

Transformation Portfolio

Portfolio	Transformation
Ward(s) Affected:	All

Purpose

To provide a progress report on the Transformation Services Portfolio.

Background

1. The Transformation Portfolio covers a wide range of services and functions as set out below:
 - ICT/Information Governance/Reprographics
 - Economic Development
 - Community Safety & Community Partnerships
 - Performance
 - Building Control
 - Corporate Property

ICT/Information Governance/Reprographics

2. ICT have been working on moving to cloud technology to support the agile aspirations of the authority and enable staff to work more efficiently.
3. Email has moved to office 365 and gcsx email has been removed as a separate mailbox, enabling staff to send and receive encrypted email directly from their surrey heath o365 account.
4. Okta is software that enables single sign-on for cloud technology. This has been configured to enable staff to open a dashboard and sign into to various web applications including MyDetails for HR and Payroll, Box, SiteHelpdesk, Intranet and o365, without the necessity to remember lots of different logins. It is also more secure as it enables ICT to instantly remove individual users from all cloud access through one portal.
5. Box is being rolled out to different departments as an alternative document and file storage facility. Box is cloud based and enables document collaboration, file sharing and access to documents from any device. It is a highly secure environment whilst enabling staff to work more efficiently.
6. A new corporate wifi facility has been installed within Surrey Heath House to enable a split between corporate access and guest access

ensuring the corporate access has a ring fenced bandwidth and the wifi network is more secure.

7. Information Governance has been concentrating on the requirements to meet the new General Data Protection Regulations (GDPR) which come into force 25th May 2018. There will be full training for staff from November to January, and training for councillors in February.
8. The information asset register is capturing details relevant for information held including retention requirements to meet the new GDPR regulation
9. During 2016 we processed 847 Freedom of Information requests. During 2017 we have processed 1010 as at 10/11/17 which is a significant increase in both volume and complexity.

Economic Development

10. The Council's Open for Business scheme continues to be a successful collaboration between the Council and business. The Business breakfast, Business awards and the Camberley Expo held in 2017 have been successful in continuing the Council's approach to Open for Business.
11. This year we introduced our first Camberley Expo presented by the Council organised by The Best of Camberley and Webster Consultancy, this new event celebrated all that is great in Camberley and Surrey Heath and was supported by The Camberley Society and Surrey Chambers of Commerce.
12. Economic Development took a lead role promoting both the Square and the London Road Block at both REVO & MIPIM speaking to both potential investors and new retailers.
13. In May 2017, the Council introduced The Kevin Cantlon Fund, which offers grants funded by Surrey Heath Borough Council to owners or occupiers of commercial buildings within the borough to improve and enhance shop fronts, windows, doors and signage in a traditional and sympathetic manner, through repair of existing traditional features or reinstatement of historic architectural details.
14. The scheme aims to encourage the creation of attractive frontages, to enhance the character of the region, which could have significant economic benefits. High quality, well maintained frontages are more inviting for local residents and visitors, contribute towards a stronger sense of identity and enhance commercial values.
15. The Council continue to fund the free business advice clinics offered locally at no charge, for the year ending 31/03/17, a minimum of 36 referrals were assisted through this scheme.

Community Safety & Community Partnerships

16. Surrey Heath has a strong legacy of good partnership working, and achieving creative solutions to local issues, an example of this is our successful Faith Forum which has built a core membership of 10-12 people representing a good diversity of local faith organisations. In September the Faith Forum hosted the first Faith Safari Supper in Surrey Heath which welcomed over 30 guests, in three locations, held in the members room at Surrey Heath House, The Camberley Mosque, and St Michael's Church hall, this was a great community evening, which provided an opportunity for a short presentation at each location which related to Hate Crime, Syrian Refugees and the achievements of the group over the past year.
17. Another example of good partnership working is that from the 14th October 2017, Surrey Heath introduced new Public Space Protection Orders (as part of the ASB Crime and Policing Act 2014) which was the culmination of over 12 months of collaborative work with many teams with this Council and Surrey Police.
18. In November, we are proud to support our annual Young Citizen event which will see over 400 young people participate in a variety of activities throughout the day that will provide a wide range of safety messages which are delivered at Collingwood and Kings College, by St John Ambulance, Surrey Police, Crime stoppers and Solomon Theatre Group.

