

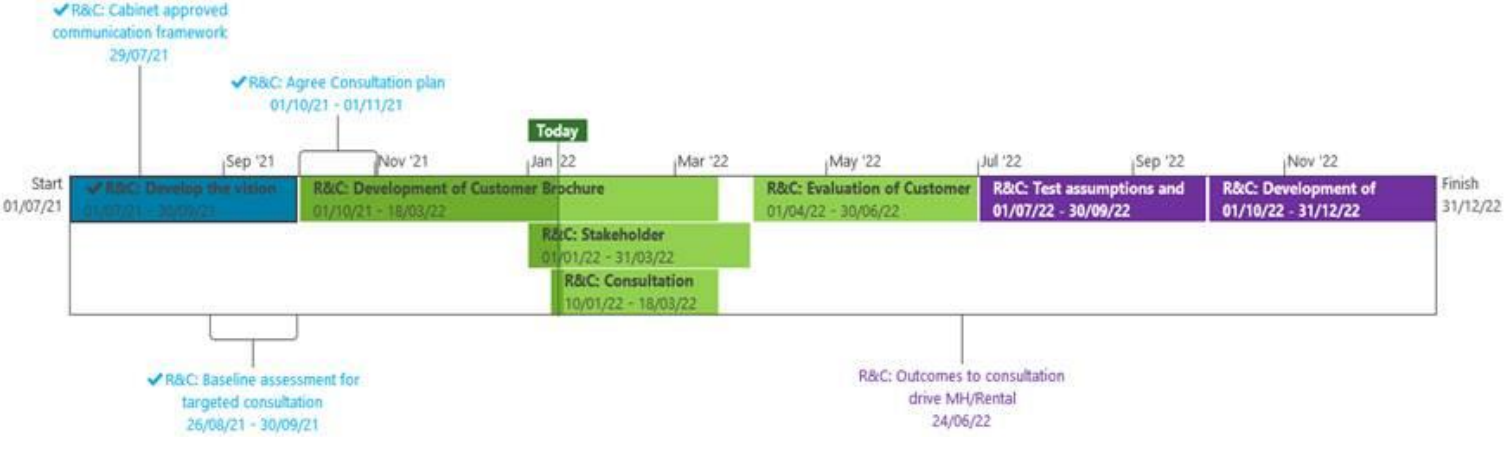
Transformation Programme Scrutiny Report
Recovery & Reset Programme & Project Highlight Report

Project:	Reception & Customer Services	
Current Work-StreamStatus	Workstream Lead	Current Work-StreamStatus
Service delivery (ops & digital)	Zoe Wolicki Ali Millard	Stakeholder engagement plan being finalised ready for presentation to ED and Portfolio holder at the end of January.
Digital transformation inc ICT	Zoe Wolicki Ali Millard	Demos completed. Portal is now live at Phase 1. We have a digital development plan for post live.
Environment – interdependent with building requirements	Zoe Wolicki Ali Millard	Connected with building review that Paul Weston is leading, however Customer Offer could be dropped into any suitable site.
Consultation, Engagement & Comms	Zoe Wolicki Ali Millard	Engagement plan draft has been shared and being finalised. Have started first phase engagement with the agencies via an online survey.
Staffing matters	Zoe Wolicki Ali Millard	Informal skills gap / self-assessment is completed. Training will be developed post review but many actions can be completed internally.

Key Action to Date	Planned Activities for next period
<ul style="list-style-type: none"> Established strategic aims, collaboration with other R&R workstreams to ensure alignment Consultation planning and stakeholder engagement planning Collaboration with portfolio holder and members on key resident requirements 06/12: Meet with Customer Service Managers to discuss implications on project activities after the plan has been modified. 09/12: Meet with Tamworth CIC to discuss shared intelligence on vulnerable client groups. Regular meetings now set up. 06/01: Developed links with local Food Bank and regular meetings set up to coordinate support for vulnerable clients. 	<ul style="list-style-type: none"> End-Jan: Meet with Portfolio Holder and ED Org End-Jan: Agree final draft of Tell Us Policy ready for public engagement. Circulate with CMT and HoS for comment. End-Feb: Utilise repairs review to inform Public Engagement of Customer Offer.

Amber/Red Areas	Risks including Stakeholder Issues
<ul style="list-style-type: none"> None 	<ul style="list-style-type: none"> Other service areas may not prioritise digital transformation

Recovery & Reset Board Issues	Resourcing Requirements
<ul style="list-style-type: none"> None 	<ul style="list-style-type: none"> Potential support for coordinating activities within the project. Linking closely with vulnerability workstream and have CSO resource to assist with engagement activities Exploring support available for data analysis following the close of the public engagement – awaiting further quotations



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