

Together we are delivering your

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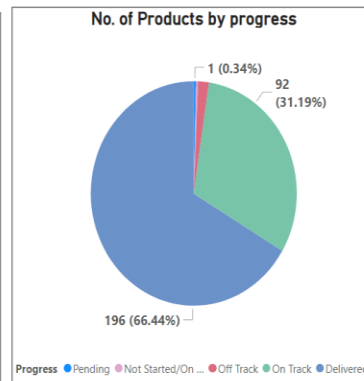
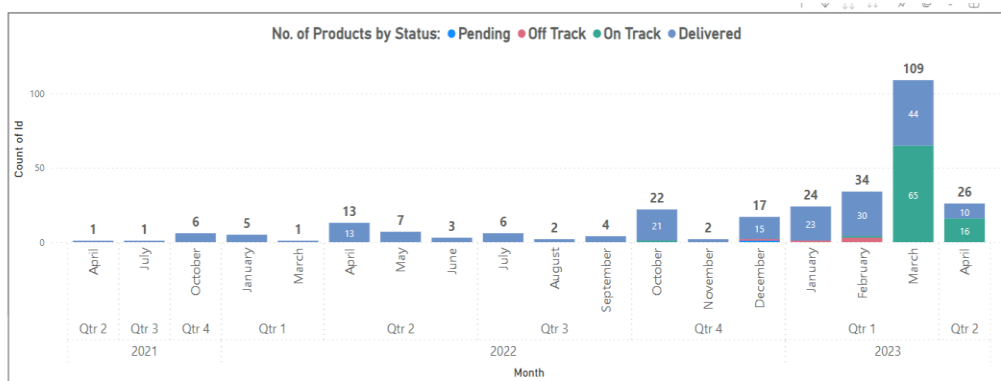
- Programme Update & Day 1 Readiness
- Next Steps – Transition and Transformation



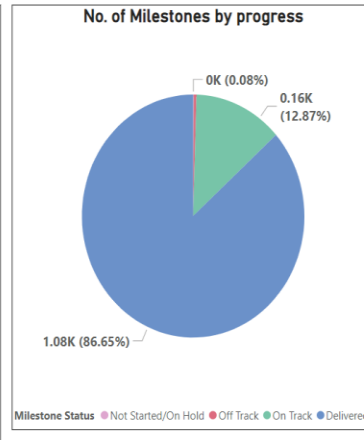
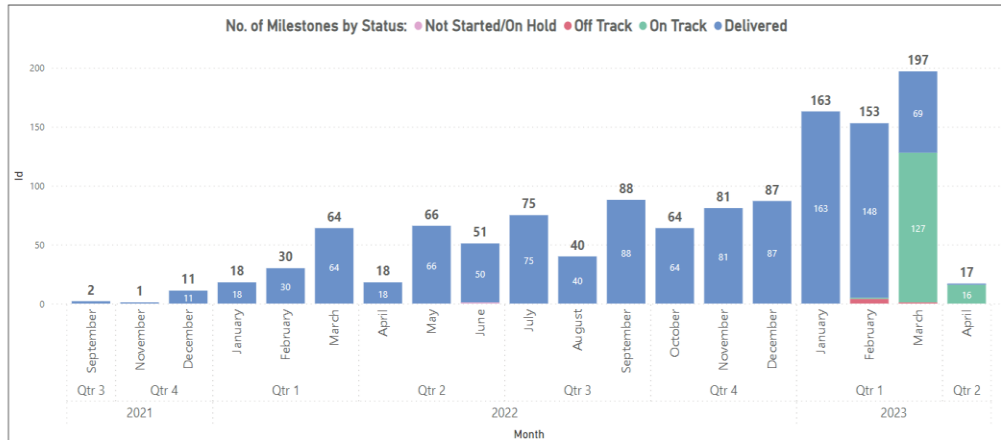
LGR Programme Update – Overall RAG *(data from 10/03)*

