

EX71. Council of the Future

The Executive considered a report by the Director of Corporate and Housing Services which provided the fourth quarterly update on the progress made on the Council of the Future (COTF) Programme of Change.

The change programme had progressed in its implementation and delivery phase with details being provided on progress of achievements from July 2018 to September 2018.

Progress reports for all Council of the Future projects was detailed in Appendix 2.

Updates on the following projects were set out in the report:

- Smart Working, Smart Travel
- Next Generation Contact Centre
- BMD
- Implementation of the Advice Hub and Spokes – Phase 2
- Living Well Falkirk
- Future Projects for Council of the Future

A number of employee engagement events had been held with an outcome being a commitment to continue to seek best practices in other local authorities. Future sessions would involve 3 identified councils to help develop thinking, share ideas and build on core findings into programme and project plans.

Information was provided on the findings from the review of COTF governance arrangements. The agreed governance framework is in place and directly focusses on the imperative for an increased pace of change and a greater focus on achieving financial savings in the next period and beyond.

Financial savings of c.£5m had been achieved from COTF programmes in 2018/19. Additional financial benefits for the next 5 years had been identified from current and new COTF projects.

Decision

The Executive noted:-

- (1) the progress made in the Council of the Future Programme of Change;**
- (2) the imperative for an increased pace of change and a greater focus on achieving financial savings in the next period and beyond, and**
- (3) that future quarterly update reports will be provided.**