

**COUNTY COUNCIL MEETING – 21 MAY 2010**

**Statement from: Cllr B G Singleton, Deputy Leader and Executive**

**New Ways of Working**

The NWofW Programme is pulling together a range of existing initiatives which has previously operated in separate silos and had limited oversight of delivery (e.g. Strategic Property Review, technical modernisation, flexible working, and improving customer access)

NWofW is directing delivery through five work streams focused around:-  
Property – People – Technology – Business Analysis –  
Customer Experience

**Property**

250 touchdown points delivered across Lincolnshire on 59 sights to support flexible working.

Six properties being marketed for sale, two further properties vacant and awaiting release.

The County Council's office provision at the Vista in Spalding was refurbished to allow a greater intensity of use. Accommodation that was not fit for purpose in Gainsborough has been closed and LCC staff now co-locate with West Lindsey District Council at Marshall's Yard, Gainsborough. In 2010-2011 work to improve the use of property will focus on Sleaford, where a partnership with North Kesteven District Council and Lincolnshire PCT to create an integrated facility with leisure centre, health centre, children's centre, library and office accommodation is being developed.

**People**

Agreed and proven methodology/approach to roll out flexible work styles to 4000 LCC staff.

Three dedicated deployed teams to deliver the change programme currently managing people through the programme.

**Technology**

Secure working remotely – allowed more mobile workers to have secure remote connections to LCC network, this has improved the speed of response times.

Unified communications system being procured. - this will enable staff to log on to a phone anywhere in LCC buildings and receive their land line calls, divert and forward call facilities plus conference call facility.

Completed Wide Area Network to handle the new phone system.

### **Business Process Redesign**

Outline Business Case (OBC) to support the LCC back office data system for Employee and Manager Self Service (ESS/MSS)

This will enable the electronic handling of manager approvals,

i.e. expense claims, procurement, finance and HR with full audit ability.

(OBC) for corporate Electronic Document Management System (EDRMS).

This will support remote access to electronic documents currently using paper-based systems, (DBC) due June 2010.

### **Customer Experience**

Co-located Customer Access Point in Spalding (Vista)

Co-locate Customer Access Point Gainsborough (Marshalls Yard)

### **SAFEGUARDING REVIEW**

Following the Joint/Leaders safeguarding reports to the Council. A concern was raised by the committee with reference to the departure of the Police Protection Unit from the CSC.

A meeting was then held with the Police and it was agreed that the system would be reviewed, over a period, to monitor any issues resulting from the move with reference to S47 referrals.

The review has now been completed.

There were 140 referrals between November and March.

Some improvements have been undertaken within the Children's Services Area Teams, regarding telephony and communications.

No issues have occurred regarding the CSC contacting the Police Unit. The phone is answered quickly, promptly and an efficient transfer of information is provided.

The new system is working well.

A further report will be provided in six months to ensure that the system continues to work effectively.

### **Councillor Development**

The Council will already be aware that the cross-party Councillor Development Group has signed up to achieving advanced recognition of Charter Plus by November 2011. This will build on the excellent work of the achievement of the Councillor Development Charter.

Since the last council meeting a number of councillor development sessions have taken place. The 'Leadership in the Community' development events continued throughout March and April with members having the opportunity to

receive guidance on councillor websites and creating and publishing newsletters. The 'What's Going on in Your Division' session proved very popular as did the 'Funding Available in your Community' session. In April a well attended session on the work of PCSO's and Neighbourhood Management took place and this was so popular that it is likely that this will be repeated in the autumn. Two Speed Reading sessions have recently been provided for members and the feedback on the quality of those sessions has been excellent.

A cultural services member engagement day takes place on Thursday 13<sup>th</sup> May between 1:30 and 4:00pm and members should contact Louise Dean if they want to sign up to attend this event.

The Head of Democratic Services has been working with colleagues to develop a Countywide Councillor Development Programme available to all County Councillors and District Councillors. It is understood that Lincolnshire Improvement and Efficiency Partnership funding has been secured for a countywide development programme to run during this year which will cover topics such as overview and scrutiny, chairing skills, public speaking, media training, community leadership and will also likely see two countywide conferences on developing an understanding of the Sustainable Community Strategy being held. This work is ongoing and members will be kept informed accordingly.

The Councillor Development Group has also secured Lincolnshire Improvement and Efficiency funding towards a Skills Portal which will be launched in the Autumn of this year. This Portal will assist the personal development planning process and will allow members very quickly to self assess themselves in terms of their skills and also their development needs. The information obtained through use of this Skills Portal will also provide the Councillor Development Group with an up-to-date view on members' preferred styles of learning, preferred timings of learning and areas of development which need to be addressed. This is an exciting step forward in developing the councillor appraisal process. Further information and training will be provided on the use of this Skills Portal which is very quick and easy to use nearer the launch date.

## **STRATEGIC PROPERTY**

Work is progressing, following an independent review of the strategic property function undertaken both within the council and Mouchel, to develop and implement revised arrangements. These arrangements should ensure a more integrated approach to property management within the Council leading to the delivery of efficiency savings and resulting in a more "fit for purpose" asset base. The work now forms part of the wider value for money programme under way within the Council.

## **Grants**

The County Council has been successful in securing a grant of £1.250m from The Homes and Communities Agency to improve the facilities at its Summer Gangs Travellers Site in Gainsborough, The works will be undertaken during 2010/11.

## **Capital Receipts**

Capital receipts of £1.9m relating to the sale of land and buildings were achieved during 2009/10 against a target of £1.0m. The additional income related mainly to the sale of farm land which has increased in value in contrast to property values which have fallen over the last 2 years.