

Appendix One: Council 2012 – High Level Plan

	MAY 10	JUN 10	JUL 10	AUG 10	SEPT 10	OCT 10	NOV 10	DEC 10	1/4 2011 Jan-Mar	2/4 2011 Apr-Jun	3/4 2011 Jul-Sept	4/4 2011 Oct-Dec	2012
Customers First <ul style="list-style-type: none"> • CRM • Modernise corporate services • Transactional website • Improved customer payments • Pre-application charging • Mobile working pilot • One number • Complaints, compliments and comments • One stop shop realignment 		★ One number goes live.	★ Mobile working pilot goes live. ★ Collect data, current structure, workloads etc	Consultation on structure for Customer Services. →	Approve Business Case (service/staff /telephony) - One Call centre - One Stop Shop	Phase 1 restructure complete.			Implement workplace design	(June) Phase 2 restructure complete Implement City Centre Face-to-face Implement One call centre		(Dec) Phase 3 restructure complete	(Mar) Phase 4 restructure complete
Offices for the Future <ul style="list-style-type: none"> • Office rationalisation • Modern work styles • Customer services outlet • Information management • <i>Facilities Management (tbc)</i> 	★ Launch home working policy and drive for volunteers	★ CEB report approved ★ Approve policies 50 staff working flexibly		Tenders sent out for construction (office rationalisation)	Tenders return Approve project Business Cases →	100 staff working flexibly	Commence construction work (office rationalisation)		200 staff working flexibly	Phase 1: 3 rd Flr & Basement St Aldates Chambers (SAC) complete – Apr 11 Phase 2: Grd Flr CSO complete – June 11		Phase 3: 2 nd Flr SAC complete – Oct 11 250 staff working flexibly	Phase 4: 1 st Flr SAC complete – Jan 12 Jan/Feb – Ramsay House staff move Sell remaining redundant space
Corporate Services Modernisation <ul style="list-style-type: none"> • Combined support services • Integrated HR/Payroll 		★ New HR/Payroll system goes live.		★ Identify scope for combined support services and collect data ★ Head of Service restructure commenced ★ Appoint Programme Manager Systems requirements for Financial processing Approve	Identify work strands for combined support services. Restructure: - Post room - Copier unit - Scanning Appoint Heads of Service for Finance and Efficiency Commission ICT architecture review Consultation on restructure	Corporate services restructure complete			New structures operational				

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				Business Case for finance system Consultation on new structure →									
Direct Services <ul style="list-style-type: none"> One depot Set up trading accounts and performance frameworks Direct Services reviews and implementation 			★ Collect data in current structure & workload etc	Consultation on structure → One Depot feasibility study complete	In-principle agreement on One Depot Appoint Project Manager for One Depot.	Appoint to new structure for Direct Services and Asset Management.	New teams operational	Approve Business Case for One Depot.	Tenders	Commission work	Commence	Complete	Move into one depot Sell redundant space
Reformed Housing Function <ul style="list-style-type: none"> Tenancy services TP & Community Development HRA Accounting SLAs 			★ Collect data in current structure & workload etc	Consultation on new structure →		Appoint to structure	New team operational					Co-locate virtual teams	

Communication Plan (key meetings/ milestones)	★ Brief staff on changes.	★ Confirm vision for organisation. ★ First Council 2012 newsletter. ★ CEB approval to proceed. ★ Council 2012 newsletter ★ 11 th & 25 th Council 2012 Board	★ Corporate briefings ★ Establish Council 2012 intranet page ★ 28 th - Member Steering Group (first meeting) ★ Council 2012 newsletter ★ 9 th & 23 rd Council 2012 Board ★ 16 th Union Working Group	Communication strategy approved → ★ Council 2012 definition document approved. ★ 20 th Council 2012 Board ★ 20 th Union Working Group	Staff conference ★ 2 nd - Member Steering Group 3 rd , 10 th & 17 th - Council 2012 Board 24 th Union Working Group	8 th - Member Steering Group Full Council receive notification of new structure. 1st, 15 th & 29 th - Council 2012 Board	12 th & 25 th - Council 2012 Board	10 th - Council 2012 Board	Corporate briefings				
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