

Agenda Item	<b>5</b>
Report No	<b>RDB-04-22</b>

## REDESIGN BOARD

**Date:** 07 September 2022

**Report Title:** Redesign Board Overview

**Report By:** Interim Depute Chief Executive

### 1. Purpose/Executive Summary

- 1.1 This report provides Members with an overview of the purpose and remit of the Redesign Board, along with a listing of previous work progressed through the Board to highlight the wide-reaching impact the work of the Board has across the Council.

### 2. Recommendations

- 2.1 Members are asked to consider and note the report.

### 3. Implications

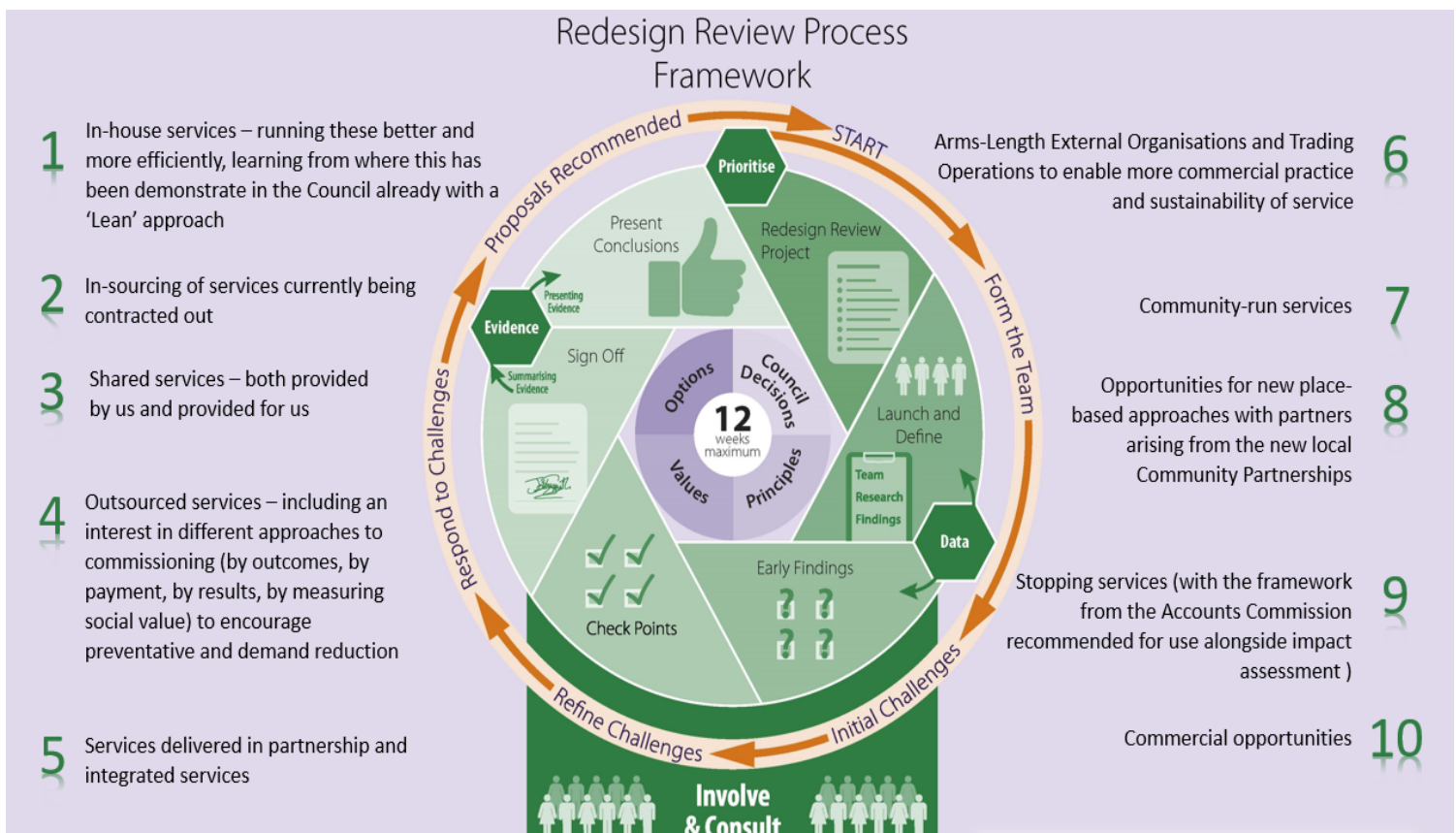
- 3.1 **Resource:** There are no direct resource implications arising from this report, Project Sponsors manage the resource commitments required for the successful delivery of their projects from a corporate perspective, ensuring effective and targeted deployment of resource.
- 3.2 **Legal:** There are no direct legal implications arising from this report. Project Sponsors seek legal advice and take appropriate action as required in respect of their projects.
- 3.3 **Community (Equality, Poverty and Rural):** Impact assessments, informed by engagement with key stakeholders including partners and communities, are undertaken to evaluate proposals and decisions.
- 3.4 **Climate Change / Carbon Clever:** There are no direct Climate Change / Carbon Clever implications arising from this report. All Redesign projects proactively make linkages to the Council's Net Zero Strategy.
- 3.5 **Risk:** All Redesign projects comply with Corporate and Transformation PMO standards in respect of proactive risk management as a key discipline in the controlled and managed delivery of the work.
- 3.6 **Gaelic:** There are no specific Gaelic implications arising from this report. All projects will ensure the Council's bilingual policy is appropriately applied.

