



THE LONDON BOROUGH

Improvement, Efficiency and Effectiveness

I&E Sub Committee 20th Oct 2008



Business Change & Support Services

Prioritise

- Opportunity Assessment
- Business Case
- Service/ Process Review (Lean)
- Programme Mgmt & Assurance
- HR & Change Management
- Communication



Service Improvement Projects

Service A	Service B
Home based support Mobile technology	Standard desktop
Area based offices Drop in facilities Meeting facilities Interview rooms	Large Central office
Remote access to case files	Access to council wide data Scanning
Web applications Web problem reports Hard copy Applications	Seasonal info' produced Web applications

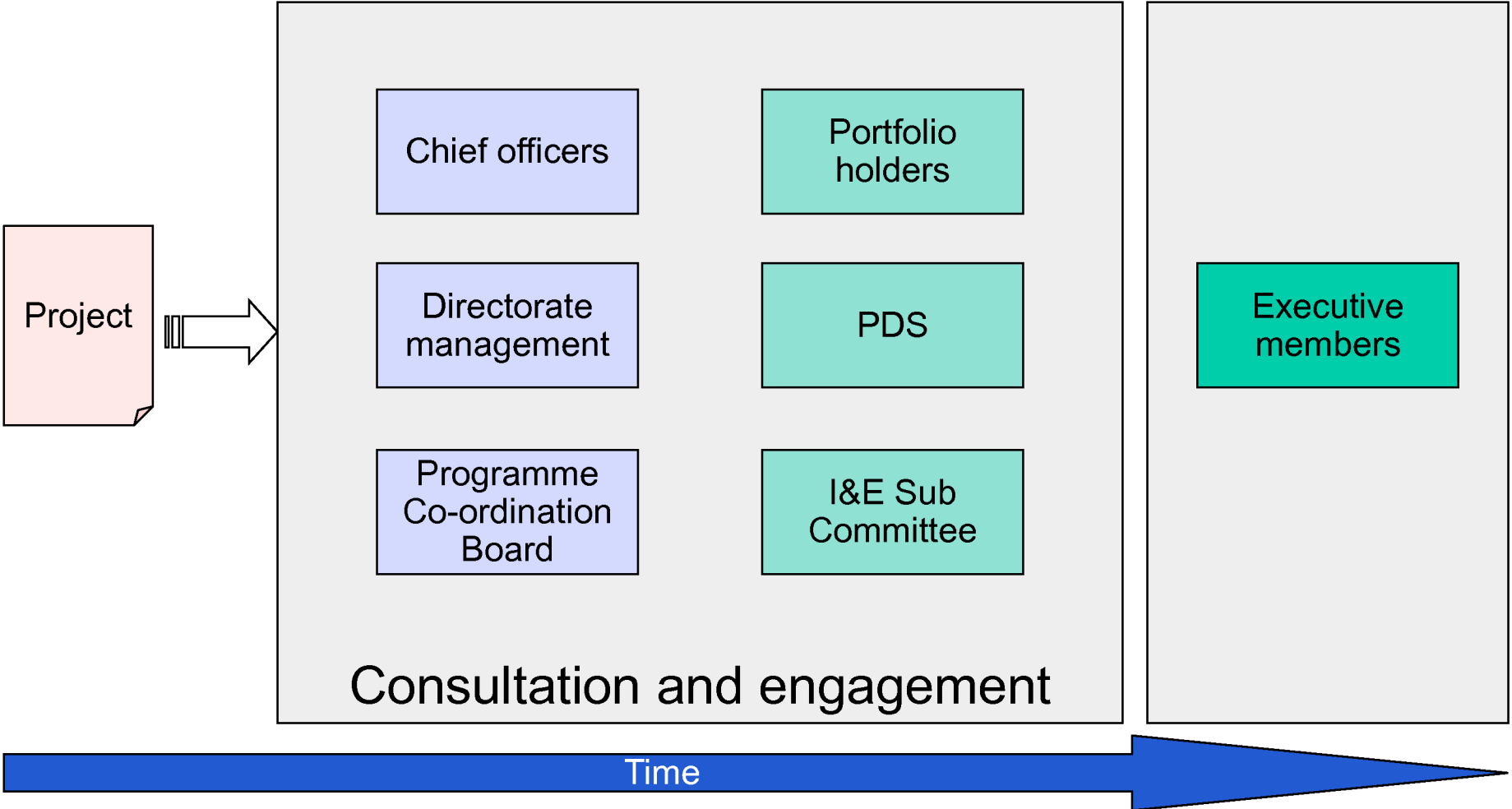


Corporate Capabilities & Programmes

- Corporate HR
ICT
Procurement
Property
- One Way
Workforce Admin
Goods & Services
Monitoring/reporting
Info & Doc Mgmt
- Customer Access
Information
Web based contact
CRM
Fulfilment
Face to Face

	INDICATIVE TIMESCALES (Subject to detailed scoping/resource availability)								
What	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09
Planning Development Control					Initiate 2nd stream of planning project				
Building Control Land Searches	Started informal investigations. Need initial discussion with service heads								
Transport VFM		Decide if VFM work needed .							
Transport Strategic			Timescale TBA						
Libraries		Establish project team							
CYP Transport	Fact finding Financial data		Decide on next steps						
Home Care		Establish project team						2nd stage Implementatio n to follow	
Parking	Group reporting COE end Oct	Possible further I,E & E work dependent on COE decision							
ICT	Discussion with PD on approach								
Waste - Trade Waste	Fact finding underway Liaison with head of service Income /options modelling								
Waste -- Contract/Disposal						Indicative start date?			
Learning Disability			Specify requirement	Project Delivery					

Project consultation



Objectives of Programme Assurance

- > Transparent reporting and management
 - > We know what we are trying to do
 - > We know how we are going to deliver it
 - > We know whether we have achieved it
 - > We can pick up links and dependencies across the organisation
- > Objective prioritisation and spending
 - > Money is invested into areas that will deliver Building a Better Bromley and the Corporate Operating Principles
- > Clear accountabilities
 - > We know who is responsible for delivering what (capabilities and benefits)

What we are doing

- > Programme Co-ordination Board
- > Minimum requirements for programmes
- > Dashboard reporting with supporting documents
- > Supporting tools
- > Assurance reviews

What we plan to do

- > Gateway process for prioritising programmes and projects
- > Improved tools and supporting frameworks for project and programme management