

Dear Member

**RESOURCES AND TRANSFORMATION OVERVIEW AND SCRUTINY PANEL - THURSDAY,
18TH JANUARY, 2024**

Please find attached, for consideration at the next meeting of the Resources and Transformation Overview and Scrutiny Panel, taking place on Thursday, 18th January, 2024, the following presentation slides in relation to item 8 (Transformation Programme Update) which was not available at the time the agenda was published.

Agenda No Item

8. **Transformation Programme Update (Presentation) (Pages 3 - 8)**

To receive a presentation giving an update on progress with the Transformation Programme.

Yours sincerely

Democratic Services

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Resources and Transformation Panel
Update – 18 January 2024

Agenda

- Brief update on next steps
- Overview of Activity analysis
- Overview of Process design workshops

4



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Next steps (Jan – April 2024)

- Business/benefits case and implementation planning
 - Resources
 - Technology options
 - Benefits case/tracker and change impact assessment
 - Implementation plan
- Activity analysis*
- Service process design*
- Spend analysis

5



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Next steps –
activity

analysis (22
Jan)

- Understand the time and effort spent on different activities
- A high level look at how we use our time, not about individual performance or value
- Gather data for all roles in all teams (estimated)
- One/two people to complete per team
- Data will be analysed and used to inform further work i.e. how we best deal with certain tasks



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Next steps –
process design
workshops (22
Jan – 16 Feb)

- Sample group of processes selected, covering a range of high demand services
- Objective is to identify opportunities for improvement around common design patterns
- Examples of improvements include:
 - Creating a better customer experience
 - Managing demand to reduce workloads
 - Reducing staff effort involved
 - Reducing paper, post, travel time etc.



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Next steps –
process design
workshops (22
Jan – 16 Feb)

Process	Design pattern
Report a council tax change	Report it
Enquire about a bill or letter	Enquire about it
Report a missed bin	Report it
Apply to join the housing register	Apply for it
Check rent balance/pay rent	Pay for it
Report a housing repair	Report it
Apply for planning permission	Apply for it
Apply for/renew a taxi licence	Apply for it
Report fly tipping/overgrown grass	Report it
Recruitment (end to end)	Apply for it



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