.
- 3.2 The Process for Change programme assists us in working towards meeting the Scottish Government's national outcome number 15: "Our public services are high quality, continually improving, efficient and responsive to local people's needs". They fit closely with our Corporate Plan theme of "Forward Looking" and our Organisation Development Strategic Objective of

improving, innovative, proactive and successful.” Process for Change also features in the Council Improvement Plan as a key improvement action IP08.

- 3.3 **Workforce Deployment** would enable flexible, mobile and home working reducing the need for field staff to return to base to receive instructions. This increases time spent on direct service delivery, reducing travel, and with hot desking, will reduce requirements for office space, facilitating potential property rationalisation. This increases productivity, frees up office space and reduces admin support requirements with more data being updated immediately by professional staff.
- 3.4 The **Customer Management** theme would see an expansion of our Customer Service Centre (CSC) to meet a wider range of our customer needs, and improved choice of channels, with more self service, freeing up professionals to spend more time on complex cases. The Customer Service Centre would be able to make appointments for members of the public to see professionals where appropriate. Savings come from business process re-engineering as more services transfer into the CSC, such as eligibility for blue badge, basic planning enquiries, licensing applications, food vouchers and low cost equipment, free school meals, school clothing grants, Education Maintenance allowances, school travel, course and sports facility bookings. Savings also come from more enquiries being fulfilled through self serve via the Council’s web site.
- 3.5 The Process for Change detailed design report, full business cases and implementation plans for Customer Management and Workforce Deployment and associated appendices will be submitted for the Council meeting of 22 December 2009.

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Head of ICT and Financial Services

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