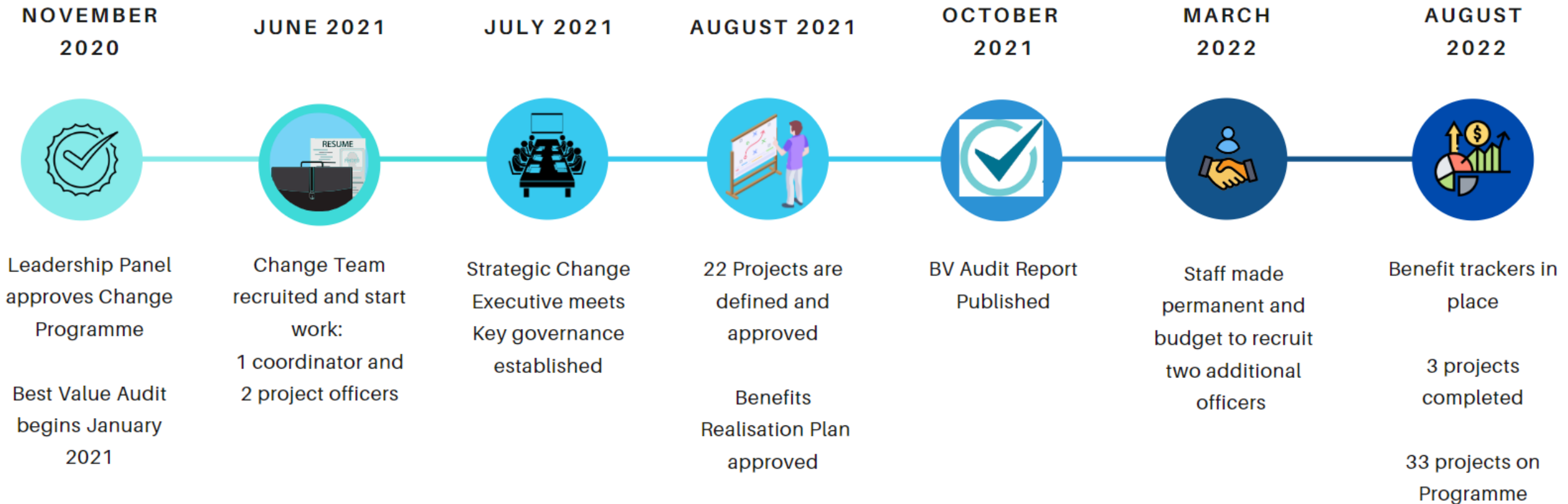


# South Ayrshire Way Strategic Change Programme

# SOUTH AYRSHIRE WAY STRATEGIC CHANGE PROGRAMME

the story so far



|                                          | Corporate                                                                                                       | People                                    | Place                                                                                          | Children and Families                                                                    | Community Care                                                                                                                                                                |
|------------------------------------------|-----------------------------------------------------------------------------------------------------------------|-------------------------------------------|------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Delivering Council Plan Priorities       |                                                                                                                 |                                           | <div>Net Zero Action Plan</div> <div>New Waste Transfer Station</div>                          | <div>Commercial Bin Infrastructure</div> <div>Public Space CCTV</div>                    | <div>Signs of Safety</div> <div>Foster Carer's Recruitment</div> <div>Cunningham Place Respite</div> <div>Whole Family Whole Systems</div> <div>Building Based Services</div> |
| Services fit for purpose and sustainable |                                                                                                                 |                                           | <div>Property Maintenance Service Review</div> <div>Facilities Management Service Review</div> | <div>Asset Management Service Review</div> <div>Economy &amp; Regen Service Review</div> |                                                                                                                                                                               |
| Maximising use of our assets             | <div>Future Operating Model</div> <div>Future Operating Model Additionality</div> <div>SAC Wedding Venues</div> |                                           | <div>Transforming the Estate</div> <div>Corporate Booking System</div>                         | <div>Street Clean Operating Model</div>                                                  |                                                                                                                                                                               |
| Customers at the heart                   | <div>Scotland Loves Local Card</div>                                                                            | <div>Golf South Ayrshire Commercial</div> | <div>Housing Self Service</div> <div>Property Maintenance Work Scheduler</div>                 | <div>Gas CH In-House Provision</div> <div>Place Planning Community Conversations</div>   | <div>The Promise</div>                                                                                                                                                        |
| Digitally Confident                      | <div>IoT Accelerator</div> <div>Oracle Fusion</div>                                                             |                                           | <div>InCab Systems</div>                                                                       | <div>Housing Asset Management</div>                                                      |                                                                                                                                                                               |
| A workforce for the future               | <div>Trauma Informed Council</div>                                                                              |                                           | <div>M &amp; E In House Engineering</div>                                                      |                                                                                          |                                                                                                                                                                               |

