



Process Efficiency, Automation and Standardisation Programme

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# Our Vision



A reduced organisational cost base achieved through;

- removal of duplication and non-standard processes
- consolidation of activities and processes
- implementation of digital solutions

An empowered, energised and enabled resident community engaging with us through increased digital channels that quickly direct them to the right resources through anticipation of their needs

A more digitally aware and confident council, embracing digital technologies to maximise our opportunities

# Guiding Principles



## **We cannot afford not to do this: Living our values**

- We desire for Haringey to be the best it can be in this modern digital world whilst at the same time acknowledging that we need to protect the vulnerable and those who may find engaging through digital channels challenging.
- Residents expect modern, efficient, accessible and timely response to every interaction with the Council-
- The programme is focussed on reaching out to individual residents and businesses.
- The programme's aim is to make the way we work relevant to the way our community currently interact with organisations of our size. We want the council to be relevant and aligned to the expectations regarding faster turnaround and responses.
- The programme wants to lead by example to match the expectations of our community and the way of doing business that our residents already have when; dealing with their banks, booking their holidays, doing their shopping and dealing with public utilities.

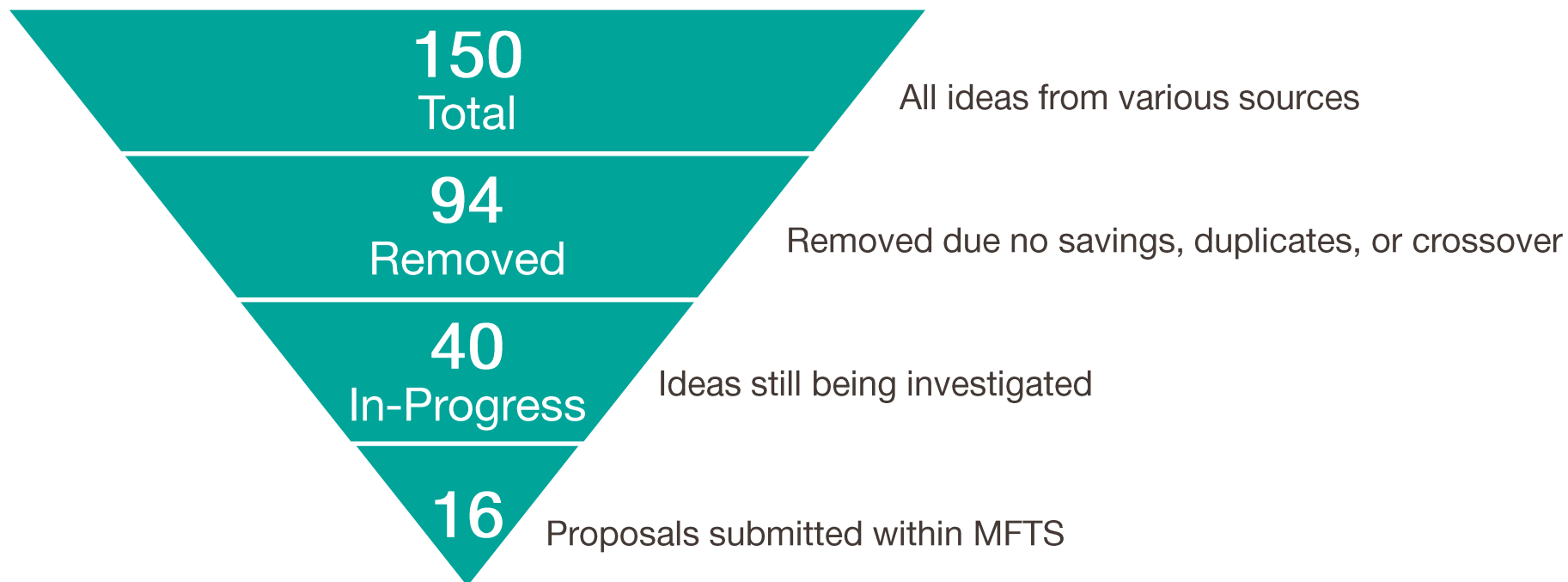
# The Programme



## What

- Simplify our processes and improve compliance
- Reduce repetition, duplication and unnecessary contact
- Remove unnecessary interaction wherever possible and appropriate
- Create capacity – demand for public services has and will increase
- Deliver solutions and processes that require a lower level of resource
- Improve the customer, and staff, experience

# Assessment of Opportunities



- Examination of Peers, Consultancy & Research, Requests to Services
- **£3m** savings identified within the programme
- We are continually pursuing additional opportunities

# MTFS Update

The detailed programme planning will target the savings profile of £750k in 21/22 – approximately £300k of which will be mid year staff reduction and the remainder other revenue budget savings. In 22/23 the split will be circa £900k full year, with the remainder from other revenue budgets.

Funding for programme personnel and deliverables for the current year is being met from existing budgets.

| <b>Revenue Impacts</b><br><i>All figures shown on an incremental basis</i> | <b>2021/22</b><br>£000s | <b>2022/23</b><br>£000s | <b>2023/24</b><br>£000s | <b>2024/25</b><br>£000s | <b>2025/26</b><br>£000s | <b>Total</b><br>£000s |
|--|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|-----------------------|
| <b>New net additional savings</b>  | 750                     | 2250                    |                         |                         |                         | 3000                  |

| <b>Initial One-Off Investment Costs</b>  | <b>2021/22</b><br>£000s | <b>2022/23</b><br>£000s | <b>2023/24</b><br>£000s | <b>2024/25</b><br>£000s | <b>2025/26</b><br>£000s | <b>Total</b><br>£000s |
|--|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|-----------------------|
| <b>Total</b> (all in year and current known asset costs for yr 2 estimation from existing Digital Services Capital - this could reach £1m for 21/22) | 320                     |                         |                         |                         |                         | 320                   |
| <b>Total</b> (sought from Flexible Capital Receipts - see Appendix 2)  | 1,500                   | 1,500                   | -                       | -                       | -                       | 3,000                 |

# Project Examples



Strategic Contract Review  
Digital Services  
\*NEW

A full digital contract review has been initiated with a focus on rationalisation and renegotiation of contracts.



Standardisation of Applications  
Digital Services & Satellite IT Teams  
\*1 of 16

We have more modern platforms and applications and there is an opportunity to review and standardise them and their support personnel across the Council.



Process and System Efficiency  
Corporate Finance  
\*2 of 16 plus NEW

Changing processes within Finance to maximise the interest on the money we hold, and to apply better techniques to avoid duplication within systems to save money.



Centralised Shopping  
\*NEW

Creation of an online catalogue of items and forming a central team to undertake purchasing to enable better value for money and improved compliance



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