	Overall RAG		Resources		Schedule		Change Ready		Service Readiness (Above baseline. Higher better)	
	Last Period	This Period	Last Period	This Period	Last Period	This Period	Last Period	This Period	Last Period	This Period (24/02/2023)
Overall Prog. RAG	A	G	A	G	A	A	62%	88%	55.38%	61.31%
Assets Optimisation: Property	A	G	G	G	A	A	90%	100%	0 of 1	0 of 1
Assets Optimisation: Technical	A	A	G	G	A	A	76%	95%	1 of 2	2 of 2
Communities, Customers & Partnerships	G	G	A	G	G	G	50%	63%	1 of 4	3 of 4
Finance	A	A	A	A	G	A	80%	95%	1 of 4	1 of 4
Governance	G	G	A	G	G	G	42%	92%	5 of 5	5 of 5
People	A	A	A	A	A	A	50%	50%	0 of 2	0 of 2
Service Alignment	A	G	R	A	A	G	34%	89%	20 of 37	24 of 34

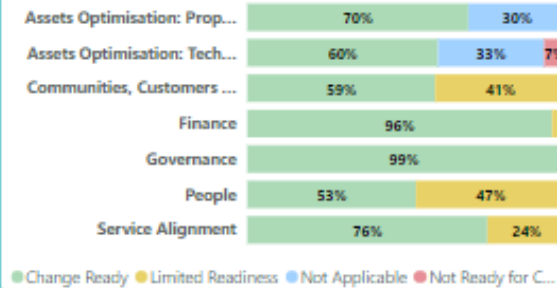
Programme Delivery and Vesting Readiness



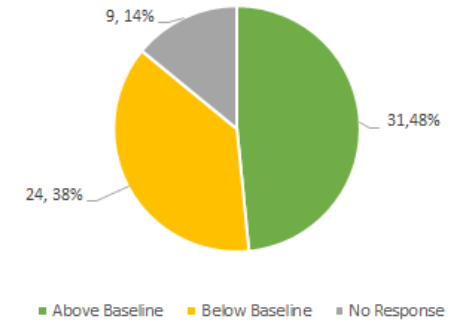
Day 1 Readiness Outcome-Number of Critical Products by Product Change Readiness Status



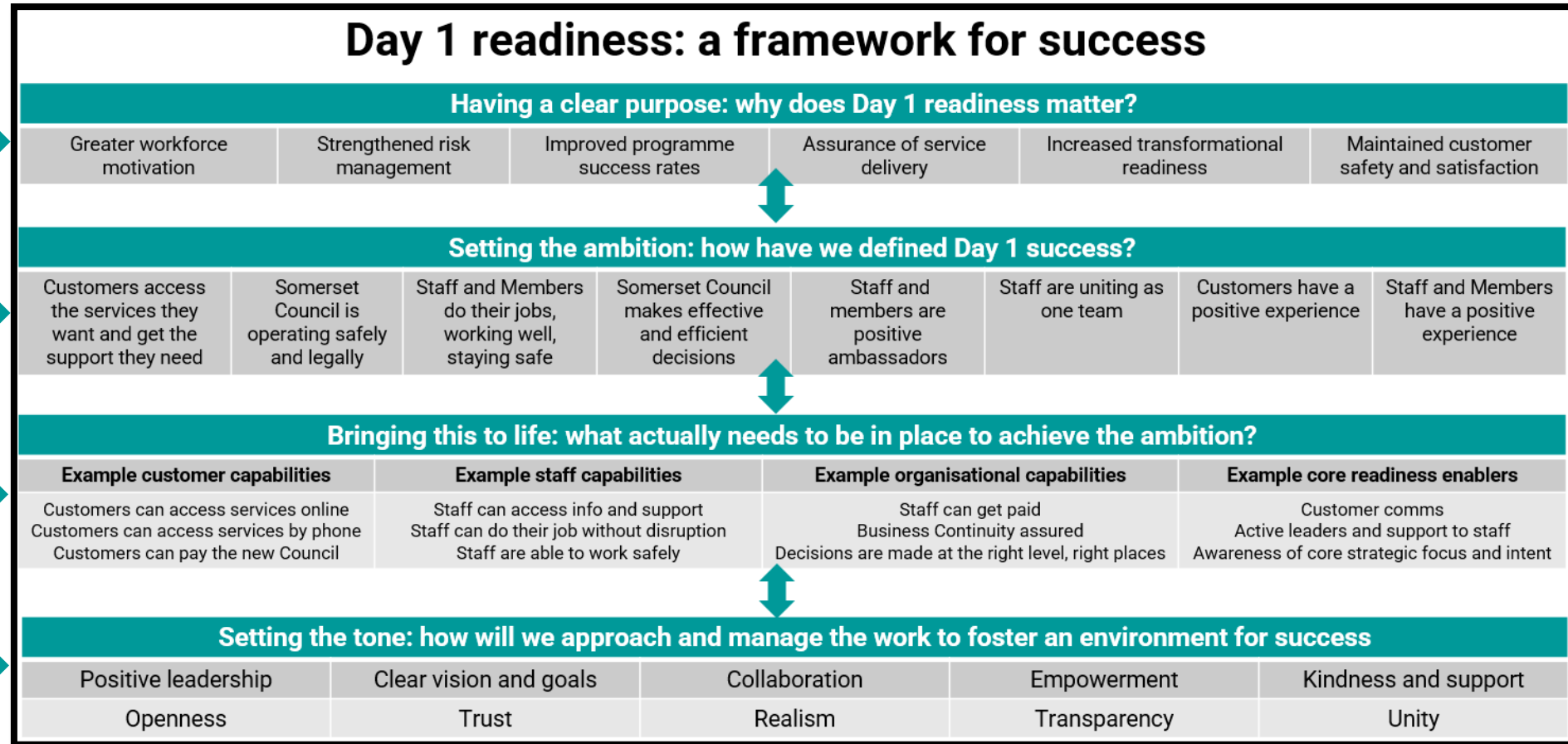
Workstreams - % of Products by Sub-Workstream Change Readiness Status



