

PUBLICA

Presentation to FMOS on the emerging business plan

Welcome feedback on objectives, ambitions and key tasks

Our Business Plan

By 2020.... for our Residents, Councillors, Staff, Clients and other Councils to notice visible improvements to how services are delivered

By 2022.... for Publica to start providing services to other councils

By 2025.... for Publica to start providing services to other public services

Business Plan 2018-2019 Objectives

- Do the “day job” really well where this is high priority to residents
- Transform service delivery and exceed service expectations
- Develop Publica people
- Exceed the minimum business case financial targets

What can our customers expect from us?

- Services delivered to a high standard that are responsive, flexible and focused on individual and community needs
- Staff who are warm and approachable, who take the time to listen and understand them
- A joined-up/seamless approach to handling complex service requests that cut across more than one service
- Openness and honesty about what we can and cannot provide/deliver
- A willingness to hear and consider ideas about how we can improve our services

Key Tasks

- To establish core digital capabilities required to transform all services to meet users' needs
- To establish an ongoing and prioritised rolling programme of service transformation reviews

What can our staff expect from us?

- Excellent opportunities for personal and professional development
- Recognition and reward for the contributions they make
- Support, trust and respect
- Flexibility and choice
- To have jobs that are challenging, rewarding but manageable
- To be well informed not only about the organisation they work for but also about the people and communities they serve

Key Tasks

- Embed and build on our “Total Reward” approach
- Introduce a flexible benefits scheme for April 2018
- Introduce Publica People Recognition scheme linked to the Publica Way by April 2018
- Complete establishment of formal employee consultation and negotiation arrangements by April 2018
- Consult with employees and Unions on a new organisational design framework with a view to implementation by March 2019
- Consult and agree new pay and grading arrangements and revisions to Terms and Conditions by March 2019

What can Councils & Clients expect from us?

- Consistent high quality services
- Continuously improving services
- New income streams for the benefit of Company Members
- On-going financial benefits for Company Members
- Provision of better data and insight to improve decision and policy making
- Top quality expert advice and support

Key Tasks

- Develop a detailed process for the commissioning of individual services, based on the Commissioning Framework, in preparation for a rolling review of how all services are provided from April 2019 onwards
- Establish robust support services for councillors, including PA support, access to officers, training and development, and opportunities to share examples of best practice, based on detailed user needs research
- Undertake a detailed review of Council Strategies/Plans and corporate priorities in preparation for Councils following District Elections in 2019/2020
- Review the new format Service Delivery Plans and Performance Information in Q3 for any changes to be made for implementation in April 2019
- Agree communication and liaison plans with each council and client by April 2018
- Review liaison arrangements between Publica and Councils and make recommendations for improvement by December 2018.

What can potential clients/partners expect from us?

- Confidence and evidence that Publica are great for service provision and a great employer
- To make significant savings and deliver better services with affordable investment costs
- To benefit from a culture of continuous learning that keeps on delivering benefits and improved services

Key Tasks

- Develop a Transformation Programme Plan by April 2018
- Establish a Transformation Lead and Core Team by April 2018
- Establish key specialists to support the programme by April 2018
- Develop an External Communication and Marketing Plan by April 2018

Questions and Comments