

Objectives and Delivery Plan Transformation, Projects, and Digital Transforming Blaby Together



Section 1 Introduction

Woven through our corporate transformation strategy are commitments specific to Transformation, Projects and Digital (TPD), which ensure that these are embedded in all our transformation activities. This document sets out the specific TPD objectives and summarises our plan to deliver on our aspirations.

Each year we will have organisation-wide Transformation Focus Areas for each of the themes which are detailed in the [Our Plan](#) sections of this document.

Supporting this document is our internal delivery plan, which consists of specific projects and initiatives. These projects and initiatives are managed through our Corporate Project Framework and iPlan, our Business Planning System, which ensures we maintain focus on delivering our objectives and realising tangible savings for our District.

Section 2 – Transforming Blaby Together

Transforming Blaby Together is our over-arching response to the challenges that we face as a council. The world is changing around us, and we need to adapt. Customer base, demand, and expectations are evolving, and we need to become more responsive to meet their needs. At the same time, we are challenged by reduced finances.

Our vision for the **Transforming Blaby Together** is to enable the authority to adopt a culture of continuous improvement to facilitate opportunities and different ways of working to drive operational effectiveness and build in cost effective efficiencies. Delivering an exceptional customer experience and assuring customers are at the heart of everything the council does continues to be of high priority for the authority and the transformation programme

Transforming Blaby Together aligns our objectives for delivering our plans across the areas of:

- Equality, Diversity, and Inclusion (EDI)
- People and Organisational Development (POD)
- Customer Insight and Engagement (CIEE)
- Transformation, Projects, and Digital (TPD)

Centered around four key themes:



Under each of these themes we explore our aspirations for the future, consider what needs to be done (our commitment) and create delivery plans, to ensure that Blaby District is a great place to live, work and visit.

Section 3 – Customers At Our Heart

Our Aspirations

Our customers are our residents, communities, and local businesses, we place them at the heart of everything we do to ensure that Blaby District is a great place to live, work and visit.

We believe that our customers should be able to access our services with ease, irrespective of the method they choose to contact us. We recognise that our customers' expectations and preferences are changing, and that time is valuable. We are one organisation and without needing to know or understand how the Council is organised our services, information and advice should be intuitive, easy to find and navigate, up to date, and accessible.

Our Commitment

One Organisation, Working Together

- We will continually review services to ensure they are streamlined, fit for purpose and easy for the customer to understand and access.

Right First Time

- We will support and empower our teams to place the customer's needs at the heart of every interaction

Our Plan

2024 Focus Area – Right First Time – As an organisation, we will focus on resolving customer enquiries at first contact.

Action	By When
We will deliver Quick Win training to promote continuous improvement, enabling services to focus on improving the customer journey, reducing unnecessary bureaucracy and avoidable contact	Ongoing (Review Quarterly)
We will continue to introduce triage systems to ensure customer enquiries are acted upon quickly and workflow managed effectively	Ongoing (Review Quarterly)

Section 4 – