

## More for York Blueprints – Annex 5 – Decision Log

1	<b>Neighbourhood Services</b>	<b>Who</b>	<b>When</b>
1.1	Centralisation of the administrator resource within Neighbourhood Services	Exec	July 09
1.2	The YCC will be developed to be the first point of contact for the customer of Neighbourhood Services	Exec	July 09
1.3	Staff will be developed in order to fulfil the required outcomes of the new business	Exec	July 09
1.4	Implement changes to staff terms and conditions to enable flexible deployment of staff and maximise productivity	Exec	July 09
1.5	Opportunities for generic working will be implemented where it will provide a service improvement	Exec	July 09
1.6	Implement mobile working to maximise the potential of operational staff	Exec	Oct 09
1.7	Provide additional recycling containers to enable prior to collection customers to sort recycling	Exec	Oct 09
1.8	CMT to review the scope and delivery of Fleet	CMT	Sept 09
1.9	Develop proposals for extending area based working	Exec	April 10
2	<b>Customer Services</b>	<b>Who</b>	<b>When</b>
2.1	Establish a single Customer Service organisation for all face to face telephony and internet customer contact	Exec	Oct 09
2.2	Consolidate all city centre face to face contact points under one manager and base at St Leonard's – close customer receptions at, 10-12 GHS and 20 GHS and Mill House (retaining business reception)	Exec	Oct 09
2.3	Extend YCC opening hours to weekday evenings and Saturday mornings	Exec	Oct 09
2.4	Undertake small scale re-branding of single customer service organisation	CMT	Sept 09
2.5	Develop a programme to bring in new services into the YCC prior to the move to the new HQ	Exec	Oct 09
2.6	Review internal telephone handling teams (HR ICT Property) to identify where use of call centre telephony could deliver efficiencies	CMT	April 2010

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2.7	Increase the range of services delivered over the internet and encourage take up of this channel	Exec	Oct 09
2.8	Develop a profile of our customer to give us insight into the needs of customer in specific localities and in different communities of interest to help shape ongoing delivery of services	CMT	Sept 09
<b>3</b>	<b>Income Collection/Debt Management</b>	<b>Who</b>	<b>When</b>
3.1	Develop a proposal to procure an alternative external payment service and close cashiers.	Exec	Nov 09
3.2	Centralise all income and recovery in order to maximise income collection (see 3.5 below)	Exec	Oct 09
3.3	To undertake a full review of fees and charges and to recommend new fees/rates from 2010/11	CMT	Sept 09
3.4	Directorates to review how they will comply with the Income Policy	CMT	Sept 09
3.5	Develop a further business case to assess the inclusion of Housing rents in the centralised service	CMT	Sept 09
<b>4</b>	<b>Procurement</b>	<b>Who</b>	<b>When</b>
4.1	The Corporate Procurement function will be responsible for the control and oversight of all tendering activity and controlling and engagement of new suppliers.	CMT	Sept 09
4.2	Implementing a portfolio of appropriate methods including self billing, procurement cards, consolidated billing, use of period /call off ordering, revised expenses process, direct debit etc	CMT	Sept 09
4.3	Review and revise the Procure to Pay processes to increase control reduce complexity and effort.	CMT	Sept 09
4.4	Assert control over ordering by establishing Informed Buyers and a requisition clearing house and amending the current requisition process within FMS.	CMT	Sept 09
4.5	Develop action plans and a performance framework to increase the level of Contracted spend in the next 3 years. This will including carry out reviews on key strategic contracts	CMT	Sept 09
4.6	Review the current use of purchasing organisations. The reviews output will focus on recommendations to the short to medium term use of purchasing organisations and existing consortia arrangements	CMT	Sept 09
4.7	Make framework contracts mandatory where they meet the identified need. They should be used in preference to the council	CMT	Sept 09