Service Readiness 24 Feb (60% Baseline)



What good looks like for vesting readiness



Why (Vision): key messages for strengthening buy in



What (Outcomes): clear vision to unite efforts on what matters most



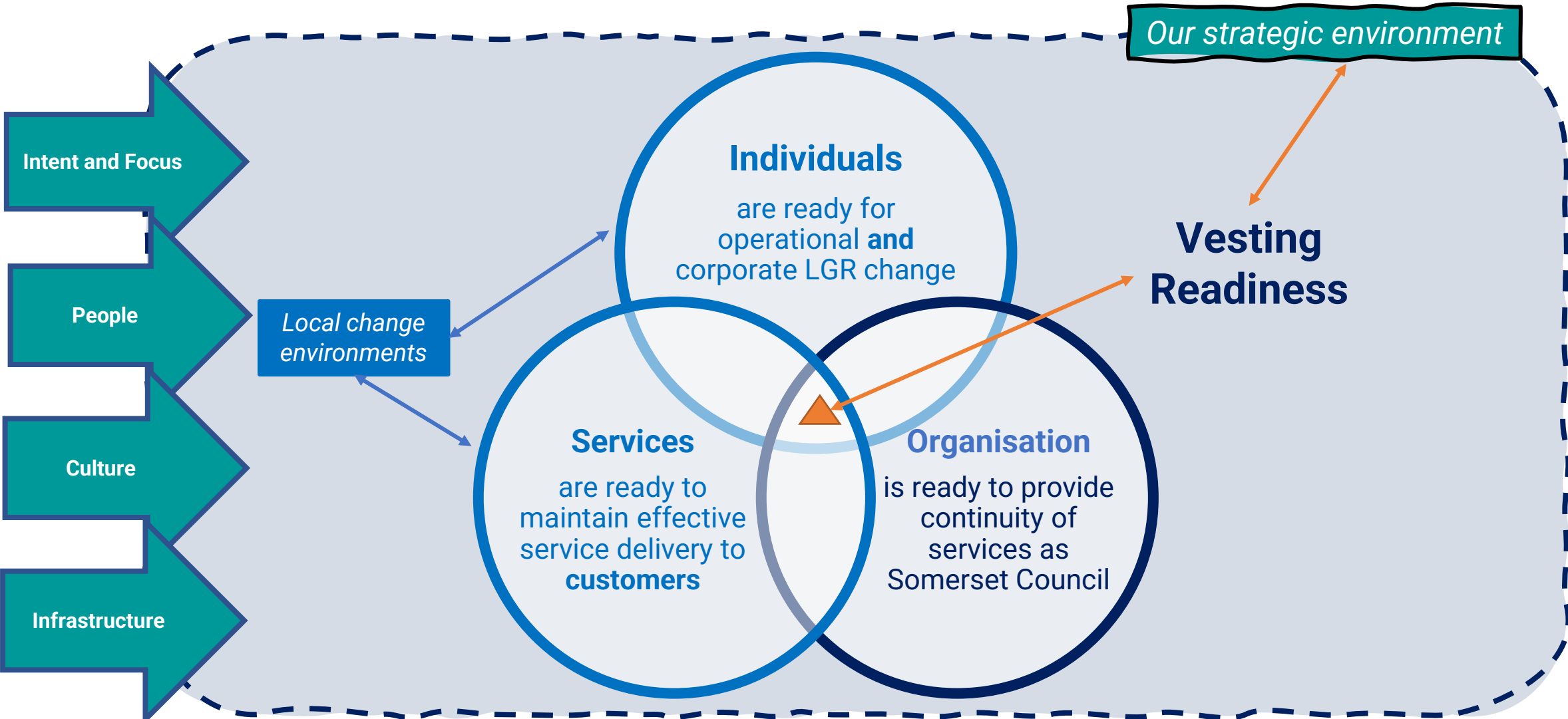
How (Capabilities): set goals to achieve that will measure success



