Resources and Transformation Panel
Update – 18 January 2024

Agenda

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

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

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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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