Partnership

19. The Surrey Heath Partnership (SHP) which combines the Local Strategic and Community Safety Partnership meets three times a year and is chaired by the leader of the Council. The meeting enables the council to retain good working relationships with our voluntary and business colleagues, and fulfils our statutory responsibilities.
20. The SHP undertook a mini review in 2016, this identified that members valued the partnership work and drew real benefits from the opportunities and shared outcomes that it provides. In continuing to strive for improvement at its meeting on the 1st November, it was agreed to host a workshop for all partners in February to explore this further.

Performance

21. The Council's Performance Management Framework is based on the Council Priorities set out in the 5 Year Strategy. An Annual Plan is then produced (and approved by the Executive) to set out how those priorities will be achieved within the next year, budgets are discussed and set accordingly and staff are then allocated tasks within their appraisals. There are mid-year and end of year reviews that are

reported to the Executive (and P&F Committee) and made public to ensure residents can hold us to account.

22. Internally, there are a number of other mechanisms that we use to closely monitor progress against our projects including the Organisational Development Team and Project Management Framework.
23. The Transformations that have recently concluded are:
 - Democratic Services
 - Fraud and Investigations
 - Environmental Health
 - Joint Waste Solutions
24. We are currently reviewing a number of other Transformations across the organisation. All this work ensures our residents are receiving the best value for money from our services and that we are delivering faster and better services.

Building Control

25. Building Control is unique in being the only local authority regulatory service which operates in competition with private sector providers. They continue to proactively work with builders and residents to ensure building are constructed in accordance with the Building Regulations and currently control 70% of the construction work in the Borough. This is higher than the national average of 65% for other local authorities in England and Wales.
26. During this financial year, to date, the team has processed 411 applications and the Surveyors have undertaken 2966 inspections.
27. In addition they have investigated 60 sites where unauthorised work was identified. The Building Control Services has now received valid applications and continues to undertake inspections to ensure compliance is being achieved.
28. This year there has been 18 sites where possible dangerous structures were identified. These have been inspected and the team is working with the owners to ensure these structures are not dangerous to the residents and visitors to Surrey Heath.
29. Building Control lost a full time Surveyor in August this year and the remaining team has pulled together and strived to maintain its services to the residents.

Corporate Property

30. Works of refurbishment and maintenance have been carried out to a number of properties. These include Windle Valley Day Care Centre. Mytchett Bowls Club and the Briars Centre have also had works done

in readiness for lettings to take place. One of the units at St George's Industrial Estate has also had repairs to enable a reletting.

31. For Surrey Heath House, a programme of updating the fire doors and the access control systems has been commenced. The Staff Room and kitchen have also been refurbished.
32. With the letting of the new waste contract, there has also been a focus on the office facilities at the depot to facilitate the handover to Amey in February. This has required a lot of input from the Corporate Property team, with a particular focus on compliance with numerous issues such as health and safety to enable the transition from the current contractor to the new contractor.
33. The last major acquisition was Albany Park, Frimley Road. The management of this estate, in addition to the St Georges Estate, is overseen by corporate property.
34. A lot of work has been done in relation to potential acquisitions, and the evaluation of these opportunities, which of necessity needs to be done within a very short timescale. As already reported, the Council has been discerning in pursuing these opportunities.
35. A number of community leases have been completed this year: these include Camberley Bowls Club, Mytchett Bowls Club, West End Bowls Club, West End Parish Council play area and the Briars Community Centre is awaiting completion. A new lease for the St Mary's Nursery at Watchetts has been completed allowing them to put in place a new modular building.
36. The Corporate Property Team is also looking at the refurbishment/ redevelopment of 63 High Street, Bagshot and proposals will come forward in due course.
37. The Corporate Property Team has been heavily involved with the supporting Joint Waste Contract on the depot issues across the contract and particularly in relation to the Council's own depot.