How (Principles): principles to adopt to shape the work and promote success



Day 1 Readiness Lenses



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Our Customers

What will our customers see Day 1?

- One telephone number
0300 123 2224 [8.30- 5pm]
- One website www.somerset.gov.uk
- Customer promise/standards
- Single complaints policy
- 19 Customer Access points
- Single FOI/DSAR

What will our customers hear and feel on Day 1?

- Natural Language Bot
- First point of contact triage
- No wrong door
- Empowered and trained staff ready to give the best customer service across unitary functions
- Increased accessibility to contact Council Services
- Smoother partnership interactions
- Nothing less than before
- Customers can continue to do business with the Council

The ambition for a successful Day 1

- Customers access the services they want and get the support they need
- Customers have a positive experience



What will be different on Vesting Day?

- One Customer Service Team
- One Website
- One telephone number
- One Customer Strategy
- One Digital Strategy
- Integrated telephony system
- Natural Language BOT response to calls
- Skilled staff in unitary functions
- No wrong front door approach
- 19 Customer Access Points (7 new)
- Single approach to complaints/FOI/DSAR
- Ability to join a Customer Panel
- Digital Volunteers
- Combined My Waste Services
- No change to Out of Hours services
- Aligned distribution of Council Tax Bills, Business Rates Bills and Benefit notifications
- New branding for Somerset Council (phased roll out)
- Local Community Networks

Our Staff and Members

What will our staff and members see on Day 1?

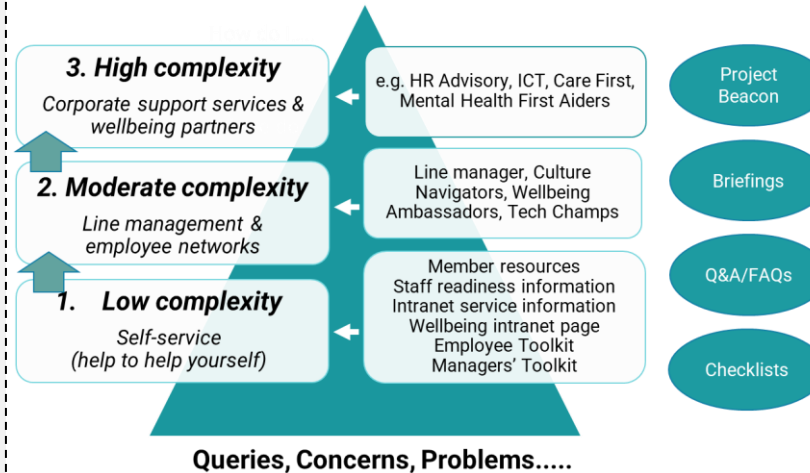
- Physical signs– new branding, ID cards, lanyards, lapel pins
- Digital signs– single platform and identity management, screensaver, intranet, Learning Management System
- Visible leadership – Senior leader engagement, Culture Navigators, CEO Statement

What will our staff and members hear and feel on Day 1?

