

## Cross Cutting Targets – Resources Overview and Scrutiny Committee

### 1. Office Accommodation

- Project brief: To bringing people together in fewer larger buildings aims to improve communication and efficiency and reduce running costs.
- 2009/10 Target(s) 1.1 Transfer staff from Century House and Summerfields to accommodation in Aquila House.  
1.2 Establish an off-site managed corporate archive facility.

#### Qtr 1 Update:

- 1.1 All staff from Century House now relocated to Aquila House. Work is starting on refurbishment of Aquila 2 which will eventually provide accommodation for Estates who should move from Summerfields by the end of October. Following the restructure a further review of Aquila use will be carried out to identify any further capacity which could result in Bank Buildings being vacated.
- 1.2 A temporary archive facility has been established to accommodate material from the recent office moves and to store spare furniture etc. The design and layout of the new archive facility has been agreed with the teams who will occupy it and tenders for the refurbishment works are due back on 14 August. A planning application has also been submitted for security fencing and other minor alterations. It is anticipated that the building will be available in November.

### 2. Internal Administrative Efficiency

- Project brief: To provide an administrative support function that is fit for purpose, flexible and resilient and able to provide high quality delivery of administrative support within the Council's changing environment.
- 2009/10 Target(s) 2.1 Implement effective and efficient administrative arrangements coordinated with physical accommodation changes and staff moves including amalgamating the Century House and Aquila Central Admin Teams  
2.2 Develop Service Support Units in each main Council Building to achieve standardised procedures, greater flexibility and more efficient use of resources.

#### Qtr 1 Update:

- 2.1 Review of administrative resources substantially complete. Last of office moves from Century House to Aquila House has taken place. Central Admin teams were amalgamated before office moves took place, to help the transition.
- 2.2 Service Support Units established in each building and new arrangements are in the process of implementation.

### 3. Customer Contact

- Project Brief: To improve the quality and value of customer contacts with the Council.

- 2009/10 Target(s) 3.1 Evaluate the pilot contact centre approach used for handling recycling and waste enquiries and investigate its applicability for other services.  
3.2 Improve the quality of information we provide to customers thereby reducing unnecessary contact as monitored by NI 14 'Avoidable Contact'

#### **Update Qtr 1**

- 3.1 Contact Centre Project Board established. Pilot approach for Waste & Recycling evaluated. Presentation from Ashford for staff and managers was well attended and informative. Work is progressing to inform the way forward and assess viability of a similar approach.  
3.2 Initial work carried out to identify avoidable contacts across services. Heads of Service are currently reviewing the information to establish ways of reducing avoidable contacts.

#### **4. Efficiency and Resilience Reviews**

Project brief: To undertake a programme of efficiency reviews, prioritising those with the potential for the biggest gains in efficiency, cost savings and/or resilience

- 2009/10 Target(s) 4.1 Update report on progress of PIER to July Cabinet.  
4.2 Identify savings to contribute to the development of the 2010/11 Budget

#### **Qtr 1 Update**

- 4.1 An update report on the financial position of the Council to July Cabinet was achieved. A further report will be submitted in November.  
4.2 The Group have now met on 3 occasions and are overseeing efficiency savings in a number of areas. The overall level of savings, though, will only be a contribution to the financial position and not a substitute for PIER

#### **5. Equalities**

Project brief: To ensure we provide better services and are a better employer by increasing our organisational sensitivity and responsiveness to issues of Equality and Diversity.

- 2009/10 Target(s) 5.1 Combine our race, gender and disabilities action plans into a Single Equalities Scheme, to be agreed following consultation and development of a SMART action plan.  
5.2 Ensure the Council can self assess at Level 3 of the Equalities Standard or its successor by autumn 2009.

#### **Qtr 1 Update**

5.1 The draft Single Equalities Scheme is currently subject to consultation with staff, Members, partners and local people. The final scheme will be presented to Cabinet in November 2009.

5.2 Work is progressing across the Council's services in terms of monitoring, undertaking Equalities Impact Assessments and having regard to equalities issues in its decision-making and service delivery. We are working towards the criteria set out in the new Framework for Local Government. The intention is for the Council to self-assess against the Framework in the autumn and reach the 'Achieving' level.

NB The Corporate Equalities Project Officer has secured employment at Sussex Coast College Hastings and will therefore be leaving post at least 6 – 8 weeks earlier than expected. The Heads of PPS and POD are discussing how to ensure the project plan can be completed.

## 6. Environment & Sustainability

Project brief: To co-ordinate the actions being taken to reduce the Council's impact on the environment and our CO2 emissions and implement the Council's (currently draft) Environmental Strategy

2009/10 Target(s) 6.1 Agree the HBC Environmental Strategy and action plan and implement 2009/10 actions.  
6.2 Centralise energy management arrangements and implement actions from building energy audits and set target for energy reduction.

### Qtr 1 Update:

6.1 A draft Environmental Strategy and Action Plan has been produced and will be submitted for adoption in the near future. This sets out what the Borough Council is itself doing to reduce its impact on the environment etc. and is separate from the Climate Change Action Plan adopted by Cabinet which is a partnership plan including actions for the community and our partner agencies.

6.2 The pilot Powerperfactor unit has been installed at the town hall and should begin to reduce the buildings energy consumption, running costs and CO2 emissions. Before and after data is being collected and will be reported to Property management group in the autumn.

## 7. Smart Working

Project brief: To introduce new ways of working to help achieve objectives around reducing office space requirements, energy use and improved efficiency, which offers opportunities for most staff to change the way they work and improve or restore their work life balance.

2009/10 Target(s) 7.1 Increase significantly the numbers of staff working flexibly.  
7.2 Generate economies to contribute to the required 20% savings from stationery, printing and publications budgets across HBC.

### Qtr 1 Update

7.1 Overall 9.2% of staff are now hot desking and sharing 24 desks. A limited number of staff are currently working permanently at home (4'), several others are working at home part time and a number of other staff have expressed an interest in doing so on a full or part time basis. Overall we have so far reduced desk numbers by 21. This has enabled us to fit more teams into Aquila House and there is still further scope for reducing desk numbers as desk occupancy rates are still considered low.

7.2 All printing, stationery and publication budgets have been transferred to the Head of Marketing and Destination Management who will now control them and seek to achieve the 20% target. The number of stand alone printers has been progressively reduced during office moves and the introduction of a limited number of Multi Function Devices (MFDs) will facilitate a further reduction in the number of printers. Experience has shown that this has the effect of not only reducing equipment costs but also the overall volume of printing.