

Customer and Support Group Year Three Contract Review

Summary of proposed service enhancements and improvements

Service	Proposed improvements	Status
Finance	Introduction of business partnering model	In progress
	Improvements to Integra finance system	In progress
ICT	Deployment of Local Area and Wide Area Networks, brought forward from contract year six	In progress
	Review of wireless mobility upgrades	In progress
	Blackberry upgrade programme	Complete
	Review of council ICT systems	Complete
	Improved support for Delivery Unit systems, including applications management to ensure a more proactive approach for planning upgrades etc.	In progress
	Service improvement plan to improve, for example, the management of incidents, changes and security	In progress
	Re-structure of the ICT service	Ongoing – initial restructure implemented
	Resolution of specific Member ICT support issues	Complete
	Clarification and improvement of out of hours support	In progress
	Implementation of strategic fixes for Members' ICT, for example implementation of Office 365	In progress
HR	Council-wide learning and development offer	Implemented
	Reduction in agency spend	In progress
	Employee benefits package	Goes live November 2016
	Stepping up of workforce management support for sickness absence, recruitment and performance management	In progress
	Integrated "on boarding" process	Detailed proposal to be developed
	Improvements to Core HR system	In progress
	Arrangements for supporting move to Colindale and delivery of the Locality Strategy	In place
Customer Services	The new head of customer services to oversee more joined up working between the different parts of customer services run by Capita, including Re, and the IT work on managing the website and My Account.	In progress
	Creation of an annual operational improvement plan, together with a set of Continuous Service Improvement Plans for each service, with a stronger emphasis on digital improvements. To be monitored and managed through monthly highlight reports and new governance arrangements.	In progress

Appendix A

	Strengthened commitment to customer and user involvement in service changes and improvements	In progress
	The Customer Transformation Programme approved by Policy & Resources Committee will invest £5.4m in significantly improving online services and end-to-end service delivery for customers, and address digital exclusion.	In progress
Revenues and Benefits	Improvements in collection rates	Pending upgrade of Civica ICT system
	Reduction in workload backlog and arrangements put in place to monitor future performance	Complete
	Develop roadmap for the service, setting out improvements to be derived from Customer Transformation Programme and Civica upgrade	In progress
Procurement	Enhanced service offer on contract management	In progress
	Proposals for increasing remit of the service	In progress
	Revised arrangements for dealing with gainshare	Will be progressed through budget process
	Revised arrangements for managing third party highways contractor	In place
Estates	Revised service leadership arrangements and increased capacity	In place
	Development of annual work plan	In progress
	Development and implementation of Corporate Landlord model	In progress
Safety, Health and Welfare	Integrated approach to operational health and safety management and corporate risk management	In progress
	Increase impact on work-related incidents of ill-health	In progress
Corporate Programmes	Establish dedicated ICT project support teams	Requires officer approval