

## RECORD OF EXECUTIVE DECISION

Tuesday, 15 July 2014

Decision No: (CAB 14/15 13001)

DECISION-MAKER:	CABINET
PORTFOLIO AREA:	EDUCATION AND CHANGE AND RESOURCES AND LEISURE
SUBJECT:	IMPLEMENTING THE COUNCIL STRATEGY 2014-2017: NEXT PHASE OF THE COUNCIL'S TRANSFORMATION PROGRAMME
AUTHOR:	Claire Corbett

### THE DECISION

- (i) Note and endorse the work that has been completed and the work currently planned or underway as the part of the implementation of the One Council Transformation Programme, as detailed in this report.
- (ii) Approve the establishment of a single approach to the customer model for the Council.
- (iii) Approve, as part of the customer model, the establishment of a single 'front door' for customers of services within the People Directorate (adults, housing and children) as set out in this report.
- (iv) Delegate authority to the Chief Executive following consultation with the Cabinet Members for Resources & Leisure and Education & Change to agree and implement the final option for the single 'front door' and the associated investment needed to deliver it.
- (v) Approve the proposal for a new model for business support as set out in paragraphs 87 – 93 of this report.
- (vi) Authorise the Assistant Chief Executive to implement further phases of the Business Support Project as detailed in paragraph 94.
- (vii) Note and endorse the governance arrangements as set out in paragraphs 97 – 101 of this report.
- (viii) Note that further reports on the transformation programme will be brought forward to Cabinet and Council over the next six months.
- (ix) Authorise the Chief Executive, following consultation with the Cabinet Members for Resources & Leisure and Education & Change to take any further action necessary to give effect to the content of this report.

### REASONS FOR THE DECISION

The financial challenges faced by the Council makes it imperative for the Council to adopt radical and different approaches to meeting customer needs, service delivery models and maximising the potential of our employees. In the next phase of the

Transformation Programme, we will need to seek approval to take specific actions to become a sustainable Council and one which will help us deliver the savings and become more customer-focused and commercially minded.

#### **DETAILS OF ANY ALTERNATIVE OPTIONS**

The option of continuing to reduce services without making radical changes in how we work and deliver services was considered and rejected because this will not deliver a sustainable Council. Therefore, it is not in the wider interests of the city and its residents.

#### **OTHER RELEVANT MATTERS CONCERNING THE DECISION**

None.

#### **CONFLICTS OF INTEREST**

None.

#### **CONFIRMED AS A TRUE RECORD**

We certify that the decision this document records was made in accordance with the Local Authorities (Executive Arrangements) (Access to Information) (England) Regulations 2000 and is a true and accurate record of that decision.

Date: 15 July 2014

Decision Maker: The Cabinet

Proper Officer: Judy Cordell

#### **SCRUTINY**

Note: This decision will come in to force at the expiry of 5 working days from the date of publication subject to any review under the Council's Scrutiny "Call-In" provisions.

Call-In Period expires on

Date of Call-in *(if applicable) (this suspends implementation)*

Call-in Procedure completed *(if applicable)*

Call-in heard by *(if applicable)*

Results of Call-in *(if applicable)*

