

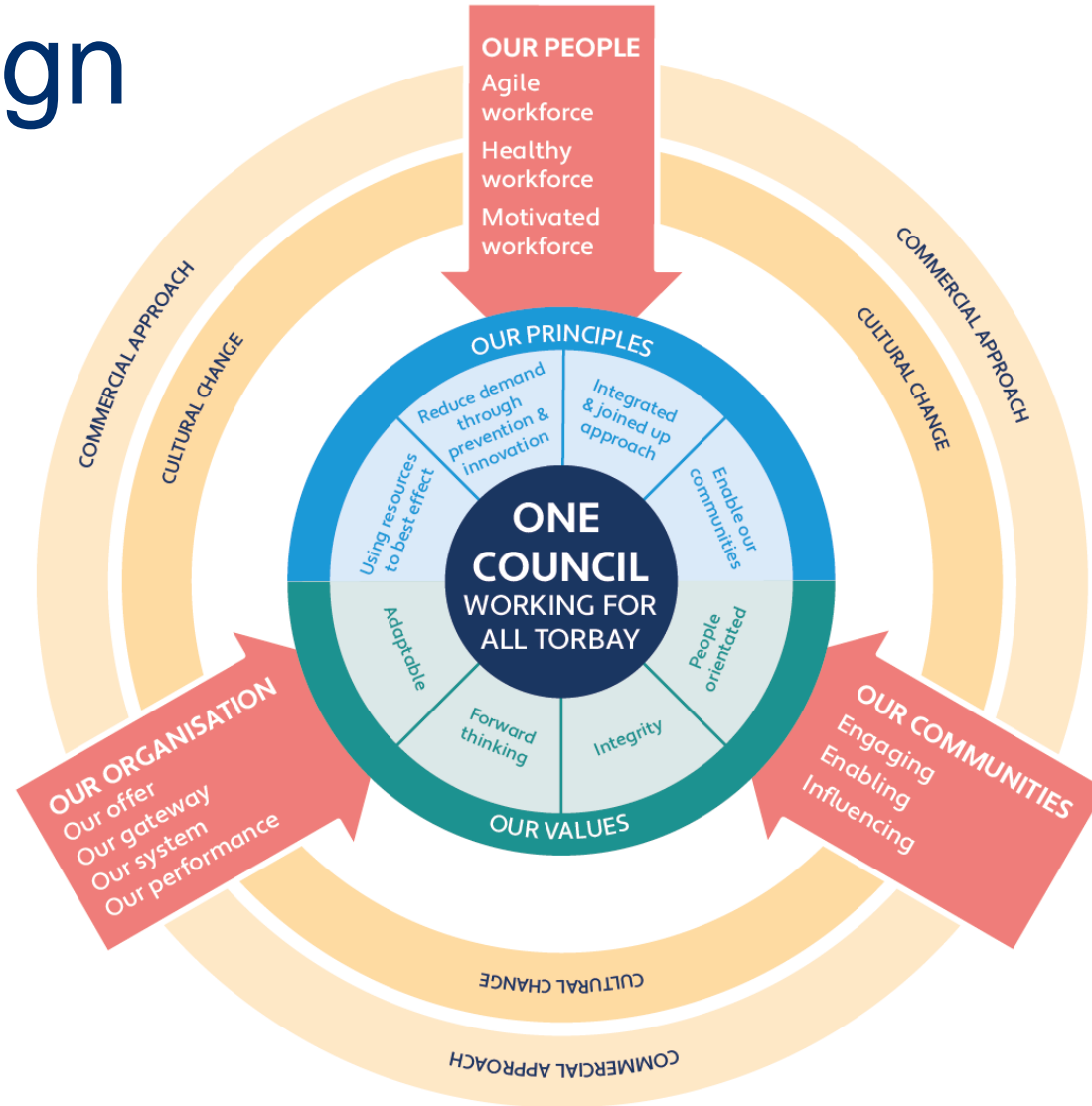
An aerial photograph of Torbay, Devon, showing the coastline, the harbor, and the surrounding residential and commercial buildings. The water is a vibrant blue-green color. A large boat is visible in the harbor, and a smaller boat is in the foreground. The text is overlaid on the left side of the image.

# A Council fit for the future

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# Council Redesign Programme overview



# Programme Recap:

- Overarching objective of the Programme;
  - *To modernise, simplify and standardise how we work so we can support the communities of Torbay and build a resilient council fit for the future*
- Programme made up of 4 key projects;
  - Our Communities
  - Our Organisation
  - Our People
  - NEW – Future Ways of Working

# Project Aims:

## **Our Communities:**

Reconnecting with, and enabling and empowering, our communities.

- Engaging
- Enabling
- Influencing

## **Our People:**

Be an organisation that our people are proud of.

- Agile and high performing
- Motivated and engaged

## **Our Organisation:**

We will put our customers at the centre of our organisation

- Our Gateway
- Our System
- Our Offer
- Our Performance

## **NEW - Future Ways of Working:**

Supporting the transition to a safe and different way of working for our staff post Covid.

# Programme Update January – December 2021:

January – March 2021:

- By the start of the next financial year we will:
  - have Operational Performance Dashboards in place to manage our performance.
  - have completed the rollout of **Microsoft 365** in the pilot areas.
  - have protocols, procedures and toolkits around community collaboration.
  - have finalised **Service Business Plans** that contribute to the achievement of the Council's priorities.

# Programme Update January – December 2021:

April 2021:

- We will implement a refreshed common approach to **customer service** that builds trust between the council and our communities.
- We will complete roll out of a new process for assessing the risks when working on computers, laptops, tablets and other **display screen equipment** (DSE). This will help people reduce DSE risks through preventive action as well as resolving any issues that have arisen.
- We will start rolling out **Microsoft 365** more widely, prioritising business areas based on need and complexity.

# Programme Update January – December 2021:

## July – September 2021

- We will identify a preferred bidder, following a full procurement and tender process, for a new **Customer Relationship Management (CRM)** system. A CRM system is an effective and efficient tool which provides an interface with customers across several delivery channels (face to face, telephone, websites, texts and email).
- We will have a fully implemented **People Strategy**, which will include an **Organisational Development Plan**, to help us align our ambitions and objectives with our workforce.

# Programme Update January – December 2021:

October – December 2021:

- We will have moved everyone onto **Microsoft 365**, enabling people to collaborate both within the council and with partner organisations.
- We will have completed working with colleagues on **business process mapping** the organisation.
- The appointed CRM system supplier will start their implementation plan for a go-live in early 2022.