Fit for the Future Programme Update

Overall, the programme has made strong progress this period and is operating well with positive feedback received from officers, third party vendors and another council.

Service Delivery workstream:

Achieved

- Digital Platform (Liberty) team is gaining experience and building a pipeline of work via process mapping:
    - Waste and recycling services were delivered to schedule with very positive feedback from the SDC team and Ubico. A demo of these services was also provided to Cheltenham Borough Council, and this was positively received
    - Customer contact on-line services, for Building Control, were delivered to schedule
    - Started work on customer feedback forms for use with all new on-line services
- Phase 1 of the contact centre development mobilising
- All service plans have now been added to Pentana

Next Steps

- Liberty:
    - Implement customer feedback form on Liberty
    - Begin work on Pest Control services
- Complete mobilisation work for contact centre development

Community Connection workstream:

Achieved

- Built a team of champions to support delivery of plan
- Further Chapel Street pilot action planning with colleagues and community
- Signed-off our community engagement principles with SLT and with ALT for review

Next Steps

- Complete Chapel Street planning and mobilise for action
- Sign-off community engagement principles
- Prepare and review crowdfunding proposal
- C/F: Develop first wave of videos and stories to promote council understanding of on-going work to help drive culture change (awaiting fulfilment of comms team post)

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People and OD workstream:

Achieved

On the iTrent system, further improvements to self-service including:

- Sickness and absence module successfully implemented and previous system (Goodshape) decommissioned
- Recruitment and on-boarding modules in system testing
- Survey results shared with staff (and very positive)

Next Steps

- C/F: Review V&B themes with LMT (Flood response delayed)
- C/F: Organise V&B workshops with Members
- Develop action plans for survey response

Digital and Technology workstream:

Achieved

- PSN code of connection request approved (major achievement relating to IT estate security)
- Three new security tools implemented:
  1. Intrusion Detection (early warning/alerting)
  2. Anti-phishing (emails)
  3. Password strength assessment
- Server estate upgrades on track (Oct)
- Cloud assessment report reviewed (See Next Steps)
- Disaster Recovery planning restarted

Next Steps

- Clarifications following Cloud assessment report review
- Purchase additional routers for key sites to assist Business Continuity
- Complete Disaster Recovery planning

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