- Staff & Member readiness checklist (with guidance, FAQs, links to further support)
- Celebration of what has been achieved and focus on the exciting opportunities ahead
- Stability from minimal change
- Support by line manager, Culture Navigators, Tech Champs, Wellbeing ambassadors, employee support networks
- Wellbeing Programme to support all staff
- A toolkit for managers to
- Member induction & development programme
- Organisation wide collaboration enabled through single ICT platform



Transition Support



The ambition for a successful Day 1

- 03 Staff and Members do their jobs, working well, staying safe
- 05 Staff and Members are positive ambassadors
- 06 Staff are uniting as one team
- 08 Staff and Members have a positive experience

What will be different on Vesting Day?

For most staff, much will remain the same with exception of:

- Access to all office spaces
- New Council intranet
- Access to shared online workspaces
- Access to more/different apps e.g. SAP
- New email signatures
- New directorates & transitional operating structure (interim for payroll purposes)
- Access to broader selection of benefits
- Access to a single ICT Helpdesk

For some staff there will be:

- A different (interim) reporting line
- New ICT equipment (e.g. some Mendip staff)

SAP – Payroll interim arrangements

Task: Ensure that Somerset Council can effectively run, to enable this all staff and workers MUST be added to the Somerset Council SAP Establishment Structure.

Developed before/during recruitment of Executive Directors and Service Directors.

Timeline:



Outcome: SAP payroll build aligned with the Somerset Council structure plan, all staff get paid, book leave and record sickness.

This is not a formal structure, restructuring will take place post vesting day. Budgets will not be accurately reflective of the SAP build. SAP and DELVE (systems) will not be updated in full until post 12th April.

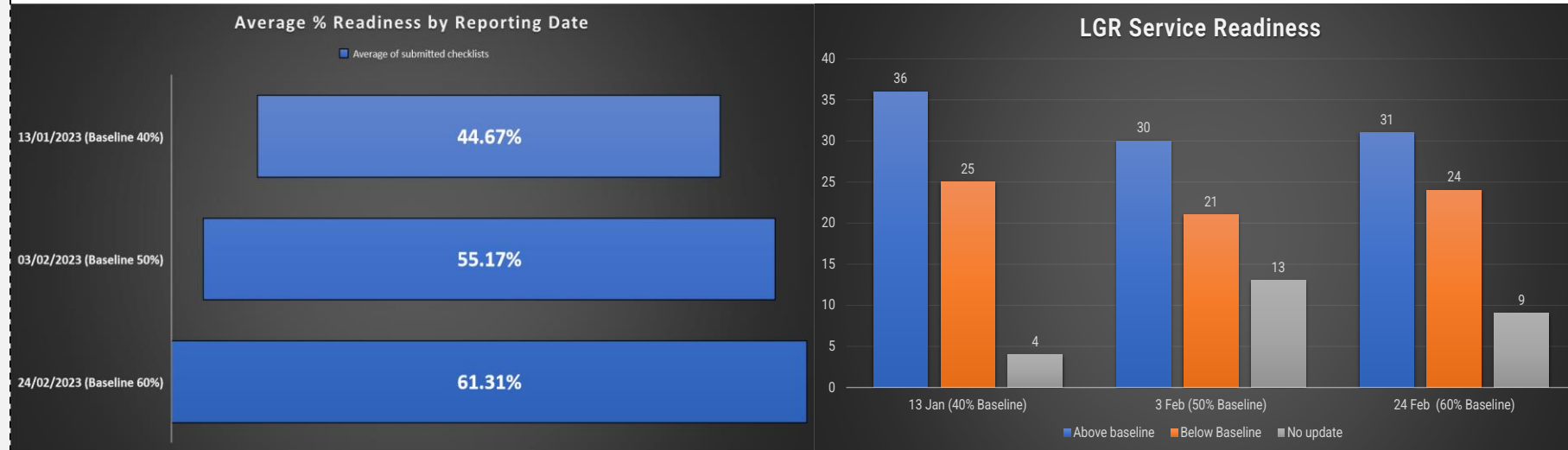
Our Services

The ambition for a successful Day 1

- Services are ready to maintain effective service delivery for customers

What will our services look and feel like on Day 1?

