

**Joint Committee
25th November 2010**

Report Title: WRS project manager update

Introduction

This report provides the Joint Committee with a summary of progress against plans for the period 10th September 2010 to 25th November 2010.

Key tasks & achievements

Business as usual has been maintained throughout a challenging yet productive period of the project. Key achievements within each workstream are provided below.

Human Resources

Mapping process has now been completed. Of the 155 letters issued to staff within the structure, just 12 expressed dissatisfaction. All dissatisfaction interviews have taken place and are resolved.

Dates for the recruitment assessment centre for the levels B and C have been set. Managers received assessment centre training on the 1st November to help support them through the process.

Level B assessment centres held 8th & 9th Nov. Interviews 16th & 17th November. Level C assessment centre held 18th Nov. Interviews 22nd & 23rd November.

ICT & Transformation

The 'Chance to Shine' roadshows have been held across the County throughout October. All WRS staff and Joint Committee Members were invited to attend. The purpose was to communicate the progress made to date and highlight the tasks to be achieved. Overall feedback has been positive and there is a recommendation to extend the roadshow to all Members.

Progress on the transitional phase continues to be made with migration of services to the Worcestershire Hub. Redditch calls transferred to the Worcestershire Hub on the 15th October. Implementation plan agreed with the Hub to continue the roll out with:

- Wychavon 15/11
- Worcester City 8/12
- WCC Trading Standards 18/01/11
- Wyre Forest 02/02
- Bromsgrove 23/02

The 'What Matters' programme whereby managers "stand in the customer's shoes" and experience what it is like to do business with

us is underway, with a feedback session arranged for December.

The Staff Survey has now been launched. Outputs and analysis will be available toward the end of November.

Change Champions are being recruited across the service to support the change process. Recruitment will take place throughout November and December.

Interim Managers and the Transformation Project Team are to visit Gloucester City Council on 19th November 2010. The transformation team also attended the Systems Thinking Networking Group held at Aylesbury in October. The Group comprises Officers from Buckinghamshire, Nottinghamshire, Suffolk and now Worcestershire Regulatory Services to share learning around systems thinking.

Communications

WRS comms newsletters continue to be the key communications source for the service. This will soon be bolstered with the launch of the WRS intranet site, which will be hosted by Bromsgrove & Redditch. Staff will be able to access the site no matter where they are located within the County.

Monthly meetings with recognised Trade Union side continue with relations good.

Risks

Update on risk reported to the 10th September Joint Committee.

1. ICT & Transformation workstream timescales. The new service delivery model originally planned for October 2010 will now be delivered in early 2011. There is minimal impact to the overall project timescales or the project's ability to deliver the business case benefits.

Mitigating action continues with full time internal resources allocated to the workstream and external consultancy support available and provided only when appropriate.

Priorities next period

Human Resources

- Management team in post
- Recruitment completed
- New structure populated

ICT & Transformation

- Low level requirements document complete
- Procurement process underway with Invitation to tender issued
- Service delivery reviews underway
- Staff survey results published
- Change champions appointed
- Transfer of calls to the Worcestershire Hub completed by Feb 11.

Communications

- 'What Matters' roadshow extended to all Members
- Intranet site established
- Website development underway

Budget report

Report provided as a separate agenda item.

Contact point

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