

# PRODUCTIVITY PLANS

## Corrections to text within the report.

Point 1.3 of the Productivity Plan to read;

A programme has been scoped and resourced to review and improve the strategic approach to managing and improving customer contact, and ensuring contact is systematically addressed in the correct location at the minimum possible cost. Project mandate details are here. This will be monitored as part of our standard public quarterly performance reporting. Metric/KPI – financial impact, channel shift and customer satisfaction.

Section 3 of the Productivity Plan to read;

3) Ways to reduce wasteful spend within systems, including specific consideration of expenditure on consultants and contracted staff, Equality, Diversity and Inclusion programmes – this does not include programmes designed to promote integration and civic pride, and counter extremism.

## 6.0 Overview and Scrutiny Comments

- 6.1 The Panel discussed the Productivity Plans Report at its meeting on 10th July 2024.
- 6.2 In response to a comment from Councillor Martin, the Panel were assured that regular benchmarking against industry standards and other neighbouring authorities took place, and that the proposed increase in productivity would not be at the expense of quality. Following a further question from Councillor Martin, the Panel heard that the plans would be embedded within the organisation through key metrics and the Corporate Plan. By using strategic engagement and reporting across the organisation, best practice could be employed for all. It was also noted that the Workforce Strategy would address the required skills and capabilities going forward which would allow for key actions and best practice to be embedded within the culture.
- 6.3 Following a concern raised by Councillor Blackwell regarding the lack of numerical targets, the Panel were assured that metrics and KPIs would be used to measure in each area but that these were already being captured in the performance reports which are regularly brought through the democratic cycle and were therefore not duplicated within this report.

- 6.4 Councillor Pickering observed that there was an issue with some of the links contained within the document, this was noted and the correct documents will be circulated to the Panel following the meeting.
- 6.5 In response to a question from Councillor Wells regarding the 4 day working week model used at South Cambs District Council, the Panel heard that the Council was constantly monitoring best practice and evidence of what works, and continually review opportunities to be more effective.
- 6.6 Following a question from Councillor Cawley, the Panel were advised that the aim was not to reduce residents abilities to contact the Council but to reduce the need to contact, by working harder there should be less need to contact the Council. In response to a further question from Councillor Cawley, the Panel heard that AI opportunities were being investigated where they could provide benefit to the Council, with the example of note and minute taking being given as an opportunity currently being explored.
- 6.7 Following the discussion, the Panel were informed that their comments would be added to the Cabinet report in order for an informed decision to be made on the report recommendations.