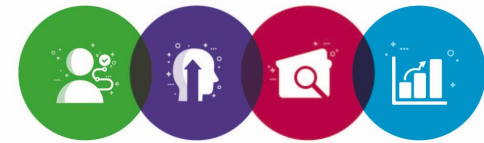


Resources and Transformation Overview and Scrutiny Panel

September 2025



Content

- 1- Transformation Programme Updates by Theme
 - Activity Completed
 - Activity in Progress



Customer and
digital services

Progress update



Completed

Regulatory Services Technology

- Preferred supplier identified and engaged
- Lessons learned review completed (business & technology)
- Current supplier closedown arrangements in place

Revenues & Benefits System

- Initial conversations with new suppliers have taken place
- Demos completed
- Business requirements documented and specification agreed

Housing Maintenance & Repair System (MARS)

- Preferred Supplier Identified
- Statement of Works commenced

Customer Platform (CRM)

- CRM Contract Awarded to Netcall Working groups in place
- All project roles recruited to/business leads backfilled Converse and Detailed implementation plan complete

Underway

Regulatory Services Technology

- Agree and put in place separate RS governance
- Agree resource requirements and recruit to roles

Revenues & Benefits System

- Confirmation of modules included implementation approach
- Procurement of new system/extend contract arrangements
- Detailed project planning/alignment with CRM implementation plan

Housing Maintenance & Repair System (MARS)

- Formal contract award
- Detailed project planning

Customer Platform (CRM)

- Contact Centre 1st stage build
- Agree business readiness criteria and go/no go requirements



Progress update



Completed

- New Performance & Development Review process approved by EMT, and HR Committee
- Digital skills for all project document developed
- Embracing Change sessions and e-learning sessions launched for September to December
- LGR staff engagement plan agreed in principle with EMT. Being tested with staff

Underway

- Change management toolkit in development and change activity supporting Customer First programme.
- Internal comms and engagement review to commence.
- Leadership development proposal to support behaviour commitments and core competencies.
- Initiate LGR staff engagement plan.



Completed

Corporate Assets

- Review & refresh of Strategic Assets Management Plan and Activity
- Resource requirements reviewed

Underway

Corporate Assets

- Demos for asset technology solution
- Planning and documentation for refreshed action plan
- Resource planning and recruitment to roles

Progress update



Completed

- **Refreshed Transformation Strategy and Business case presented to Cabinet 6 Aug 2025**

Data Project

- Contract awarded to Simpsons
- Workpackage for customer records creation agreed

Project Management Office

- Support provided to Ignite for initial scoping, design and stakeholder engagement

Underway

Data Project

- Work with Simpsons to support data requirements for Netcall customer records
- Establish organisational wide data baselining needs

Benefits Management/Project Management Office (PMO)

- Work alongside Ignite to support 1st phase creation of PMO



Future New Forest
Transforming tomorrow, together



Thank you for your time