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	conducting a full tender process or 3 quotes process.		
<b>5</b>	<b>ICT</b>	<b>Who</b>	<b>When</b>
5.1	Market test the provision of a Data Centre	CMT	Sept 09
5.2	Tender of a corporate managed print contract to include desktop printers, photocopiers and all internal print units, reducing the number of printers to approximately 1 per 50 employees.	CMT	Sept 09
5.3	Explore other media option with members for committee papers and other printed output	CMT	Sept 09
5.4	Review the usage of all PCs to develop a plan for the reduction of PCs and software	CMT	Sept 09
5.5	Centralise the ICT Service	CMT	Sept 09
5.6	Review the ICT support for Schools	CMT	Sept 09
5.7	Agree a review of the current IT development plan mechanism	CMT	Sept 09
5.8	Review the support arrangements for the Libraries learning and peoples network	CMT	Sept 09
5.9	Review the possible inclusion of the provision of schools network (excluding curriculum) via the current Network contract	CMT	Sept 09
<b>6</b>	<b>HR</b>	<b>Who</b>	<b>When</b>
6.1	Agreement to a new delivery model for HR, as a centralised service. This includes case management for HR advice.	CMT	Sept 09
6.2	Agreement to the transfer of specific non-HR staff (or equivalent resource) undertaking HR transactional work into the HR business support team.	CMT	Nov 09
6.3	Agreement that functional advice related to HR disciplines (including payroll, H&S and training and development) should be provided through the HR service.	CMT	Sept 09
6.4	Commence negotiations with staff and unions to move staff from weekly to monthly pay with support for the transition.	Exec	Oct 09
6.5	Review Management of change policies, redeployment, redundancy and flexible working policies	CMT	Sept 09
6.6	Develop a package of improvements to staff and management	CMT	Sept 09

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	development, training and staff benefits		
6.7	Develop a resourcing strategy including a review of direct workforce and sourcing via the sole provider contract and internal recruitment pool.	CMT	Nov 09
<b>7</b>	<b>Property</b>	<b>Who</b>	<b>When</b>
7.1	Aggregate all Facilities Management services (both those currently outsourced and internally provided) and market test them	Exec	Oct 09
7.2	To establish a coordinated Enabler-Commissioner function (operational and technical) for delivery of projects through Professional, Technical and Contractor services, incorporating a review of Project management	CMT	Sept 09
7.3	Market test provision of professional & technical services in order to ensure efficiency and service improvements are realised.	Exec	Oct 09
7.4	To approve the establishment of an Executive Champion and Asset Board (to include the Corporate Landlord, Chief Finance Officer, City Strategy and Housing Landlord).	Exec	Oct 09
7.5	Review the Commercial Portfolio	Exec	Nov 09
7.6	Develop the business case for a single asset register for all land and property information in place of current disparate systems.	CMT	Sept 09
<b>8</b>	<b>Housing Landlord Services</b>	<b>Who</b>	<b>When</b>
8.1	To Integrate the Client & Contractor elements of the repairs service	Exec	Oct 09
8.2	To develop and implement dynamic scheduling to improve repairs appointments, productivity and repairs performance; supported by mobile working across the service to improve productivity, job processing, reduced back office costs and reduced overall customer contact time.	CMT	Sept 09
8.3	Retain the M&E function within Neighbourhood Services and as part of the property services review consider the long-term viability of the service and its future location.	CMT	Sept 09
<b>9</b>	<b>Adult Social Care</b>	<b>Who</b>	<b>When</b>
9.1	Proceed with implementation of an electronic home care monitoring system (already funded through IT development Plan)	CMT	Sept 09

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9.2	Redesign Adult Social Care End to end customer process and organisational design	CMT	Sept 09
9.3	Agree the scope of Home Care tender exercise in April 2010	CMT/ Exec	Oct/Nov 09
9.4	Agree rationale for change, approach and timescales for decisions in relation to Elderly Peoples Homes (EPH) review.	CMT	Oct 09
9.5	Agree interim changes to EPH provision arising from first phase of EPH review	Exec	Jan 10
9.6	Agree long-term EPH strategy and transformation plan	Exec	July 10
<b>10</b>	<b>Finance</b>		
10.1	Recommend to Council the agreement of a capital investment budget of £700,000 (£475,000 2009/10, £225,000 2010/11) to deliver these efficiencies, to be financed through prudential borrowing, with associated revenue implications being funded from savings arising from the programme. These are set out in Annex 2.	Exec	Oct 09
10.2	Recommend to Council agreement of one off revenue spend of £215,000 (£15,000 2009/10, £200,000 2010/11) and ongoing revenue investments of £410,000 (£128,000 in 2009/10, £82,000 2010/11, £200,000 2011/12) as set out in Annex 3, to be funded from savings arising from the programme.	Exec	Oct 09
10.3	Members are asked to delegate authority to the Director of Resources to agree any eventual redundancy and pension costs and report these through the quarterly budget monitoring process. These costs will be funded from savings arising from the programme.	Exec	Oct 09