

**Manchester City Council
Report for Information**

Report to: Resources and Governance Scrutiny Committee – 3 March 2020

Subject: Our Transformation

Report of: Deputy Chief Executive and City Treasurer and City Solicitor

Summary

An update on Our Transformation was provided to Resources and Governance Overview and Scrutiny Committee in October 2019. The presentation attached provides an overview of recent progress and next steps on the programme.

Recommendations

That the Committee notes the update ahead of the next update to the committee in September 2020.

Wards Affected: All

Environmental Impact Assessment - the impact of the issues addressed in this report on achieving the zero-carbon target for the city

Our Transformation and the work of the Council's Zero Carbon Coordination Group are linked in a number of ways, with the Our Transformation programme aims of improving the council's efficiency and effectiveness being delivered in the context of reducing our carbon impact including in areas such as estates, printing and travel.
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Manchester Strategy outcomes	Summary of how this report aligns to the OMS
A thriving and sustainable city: supporting a diverse and distinctive economy that creates jobs and opportunities	Our Transformation plays a key role in supporting delivery of the 'well-managed council' priority in the Council's Corporate Plan. This priority is a key enabler to supporting all of our Corporate Plan priorities, and as a result, all of the Our Manchester Strategy outcomes
A highly skilled city: world class and home grown talent sustaining the city's economic success	
A progressive and equitable city: making a positive contribution by unlocking the potential of our communities	
A liveable and low carbon city: a destination of choice to live, visit, work	

A connected city: world class infrastructure and connectivity to drive growth	
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Background documents (available for public inspection): None

1.0 Introduction

- 1.1 Resources and Governance Scrutiny Committee have requested an update on the progress of the Our Transformation programme, following the overview provided in October 2019, and ahead of the next update in September 2020.
- 1.2 The detail of the update is provided in the attached presentation; which Committee members are welcomed to comment on.

2.0 Background

- 2.1 Our Transformation is the work to modernise and digitise how the council operates. Our Transformation is focused on:
 - How we make our decision making more streamlined across the council as a whole and empower managers to make effective decisions;
 - Changing how we work and the technology and tools used to deliver including a new intranet platform, the migration to office 365 and the delivery of the end user device strategy;
 - Streamlining processes; and
 - Providing a more effective way of engaging with residents through the replacement of the Customer Relationship Management system which currently supports the work of the Customer Contact Centre,
- 2.2 In order to provide sufficient detail on the breadth of the programme the attached presented has been prepared, providing:
 - An overview of the strategic context of Our Transformation - where it fits and why we're doing it;
 - An overview of the five programmes which together make up Our Transformation;
 - An overview of the how we are resourcing Our Transformation; and
 - More detail on each of the programmes.

3.0 Conclusion and next steps

- 3.1 Ahead of the next update to the Committee the work on the programme will continue at pace.