# Benefits Led Programme

## Four stage process

Stage 1 - Identify the benefits



Stage 2 - Baseline and proposal



Stage 3 - Project implementation



Stage 4 - Benefit realisation



Cashable



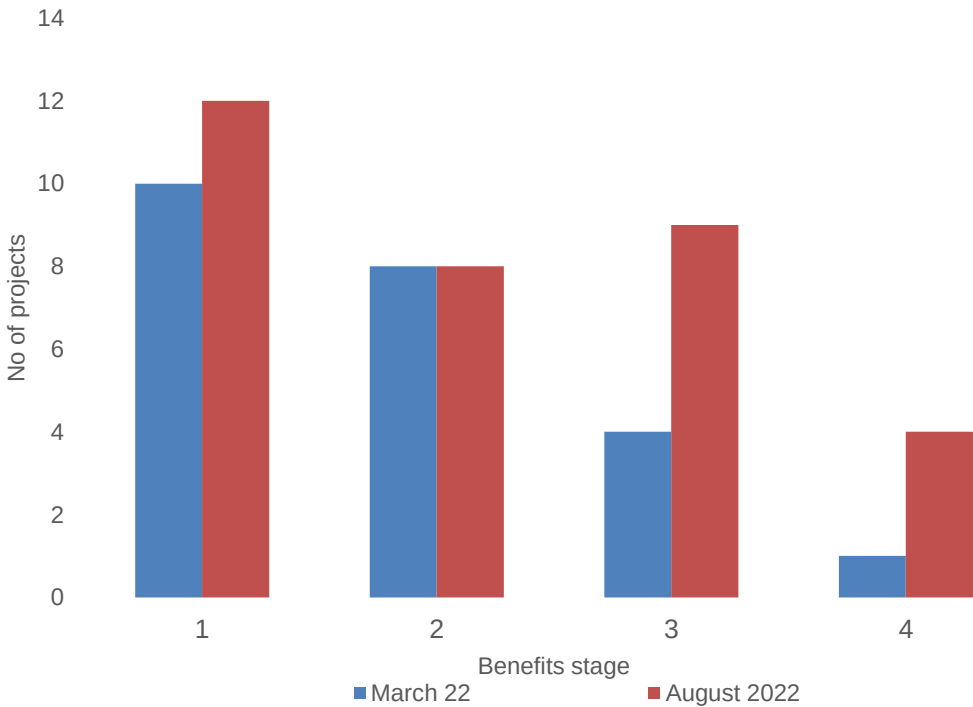
Quantitative



Qualitative



What stage are projects at?