- New sets of baseline Service Standards
- Business Continuity plans for all services
- Emergency Plans in place
- Continuation of out of hours provision
- Operational Working Arrangements to support delivery of service continuity
- Extension of temporary staffing to support service stability and resilience
- Single supplier for temporary labour



How do we know we are going to be ready?

A Service Readiness Checklist has been developed and in use since January 23. This will help provide crucial assurance to workstreams, the services and the programme that our services are ready to operate with continuity from Vesting Day, as part of the new Somerset Council. It is also a mechanism for services to use to raise any readiness issues that might need support or intervention, in order to be ready, and identify barriers to readiness that need resolving centrally. Output of the checklist returns can be found in graphs above and slide 2.

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Our Organisation



The ambition for a successful Day 1

- Somerset Council is operating safely and legally
- Somerset Council makes effective and efficient decisions

What will our organisation look and feel like on Day 1?

- New leadership team in place
- A new senior management structure
- New internal Governance Arrangements
- A new brand for Somerset Council
- New model for ways of working for implementation after vesting day
- Local Community Networks
- Safe & Legal TUPE of DC staff

What will be different on Vesting Day?

- New Constitution & Scheme of Delegation
- A single finance system – Microsoft Dynamics
- A Single Payroll for all staff and members
- Single set of Terms & Conditions and pay & grading structure for new employees
- A new Operating Model
- Single Recruitment and Careers site
- Single Platform and Identity Management
- Single Learning Management System
- Combined Strategic Risk Register
- A single budget and MTFP for Somerset Council
- Single Telephony and integrated WiFi network
- Unified data sharing framework
- Standardised approach to Health & Safety Incident reporting
- A suite of aligned or new strategies and policies including Partnership strategy and HR policies

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Transition and Transformation Blueprint



Introduction

Why have a blueprint?:

To maintain focus on planning and delivering the required transition, transformation, and change after Vesting Day to deliver the Local Government Reorganisation Business Case objectives, Corporate Plan and Medium-Term Financial Plan (MTFP).

- The blueprint sets out how Somerset Council will handle the transition and transformation activity that the new council will deliver to achieve Council priorities
- Work to develop that plan of work is under way and will be finalised in the next 8-10 weeks
- It applies to all service areas (subject to what is “in” and “out” of scope)
- There will be two phases: a 2 year transition period, becoming a transformation programme thereafter
- Recent Local Government Association Peer Review supports / encourages this approach
- Supports resourcing (people and finance) against the range of work required.
- Builds on learning from Local Government Reorganisation programme and other programmes.
- DLUHC have been updated on this and support the approach

Council Plan Principles

A responsible council

A listening, empowering council

A council with evidence based and open decision making

A collaborative council

An enterprising council

T & T Programme Principles

- We will align resources to our priorities to ensure sustainable programme that can contribute to the Council vision & MTFP requirements
- Anything we do will contribute to improved outcomes, demand reduction, customer and staff satisfaction

- We will engage with communities and partners and co-produce future design
- All staff are encouraged to contribute to the programme and be part it

- Decisions are evidenced based and backed up by robust and sound information and intelligence
- We are open and transparent in all our dealings

- We will work with our partners and put Somerset residents' interest at heart of everything we do to secure the best outcomes for our communities

- Anything we do is sustainable, productive and affordable
- We will utilise technology where it can add value

Purpose of a blueprint

- **The move from Vesting Day onwards must be managed well.** During the Transition and Transformation period, we will bring all service alignment, improvement, transformational and cost reduction activities across the Somerset Council together under a single programme.
- It provides a visible **common plan and methodology** that empowers whilst defining where accountability lies. It supports delivery of Somerset Council's priorities both in term of our capacity and ability to deliver.
- It is required to link the new council's operating model and emerging benefits strategy in an organisational framework to deliver the Council Plan and **achieve the transformational potential of a single unitary council**
- The blueprint **provides the detail necessary for officers, teams and Members to understand how the post-Vesting day transition and transformation work is being delivered**, see what is being delivered and monitor whether it is being done well.

