

## Annex Four – Recovery and Reset Plan

**“Putting Tamworth, its people and the local economy at the heart of everything we do”**

Recovery and Resets: Work-streams will all include a Community & Equality Impact Assessment

Work-stream	Financial Management and Commerciality	SMART Working	Building Requirements	Front Reception and Customer Service Offer	Service Redesign	Third sector Support & Vulnerability Strategy	Economy Business, Regeneration	Heritage
<b>Work-stream Lead</b>	LP	ZW	PW	ZW	TM	JS	AM	AM
<b>Objectives</b>	Deliver savings and increased income via processes that include an assessment of the impact on delivery of corporate objectives and organisational aims	Develop a costed business case to consider the potential for mandatory SMART working including assessment of benefits and risks	Develop a costed plan for potential disinvestment in MH including options for alternatives	Develop a costed business case to assess the potential for re-design of the transformation of customer services offer  Support the digital transformation agenda by mapping transactions in line with benchmarked best practice  Establish and define customer service offer	Develop and implement an approach for service redesign across the organisation including service reviews of every service area over the life of the Programme  Establish a base line review of each service in order to prioritise income generation, savings opportunities in the short	Develop an approach to third sector commissioning linked closely to achievement of the Council’s business aims  Share the Vulnerability base line assessment with relevant stakeholders’.  Develop a Vulnerability Strategy exploring all the recommendati	Develop a strategic approach to supporting business and regeneration of the town  Link Future High Street funding outcomes to wider place based service delivery	To scope what is meant by the term heritage asset  Undertake a review of the current heritage offer within Tamworth to establish a base line/inventory of all heritage assets (including buildings, land and collection)  Propose an effective economical business (operational, commercial and financial) model which

				based on universal, targeted and specialist support	and medium term	ons detailed		will protect Tamworth's heritage for future generations  Secure the future safety and accessibility of the heritage collection and archives to ensure compliance with Arts Council requirements
<b>Key Activities</b>	<p>Implement commerciality strategy</p> <p>Provide proactive input to service redesign process to identify and support opportunities for commercial approaches</p> <p>Develop approaches for identification of budgetary</p>	<p>Assess Training and requirements</p> <p>Assess HR implications/Cultural change issues</p> <p>Assess the potential risks and costs</p> <p>Plan for T@C changes</p> <p>Assess</p>	<p>Assess in consultation with relevant stakeholders requirements for buildings</p> <p>Assess costs/benefits of disinvestment</p> <p>Assess opportunities within current corporate buildings/</p> <p>Assess/cost other options including redevelopment opportunities if</p>	<p>Identify the current provision and assess effectiveness against business aims</p> <p>Identify mitigation strategy for vulnerable customers</p> <p>Plan for consultation with residents</p>	<p>Identification of early opportunities for cost savings/increased income</p> <p>Revised Corporate review policy based on TCO principals</p> <p>Programme and plan including engagement and</p>	<p>Assessment of vulnerability issues including those relating to changed environment post Covid19</p> <p>Review effectiveness of current approach against business aims</p> <p>Assessment of capacity of 3<sup>rd</sup></p>	<p>Complete baseline assessment</p>	<p>Ensure access to Tamworth's heritage is protected</p> <p>Identify and designate all area of land and buildings that fall within the scope of this project</p> <p>Evidence the 'true' cost v value of Tamworth's heritage offer</p> <p>Proactively explore a range of</p>

	<p>savings relating to budgetary process</p> <p>Provide overview of financial impact, issues and risks relating to other work-streams</p> <p>Collate and provide financial analysis relating to pandemic impact to inform organisational decisions</p>	<p>ICT/Equipment requirements</p> <p>Assess potential impact in relation to productivity and service quality and contribute to the development of quality measurement</p>	<p>disinvestment is considered further</p> <p>Assess impact of wider contractual/leasing issues for each option connected to the building including ICT issues</p>		<p>consultation approach</p> <p><b>Principles of Tamworth Communities Offer to be applied to the service review process ensuring clear service standards</b></p>	<p>Sector to support commissioned services</p>	<p>funding opportunities</p> <p>Identify a realistic, achievable and sustainable financial model after exploring a full range of other funding schemes/models</p> <p>Preserve the Council's collection and archive</p> <p>Guarantee public access to Tamworth's heritage</p> <p>Inform a heritage strategy that is both sustainable and achievable</p>
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Cross cutting Work-streams

Work-stream	HR	ICT and Digitisation	Communications	Consultation and Engagement	Supporting Vulnerable People	
Lead	JN	GY	LR	TM (Programme Lead) & Relevant AD where project specific	JS	
Objectives and Scope	<p>Ensure employee relations are properly managed- staff engagement consultation</p> <p>Workforce development</p> <p>Support change including cultural transformation</p> <p>Develop Change Management Strategy supporting the Programme</p>	<p>Update ICT strategy</p> <p>Facilitate development of e-enabled service solutions wherever possible</p> <p>Assess ICT infrastructure needs</p>	<p>Develop Communications plan including media strategy</p> <p>Promote positive messages as part of a media strategy</p> <p>Manage and respond proactively to public and stakeholder concerns</p>	<p>Facilitate public consultation as required to ensure wider awareness</p> <p>Complete Statutory consultation as necessary</p> <p>Engagement with stakeholders to ensure service design is informed by community requirements</p>	<p>Intelligence led approach to supporting and tailoring services to vulnerable people's needs</p> <p>Supporting the assessment of impact of changes to service delivery on vulnerable groups</p>	