## What's working

*Corporate Leadership and Senior level buy-in... Members too*



*One Change Programme central coordination*

*Corporate resource to deliver organisational change*

*Strategic position - Best Value report provides clear remit*

*Comms channels*

*Focus on benefits not project completion*

*Document light - focus on activity rather than process*

## Challenges

*How to measure the impact of what we do*

*Data and information to support baselines*



*Who really likes change?*

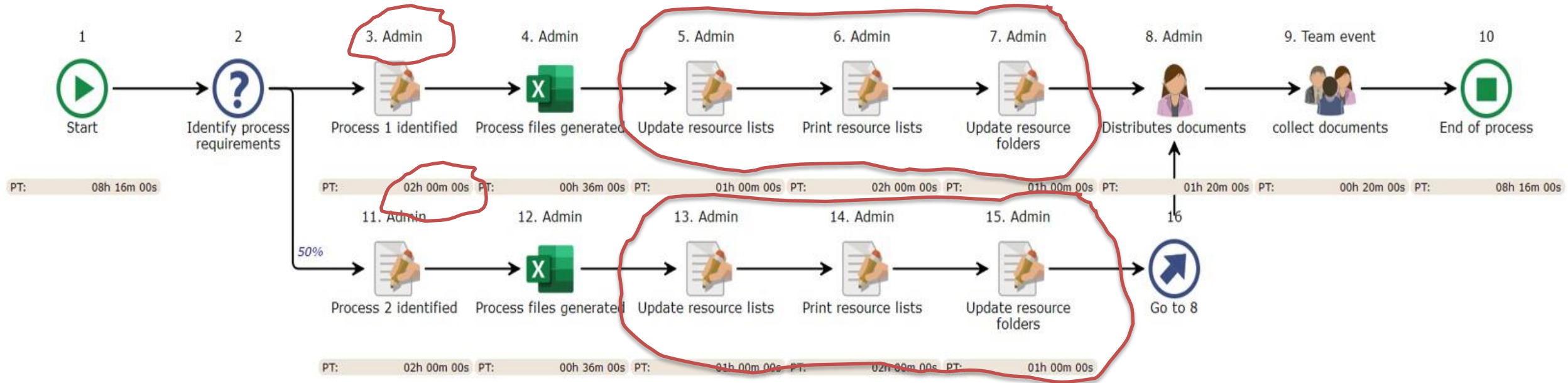
*Project team resource*

*Communication and reaching people*

*Generating ideas and expanding beyond traditional change activity*

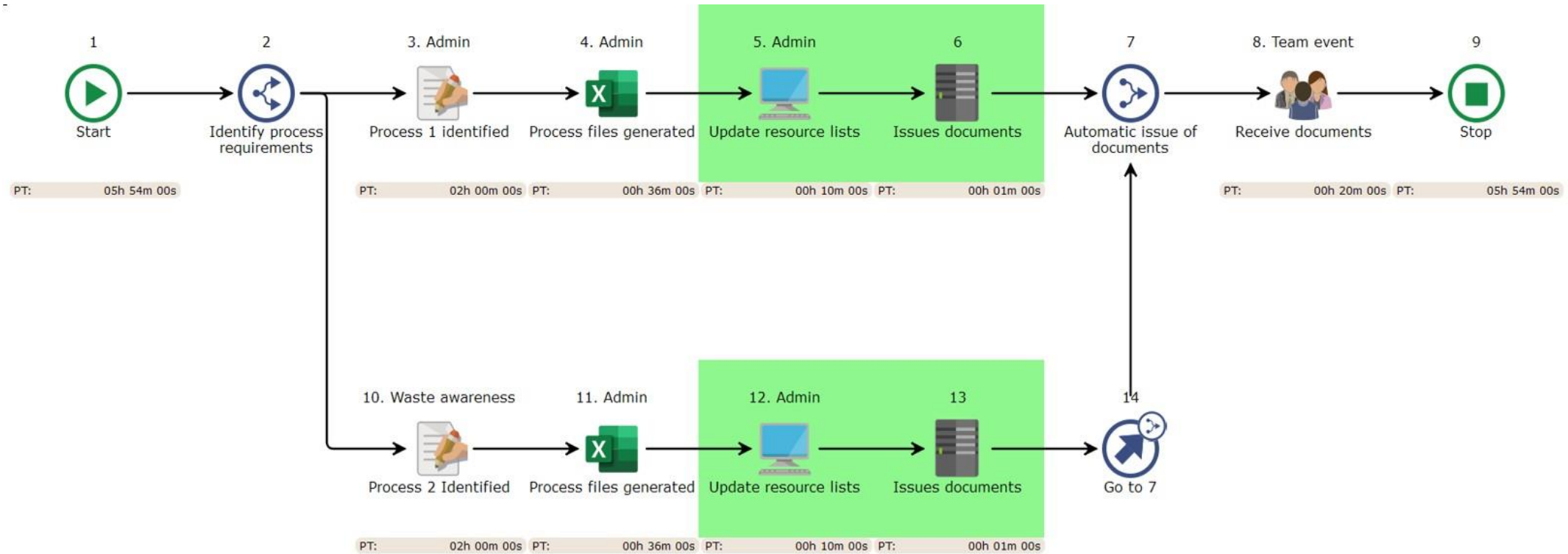
## Evidencing impact and productivity – one approach

## Reviewing the 'As Is'





# What we want the new situation to look like



# Analysis of the change

|                 | Example AS IS process | Example To Be | Diff.       | %      |
|-----------------|-----------------------|---------------|-------------|--------|
| Processing time | 08h 16m 00s           | 05h 54m 00s   | 02h 22m 00s | -28.63 |
| Team event      | 00h 20m 00s           | 00h 20m 00s   | 00h 00m 00s | 0      |
| Admin           | 07h 56m 00s           | 05h 32m 00s   | 02h 24m 00s | -30.25 |
| Lead time       | 08h 16m 00s           | 03h 07m 00s   | 05h 09m 00s | -62.3  |

|  |                  |
|--|------------------|
|  | Value Added Step |
|--|------------------|

- ✓ New process is more productive
- ✓ Improvements across all inputs
- ✓ Positive impact on the process and customers/stakeholders
- ✓ Evidenced by the software
- ✓ Team can now focus on more value added activity
- ✓ Approach rolled out across Change projects
- ✓ Embedding the approach with other Services



## Key next steps

1. Validate process maps and quantify timescales and activity savings
2. Move projects to next stages of benefit realisation
3. Communication channels
4. Generating new projects and creating environment for this