

Rushmoor 2020

Modernised organisational arrangements and service delivery, underpinned by a clear vision

Customer Experience <i>All our customers have an excellent customer experience every time</i>			
Develop and deliver the Customer Experience project			
Vision & priorities <i>A Council with a clear vision and effective leadership for our residents and places</i>	People <i>Staff with the right skills and behaviours in the right roles, committed to delivering the best possible outcomes for our communities</i>	Improving Performance Management & Governance <i>We have a clear view of performance and robust arrangements to ensure delivery</i>	Financial Sustainability <i>We achieve savings in a sustainable way while maintaining the quality of our services and maximising our assets</i>
<p>Develop a long term vision for the Borough and the Council</p> <p>Extend the planning horizon for the next Council Plan to support delivery of the vision</p> <p>Undertake more regular resident surveys and other engagement to inform the development and on-going review of the vision for the Borough and service transformation</p> <p>Reshape the Rushmoor Strategic Partnership (RSP) to focus on fewer more strategic issues</p>	<p>Build the new Executive Team and Corporate Leadership Team</p> <p>Strengthen capacity in key areas, such as regeneration; transformation and organisational development through a combination of buying in external expertise, partnerships and skills transfer and growing talent within the organisation</p> <p>Establish the new service arrangements</p> <p>Review the HR service</p> <p>Develop and implement a new workforce strategy and leadership development programme</p> <p>Embed the new behaviours framework</p> <p>Deliver a learning and development programme</p> <p>Develop all managers to have the skills and confidence to demonstrate leadership and manage performance</p> <p>Establish an approach to early exit which supports our move to financial sustainability</p>	<p>Develop and put in place a new performance management framework</p> <p>Implement new scrutiny arrangements</p> <p>Put in place ongoing staff and member development for scrutiny arrangements</p> <p>Establish effective Governance arrangements for</p> <ul style="list-style-type: none"> • Regenerating Rushmoor Programme • Rushmoor 2020 Programme • Other Major projects 	<p>Build a wider understanding of the underlying financial challenges now facing the Council, including more regular monitoring and vigorous challenge to significant or high risk budgets</p> <p>Secure and deliver additional savings and income generation to reduce the use of reserves to produce a balanced budget over the coming years and move to a risk based assessment of the level of required reserves</p> <p>Develop an integrated strategy to guide commercial and regeneration property investments, along with proactive performance monitoring of investment returns</p> <p>Improve arrangements for the management and use of Council owned property including a new asset management plan</p> <p>Establish a local housing company and increase rental income</p> <p>Continue work with community and voluntary organisations to reduce reliance on Council financing</p> <p>Complete the review of all fees and charges and embed as part of budget processes</p> <p>Re-tender the Council's leisure contracts to reduce revenue costs</p> <p>Develop a comprehensive plan of targeted savings from procurement</p>
Digital Council <i>Technologies enable and support new ways of working and doing business – for our staff, customers and those who do business with us</i>			
New Website	Deliver Cloud Strategy including Office 365	Digital skills	
Enable new Ways of Working	Public access portal(s)	Infrastructure and Security	
Fully establish use of mod.gov software	Review 'Love Rushmoor' App	New Intranet/Staff Hub	
Communications <i>Our residents, businesses, staff and members are well informed</i>			
Develop and implement new communications strategy and approach to branding			