

Fit for the Future Programme Update

Overall, the programme has made satisfactory progress again this period.

Service Delivery workstream:

Achieved

- Continued Channel shift, to enable more customer self-service, with Garden Waste processes (renewals and new requests) re-designed and implemented on our Digital Platform (DP)
- Started work to deliver further DP functionality, building on a solution prepared by Cheltenham BC. It will support the delivery of our new waste management system (Alloy)
- Customer Contact vision signed off by the SLT

Next Steps

- Initiate waste management project with Ubico (April implementation)
- Develop a plan for implementing the Customer Contact vision and begin work on first phase.

Community Connection workstream:

Achieved

- Workstream objectives have been updated to reflect newer priorities and latest thinking including Asset Based Community Development
- A draft roadmap of activities is being developed to support these new objectives
- Researched community engagement principles prepared by other authorities and bodies to inform work on engagement

Next Steps

- Approval of updated workstream objectives by SLT
- Complete the roadmap
- Sign-off our community engagement principles and ensure future work aligns.

People and OD workstream:

Achieved

- Continued to hold workshops with staff to help them apply our Values & Behaviours to the way they work
- Delivered a series of Wellbeing initiatives for staff (e.g. pantry)
- Developed improved recruitment and on-boarding processes using the iTrent system which will reduce the amount of admin required. Testing now underway within the HR team
- Designed new approach to individual performance management. iTrent system build complete to support the new approach

- Designed an updated Leadership Development training course to be rolled out to the next cohort of managers.

Next Steps

- Complete Values & Behaviours workshops with all staff
- Design performance management training and begin roll-out to managers
- Implement the new recruitment and on-boarding process in HR and begin to roll-out to all staff
- Provide Leadership Development training to the next cohort of managers

Digital and Technology workstream:

Achieved

- Addressing internal security vulnerabilities identified in penetration test
- Completed the contract with NEC for a new cloud-based Housing Platform (assisting Project Phoenix)
- Started to develop a plan and costs for next phase of IT improvements
- Completed a pilot for IT Service Desk chatbot
- Replaced key leaver (Infrastructure and Security Manager) and addressed Developer vacancy

Next Steps

- Continue to address internal vulnerabilities identified in penetration test
- Support Housing team through project mobilisation phase of Project Phoenix
- Complete IT improvement plan
- Implement Service Desk chatbot