

Resources and Transformation Overview and Scrutiny Panel

January 2025



Future New Forest

Transforming tomorrow, together

Resources and Transformation O&S Panel
23 January 2025



LGR- Impacts on Transformation & Considerations

- Reflect and reshape considering Local Government Reorganisation
- Focus on benefits to our residents remains - Customer strategy and Customer First digital project
- Vital upgrades and key system replacements
- People Strategy to move to more short-term delivery approach
- Refocus Asset work
- Certain aspects of the programme will need to be paused i.e. Accommodation strategy
- Revisit business case



Future New Forest Project Scope



People and capabilities



Customer and digital services



Asset and accommodation



Finances and delivery

Projects

- **Great place to work**
- **Grow –Connect- Empower**
- **Organisational Culture**
- **One Team**
- **Learning & Development**
- Digital Skills

Projects

- **Customer Strategy**
- **Target Operating model/Bv2**
 - Triage
 - Structures
- **Customer Management System**
- **Customer Portal/Self-Serve**

Projects

- **ATC Accommodation review**
- **Asset Management System**
- Asset Management Strategy Framework Deployment
- **Corporate Landlord**

Projects

- **Data Decision Making/Master Data**
- **Organisational benefits tracking**
- **Fees & Charges- options review**

Work Packages

- Comms & engagement approach
- Learning Events
- Apprenticeships Levy review and relaunch (Opportunities for all)
- **Staff Survey Results action plan**
- **Change Champions**

Work Packages

- **Technology Proof of Concepts**
- Approach to testing & modelling
- Revenue & Benefits Processes

Work Packages

- **Inspection & compliance tracking & reporting**

Work Packages

- Financial Process Improvements- Council Tax internal processes
- **HR- Transactional Processes inc Starters, Leavers, Movers**
- **Budget Processes**



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Future New Forest Operational Project Scope

Place & Sustainability Transformation

- Projects**
- **Asset Inspection Regime**
 - **Regulatory Services**
 - **Planning Processes**
 - Bartech/Customer Platform Integrations/Improvements
 - **Place elements of Bv2 model**

- Work Packages**
- Waste processes
 - missed bin
 - fly tipping
 - **Taxi Applications Process**
 - **Waste Service Improvement (support)**

Housing & Communities Transformation

- Projects**
- **Housing Maintenance System**
 - Housing repair system (links to asset management)
 - **Housing elements of Customer Platform and Bv2.**
 - **Regulatory Services**

- Work Packages**
- Housing Process Improvement:
 - **Voids**
 - Repairs
 - Rent Balance
 - Apply for housing
 - Locata development



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Thank you for your time