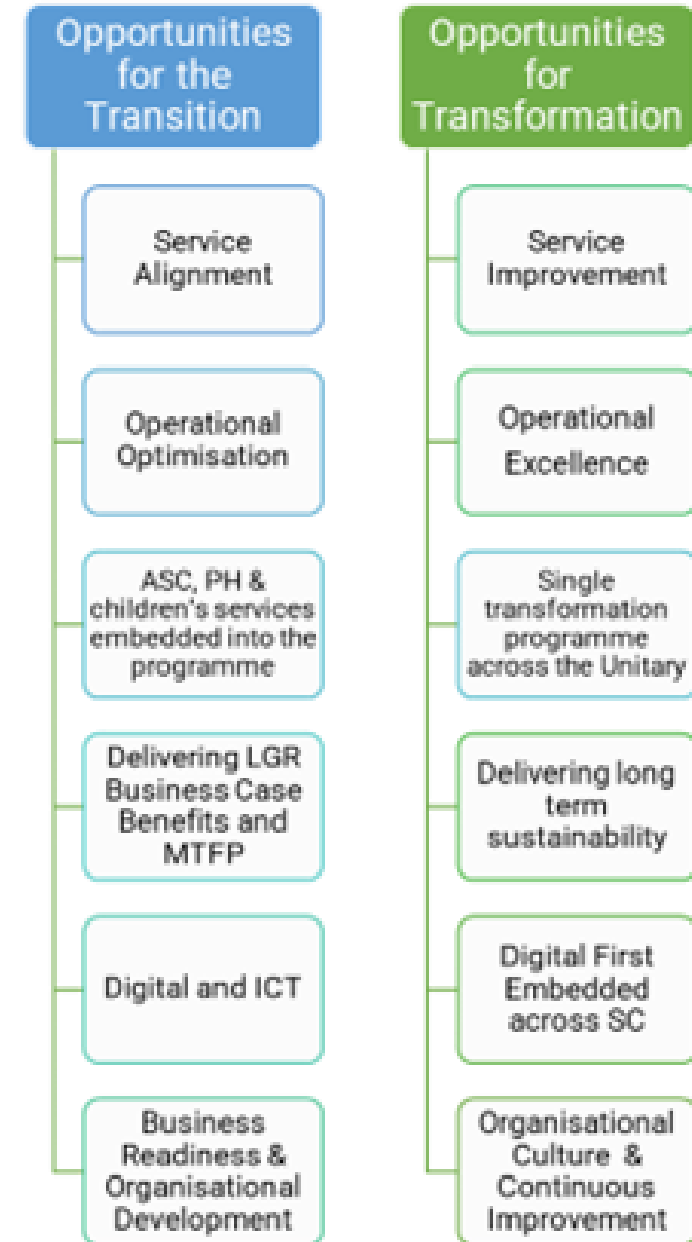
Key elements of the blueprint / approach

- Programme principles aligned to Council Plan principles
- Transition period of up to 24 months. Single Transformation Programme for Somerset Council – running concurrently.
- Transition, Transformation and Change Board
- Baseline of service's alignment on Vesting Day and transition activity planned by each service, to help define what transition activities are required and when
- Programme Management Office built on LGR, Peer Review and other learning
- Benefits Realisation Management for open and transparent delivery of financial and non-financial benefits of the programme

Benefits and opportunities

Quality, transparency, accountability

- It enables **delivery of shared outcomes and defined benefits**, meaning we can work as a single organisation and with partners to **achieve more with the resource we have**.
- It creates a hub of programme **expertise and a framework that supports programme, project managers and commissioners** to deliver the council's objectives as effectively and efficiently as possible and be **accountable as well as empowered** to act.
- It will be **visible and transparent**, meaning the Executive and others can be assured that work is proceeding as expected, tackle anything that is off-track or at-risk, and challenge poor practice.
- This **supports prioritisation of activity** and allows difficult decisions to be taken transparently and with confidence. It enables the council to **deploy limited resources (financial, people) on the right priorities** at the right time.
- In particular, alongside the benefits strategy, a single, understood approach creates **an environment where critical outcomes such as meeting MTFP savings targets and reducing demand for services can be pursued with confidence** and intervene at an earlier stage.



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