



STRATEGY & RESOURCES COMMITTEE OFFICER REPORT

Fit for the Future Programme Update

Overall, the programme has made satisfactory progress this period with notable highlights.

Service Delivery workstream:

Achieved

- Major focus on agreeing plans to complete re-engineering of priority processes
- Waste management project - first stage of the implementation delivered on schedule with next (main) stage on track for June
- Performance Management system (Pentana) implemented on schedule

Next Steps

- C/F: Building Control forms ready to implement
- C/F: Develop a plan for implementing the Customer Contact vision and begin work on first phase (started)

Community Connection workstream:

Achieved

- Updated workstream objectives approved by SLT
- Delivery plan completed
- 'Do and Learn' approach to improving connection started via pilot(s) and other activities with colleagues

Next Steps

- Start to sign-off our community engagement principles
- Pilot action planning with colleagues
- Develop council understanding of on-going work that is connecting with communities via storytelling to help drive culture change

People and OD workstream:

Achieved

- Values & Behaviours (V&B) workshops, with all officers, completing end April
- Annual leave iTrent implemented on schedule, improving HR efficiency and self-serve
- LEAP (cohort 2 of LDP) complete
- Staff survey results analysis indicating positive response to FFF well-being initiatives and appetite for forthcoming improvements in the people space



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Next Steps

- Consolidate V&B workshop write-ups to review themes with LMT
- Organise V&B workshops with Members
- Start action planning survey results with LMT
- Continue to progress iTrent roadmap including recruitment and on-boarding

Digital and Technology workstream:

Achieved

- Further reductions in security vulnerabilities
- Further upgrades to server estate to ensure in support/secure
- New joiner (Developer) accredited to work on Digital Platform
- Procured two tools that reduce risk of hacks and improve intel relating to successful hacks (should they occur)
- IT improvement plan drafted

Next Steps

- Ensure security work on track to submit PSN code of connection request
- Implement the two new tools
- Restart Disaster Recovery planning and testing
- C/F: Implement Service Desk chatbot

REPORT SUBMITTED BY	Adrian Blick, Interim Director of Change and Transformation
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