## 4. Redesign Board Approach and Projects

4.1 The Redesign Board was established in March 2016 and has led on the review and redesign of specific areas of service delivery across the Council, producing proposals to the Council on redesign to demonstrate:

1. The Council is more open-minded to new ways of delivering services.
2. The Council is more commercially minded by adopting more efficient business practice.
3. The Council is more community minded.
4. That staff and Members will be supported in the change that is needed by a programme of organisational change and support.
5. The Council is adopting new ways of supporting constructive working relationships across Member Groups, between Members and staff, between the Council and its partners and with its communities; all working together for our communities.

4.2 The approach to Redesign is set out in the Redesign Review Process Framework as per the following diagram, with the remit for the Redesign Board defined as “Redesign will be a continual and systematic process of change and improvement, constructively challenging our current processes and ensuring the Council adapts successfully to its changing operating environment, including its budget challenges.”



4.3 A list of Redesign Board-led projects is provided at **Appendix 1** of this report, and projects are undertaken through a mix of Redesign Board meetings, Redesign Workshops, and Project Team work as follows:

	<b>Membership/Attendance</b>	<b>Purpose</b>
<b>Redesign Board</b>	Nominated Redesign Board Members, plus Trade Union Representatives  Open to all members to attend  Board meetings are open to the public, with minutes and agendas posted to the Council's website and reported to the Highland Council	Formal meeting to consider Project Team and Workshop outputs / proposals, and to make recommendations to Council
<b>Redesign Workshop</b>	Nominated Redesign Board Members, plus Trade Union Representatives  Open to all members to attend	Opportunity for wider member input and insights to shape project scope, objectives and desired outcomes / benefits
<b>Project Team</b>	Officers, including project resource (e.g. Project Manager), and Redesign Board nominated representatives (typically 2 or 3 Members, plus a Trade Union representative)	Provide direct input to the project work areas to deliver the stated objectives and outcomes/benefits of the project

## 5. Redesign Board Benefits

5.1 Aside from the project specific benefits, the overall benefits expected through the workings of the Redesign Board have been documented through various reports to Council and are summarised as:

- Providing the opportunity for staff to be hands on and directly involved in business improvement
- Providing an opportunity for elected members and union representatives to work alongside officers in the redesign of Council services
- Identifying and delivering efficiencies, and providing a focus on commercialisation, income generation, redesign and improvement
- Overseeing projects, ensuring services are customer focussed, affordable, and sustainable
- Simplifying and integrating public services in order to get better value for public money.

Designation: Depute Chief Executive

Date: 23 August 2022

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## Appendix 1: Redesign Board Projects

Children's Services
Additional Support Needs
Street Cleansing
Street Lighting
Transport
Waste
Agency and Casual Workers
Engineering Services
Catering Services
The future management of Catering, Cleaning & Facilities Management/Janitorial Services
Solar PV on Council Properties
Music Tuition
Car Parking
Grey Fleet
Procured Legal Services
Trade Services
Workforce Planning & Development
Amenities
Roads
Asset Management