

**Enabled and Efficient Organisation Portfolio Report****1. Public Access Transformation**

Work is underway to bring together Public Access with the Accommodation Review, IT and Telephony Strategy and service transformation work in order to manage the interdependent elements between these activities and support the Councils to move to a new enabled and efficient operating model. Initial priorities are:

- a) to support a tactical website refresh so that pages are clearer to understand and compatible with mobiles and tablets
- b) to develop new ways of delivering face to face public access arrangements as part of the accommodation review
- c) Moving the combined MSDC/BDC Call Centre based at Hadleigh onto modern telephony to improve the customer experience.

**2. 2017/18 Budget and Financial Sustainability**

The approach to the budget process for 2017/18 and how we achieve medium term financial sustainability, by responding to the changing funding arrangements for local government, is already being developed and discussed with the Administration. The high level plan will shortly be available to councillors under the Joint Strategic Plan work.

**3. Organisational Culture and Effectiveness Audit**

A critical part of the Enabled and Efficient Organisation theme is developing the organisation to achieve the vision of the Joint Strategic Plan. To support this we will be carrying out an audit over the next three months which will involve surveying all staff. The results will provide us with detailed data and analysis on the current organisational culture across the organisation and within different areas, the impact of the current culture at the individual, team and organisational levels and where to place focus to improve the culture and organisation.

**4. Strengthening Governance**

Senior officers have formed a Governance Working Group, under the sponsorship of the Monitoring Officer, focusing on strengthening governance across the organisation with specific reference to constitutional reform, scrutiny and schemes of delegation. Additional areas under consideration are the approach to equality and diversity, our approach to risk management and commissioning for outcomes. As part of this a number of reforms to the constitution have been implemented, with further proposals to be made.

Glen Horn – Enabled and Efficient Portfolio Holder

John Whitehead – Finance Portfolio Holder

Suzie Morley – Public Access Member with Special Responsibility