

## Priorities and Resources Review – Key Lines of Enquiry – 17 January 2022 Meeting

### Council fit for the future – Redesign of Council operations resulting from new ways of working saving of £267,000

This proposal requires behavioural changes which can take a while to embed, what reassurance can the Cabinet Member provide that this target is achievable, especially in light of the delay in the new Customer Relations Management System which was expected to reduce the amount of contact with the public through enabling them to access more support and services via the website? **(Anne-Marie Bond/Matt Fairclough-Kay/Councillor Carter)**

This saving chiefly depends on ways or working that have already been embedded in the Council, we are now in a position to realise savings from the changes, which do not rely upon the new Customer Relations Management system (CRM). The savings will come from a reduction in staff travel, a vastly reduced print requirement and a smaller reduction in our postage costs due to use of digital channels. Therefore we have confidence that these savings are realistic.

To note on the CRM work, Open Portal will be going live at the start of the new financial year, this is a new Civica Open Revenues product that will enable customers to process claims, pay bills, and update their accounts at a time convenient to them. This is the first of the new portal improvements this year and will be a foundation stone for the new Civica CRM, which will bring further services online through a portal where our customers will be able to track their interaction with the Council when and where they want to use our services.

### Council fit for the future - Increase organisational capacity one off funding of £543,000

Which areas of the Council will benefit from this funding? Members have previously expressed concern over the lack of capacity within the Overview and Scrutiny Support Function, which has resulted in the suspension of the Enforcement Action in Torbay Review and not allowed proposals to create an Adult and Public Health Sub-Committee, similar to that established for Children and Young People off of the Overview and Scrutiny Board, to be pursued? How will the capacity be managed and maintained in the future? **(Anne-Marie Bond/Councillor Steve Darling/Councillor Cowell)**

A verbal response was provided at the meeting.