

## Progress Update – Modernisation Portfolio

A brief summary of the delivery aims for each current project within the Modernisation Portfolio.

### Corporate Landlord

#### 1.1 People and Change Project

This project aims to deliver a new model to deliver the County Estates structure through the three functional areas of Strategic Asset Management, Capital Projects and Property Services.

#### 1.2 Customer One Front Door Project

A key deliverable within the corporate landlord model is the development of a 'One Front Door' contact point for all property related communications. This is a single point of contact and is managed through the County Estates service desk.

#### 1.3 Architecture Technology Project

The project was initiated in order to design and implement an architecture to support the Corporate Landlord model. The architecture will cover the data and IT systems and establish the 'master property data' leading to accurate, timely, appropriate data to enable better decision making.

#### 1.4 2<sup>nd</sup> Generation Buildings Maintenance Frameworks Project

This project was required to put in place appropriate building maintenance arrangements from the end of the current Framework (June 2017) until the commencement of the new Frameworks (Oct 2018), and to procure and implement a new non-domestic building maintenance framework.

#### 1.5 Strategic Asset Management Principles Project

Alongside the development of the Corporate Landlord model, the Council has an established Corporate Property Strategy 2015-2020 focussing on a programme of property modernisation, rationalisation and collaboration with other service areas and other partner organisations.

Another element to this project relates to the gathering of data on the condition of the estate as well as providing strategic information for corporate decision making.

## **Customer and Digital**

### **2.1 Hybrid Mail Project**

The Hybrid Mail solution will drive a council-wide approach, supporting improvements in the current postage process and management information and resulting in cost and efficiency savings.

### **2.2 Cardiff App Project**

The Cardiff.gov app offers residents a smarter way to connect with Council services on a 24/7 basis.

### **2.3 CitizenBot Project**

This project will aim to deliver significant benefits through the automation of service request and customer enquiry handling using artificial intelligence (AI) and machine learning.

### **2.4 Education Management Information Project**

The primary purpose of the project is to improve information management systems and data analytics capability in relation to children and young people accessing education and related support services in Cardiff.

### **2.5 Office 365 Project**

This project will implement the suite of products on offer with Office 365 across the council. The first phase is to roll out Exchange (email) online, Skype for Business online and access to the Office 365 portal and mobile apps.

### **2.6 SharePoint Project**

SharePoint, as the council-wide Electronic Document and Records Management System, provides the opportunity to embed legislative requirements in relation to information governance into every day working practices, whilst also enabling the delivery of benefits by changing existing business processes around the way information is used, stored and made available.

## **2.7 Smarter Working Project**

This project will ensure that there is a joined up approach in utilising the benefits gained from changing working practices, deploying new technologies and creating new working environments.

## **2.8 HR Recruit Project**

This project has created an opportunity to review our HR recruitment software needs, assess what we need as an organisation to meet the Council's recruitment challenges, attract a more diverse pool of applicants, introduce a more cost, and time efficient recruitment process.

The aim of this project is to deliver a fully bi-lingual system in accordance with Welsh Language Standards, and a more cost effective fully integrated e-recruitment solution to attract a more diverse pool of high quality candidates to Cardiff Council.

## **2.9 Care Finance Project**

This project will implement the Care Finance system into Social Services. Currently record service agreements are maintained in the CareFirst software system, but staff within the service all use other systems and spreadsheets for payments and billing. A number of different processes are followed in different areas of the business. By implementing Care Finance, these processes will become more efficient and standardised.

# **Resources Management Programme**

## **3.1 Service Reviews**

When developing the Capital Ambition Delivery Programme a need was identified for a multi-disciplinary team to offer assistance to a review of Council operations, both at a sub-service and cross-cutting level. The service area will be expected to lead the review and will be assisted by this team.

These short, sharp and focussed reviews will be targeted to ensure resources available are being used in the most effective way to achieve desired outcomes, and to identify savings to contribute to resolving the Medium Term Budget gap.

## **3.2 Workforce Strategy**

To support the aims and deliver the objectives of the CADP requires the Council to have the right people, with the right skills, in the right place, at the right time and at

the right cost. Furthermore, in order to retain a talented workforce, it is important that employees want to work for the Council, and feel that they are valued and supported as individuals in accordance with the Council's values.

### **3.3 Medium Term Financial Strategy**

To support the aims and delivery of a Medium Term Financial Strategy by ensuring that in respect to budget savings proposals or capital expenditure plans business cases are produced in a timely manner and fully reflect costs, risks and benefits associated with the proposals.