

Joint Committee

28th February 2011

Report Title: WRS project manager update

Introduction

This report provides the Joint Committee with a summary of progress against plans for the period 26th November 2010 to 28th February 2011.

Key tasks & achievements

Business as usual has again been maintained through this challenging yet productive period. Key achievements within each workstream are provided below.

Human resources

Appointment and assimilation to all grades from levels B to G was completed on the 31st December 2010. Throughout this stage, the service remained fully engaged with the staff and recognised Trade Unions.

Transformation

This is now a priority for the project. Now the service has its structure in place, it will begin to undergo the Systems Thinking approach in partnership with our supplier Vanguard.

The complete process is likely to take 6-months and includes a process for skills transfer. One outcome from the work with Vanguard is that the service will be self sufficient in the approach. Systems thinking will therefore become business as usual, thus ensuring continuous improvement long after the project formally closes.

The WRS project board has also taken the decision to await the outcome of the transformation piece before it enters into the potentially costly and time consuming procurement process.

ICT workstream

Despite the ICT being dependent on the outcomes of the transformation, work is being completed on a cost benefit analysis. The purpose of this is to ensure the project board has framework for which to make its decision on the ICT following the transformation piece. The board felt there was no dependency on the transformation to do this ground work now and ultimately it will allow the board to make a fully informed decision.

Change Champions have been recruited from across the service to help support the transformation process. A number of officers from all disciplines will be involved, promoting and supporting the change process.

Risks

Communications

In support of the transformational change process, the services have identified a team of 12 change agents. Their role is to help drive the change within the organisation and support all staff throughout this challenging and exciting period.

1. Transformation

Failure to adopt a pure systems thinking approach will not allow the service to significantly transform, thus putting at risk the services ability to meet its efficiency targets.

Mitigating action

Strong leadership and support from the Chief Execs and Joint Committee in this process will enable the service to deliver

2. Centralisation of FSA

Risk to the service if the proposal to move food law enforcement from local to central enforcement goes ahead. Scope of threat is not entirely clear as Food/ Agriculture standards law has been moved from FSA to DEFRA. FSA only control food safety.

Mitigation action

The risk is to be monitored through the WRS service plan. Initial thoughts from within the field are that the centralisation move will not be widely supported.

Priorities next period

Transformation

- Scoping workshop with the WRS management team
- Systems thinking approach sessions with Chief Execs Panel, WRS Management Board and Joint Committee.
- Complete the study of 'demand' across the entire service

Accommodation

- Phased implementation to Wyatt House underway
- Central electronic room-booking system implemented with the Hub
- Touchpoint areas for WRS established throughout the County.

Human Resources

- Staff contracts completed
- Disturbance allowance policy completed

ICT

- ICT requirements for Wyatt House fully implemented
- Cost benefit analysis on ICT options completed and held awaiting outputs from transformation.

Budget report

Report provided as a separate agenda item.

Contact point

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