

No.

## CHANGE BOARD

Report of a meeting held on 11<sup>th</sup> July, 2005.

Present: Councillor H.J.W. James (Chairman); Councillors A.D. Hampton and G.C. Kemp.

Also present: Councillor M.R. Wilson

(a) Apologies for absence -

These were received from Councillor A.D. Dobbinson, C.P. Franks and A.J. Williams.

(b) Minutes -

AGREED - T H A T the minutes of the meeting held on 23<sup>rd</sup> May, 2005 be approved as a correct record.

(c) OneVale Programme - Update -

The Board received a presentation from the Head of Performance and Development in relation to the above matter.

The Board were specifically updated in relation to the following key areas of the Programme:

Programme Governance

- Operational Manager, Customer Relations and Programme Co-ordinator (Mr. Tony Curliss and Mr. Simon Davies) respectively had been appointed
- weekly Project Managers meetings had been established
- a OneVale Change Team had been established consisting of the Head of Performance and Development (Chairman), the Council's Communication Officer, Head of Human Resources and Equalities and the Head of Training and Development.
- A One Vale Steering Group had been established consisting of Director of Finance, ICT & Property, Head of Performance and Development, Head of Strategic ICT, Head of Legal Services and Head of Human Resources and Equalities.

Change Management

- the Change Team was meeting on a weekly basis and information in respect of developments/progress in relation to the OneVale Programme was being facilitated via:
  - monthly core brief
  - Changing Times

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- OneVale Intranet Site
- Management/Team Leaders conferences
- engagement with specific groups of staff
- Communications Plan for the next 12 months was in preparation.

### Human Resources

- dedicated HR resource required further assessment
- additional programme management resources within Directorates would be the subject of a Cabinet report in the near future
- a number of HR policy aspects of the OneVale Programme would need to be considered
- Trade Union involvement would be progressed.

### Systems Procurement

- ERP (Enterprise Resource Planning) decision had been made – the means of progressing this system was being addressed.
- Counsels opinion had been received on European legislative requirements and this was being assessed
- the programme would be delayed if OJEU route was required.

### Newport Partnership

- the hosting option had now been discounted given the decision to progress the ERP option.
- other compatibility issues still required further investigation and the utilisation of Newport CRM/A-Z was still possible.
- possible further collaboration with Newport was dependent on the system procured by this Council.

### Customer Contact Centre

- the Chief Executive was the project sponsor
- the Project Board had held its first meeting on 11<sup>th</sup> July, 2005
- a project team had been established and this would be led by Mr. Tony Curliss (Operational Manager, Customer Relations)
- all Directorates within the Council were represented at meetings of the User Group which had been established.

### Financial Management

- the business case assumptions were currently being clarified.

### Accommodation

- Provincial House, Kendrick Road lease was currently being negotiated for decanting purposes
- alterations to the Civic Offices were currently being planned.

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### Information Management

- the IM Project Manager had recently been appointed and would be situated within the Directorate of Finance, ICT and Property
- A Data Co-ordinator Group had been established with all Directorates represented
- new internet Content Management System was planned and a report would be submitted to Cabinet in the near future for consideration.

Following the presentation, a question and answer session took place on the following matters:

- availability of cost comparison data in respect of the Newport option and other alternatives
- need to visit the business case to ensure that appropriate resources were allocated in future budgets to reinforce service standards/delivery
- business process re-engineering
- opportunity for Elected Members to undertake fact finding visits to other local authorities operating such systems.

Having regard to the above and related issues it was

AGREED -

(1) T H A T progress to date be noted.

(2) T H A T the Chief Executive submit a report to a future meeting of Cabinet on Elected Member engagement in the OneVale Programme on technical and wider issues.

(d) Date of Next Meeting -

Monday, 5<sup>th</sup> September, 2005 at 4.00 p.m. in the Cabinet Room.