

Gloucester City Council

Meeting:	Trade Union Consultation	Date:	9 September 2014
	Employee Forum		11 September 2014
	Organisation Development Committee		22 September 2014
	Organisation Development Committee		24 November 2014
Subject:	Business Improvement Realignment		
Report Of:	Sadie Neal – Head of Business Improvement		
Wards Affected:	All		
Key Decision:	No	Budget/Policy Framework:	No
Contact Officer:	Sadie Neal, Head of Business Improvement		
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Appendices:	1. Realigning the Business Improvement Team		
	2. Consultation feedback		

FOR GENERAL RELEASE

1.0 Purpose of Report

1.1 The purpose of the report is to propose a new structure for the Business Improvement Service (Appendix 1). Identifying the need for the new structure and to consult and request approval for the adoption of the changes.

2.0 Recommendations

2.1 Organisational Development is asked to resolve that the proposed structure for the Business Improvement Service is agreed and implementation is progressed.

3.0 Background and Key Issues

3.1 This paper was previously presented to OD committee on 22nd September 2014 and it was requested that further work be undertaken to enable better understanding of the roles required within the service. The Head of Business Improvement has added more detail in appendix 1 to assist in understanding the services being delivered and the roles contained within the team.

3.2 The Business Improvement Service has changed over the last two years with realignment of some areas of the services such as; LSP, ABCD, Community & Youth Grants, Equalities and FOI/DPA being moved to other areas and seeing new areas of work becoming part of the service; Civica Revenues & Benefits technical and client management, Civica IT client management & Business Analyst function moving into the service.

3.3 In Appendix 1 the detail of the proposed structure also highlights the changes within the Council such as the delivery and provision of services via external partners and how we plan to manage and develop those. Plans to progress use of existing technology, enabling customers a choice of service delivery options and access.

4.0 Alternative Options Considered

4.1 No others options due to the migration of work.

5.0 Reasons for Recommendations

5.1 To align resources to deliver in key areas for the Council to include; implementation of channel strategy, review service delivery options, feasibility studies, business analysis (to include business case development), client management of external partnerships, technical client functions, income generation, efficiencies and lean system practices.

6.0 Future Work and Conclusions

6.1 The consultation period closed on the 15th September 2014 and comments were received from all members of the team. The comments have been included in the appendices, see Appendix 2.

7.0 Financial Implications

7.1 The proposal includes not recruiting into 2 vacant Business Improvement posts at a cost of £53,078. The budget for the FOI/DPA officer £13,695 was transferred to legal services in 2013 although the work is still being carried out in the Business Improvement Team, should this be retained in the Service then this will be taken as a saving. New posts within the Service in relation to Client Services are £73,820.

(Financial Services have been consulted in the preparation this report.)

8.0 Legal Implications

8.1 There are no legal implications associated with this proposal, other than redundancy and redeployment matters.

(Financial Services have been consulted in the preparation this report.)

9.0 Risk & Opportunity Management Implications

9.1 This structure allows the Team to have the correct level of capacity for management of key contracts ensuring service standards are met, management of risks associated with partnerships and contracts undertaken.

10.0 People Impact Assessment (PIA):

10.1 An initial screening assessment has been undertaken and no negative impacts have been identified.

11.0 Other Corporate Implications

Community Safety

11.1 No community safety implications.

Sustainability

11.2 No sustainability implications.

Staffing & Trade Union

11.3 The proposals were shared with Trade Unions on 9th September and with Employee Forum on 11th September 2014. Comments received did not alter proposals.

Background Documents: None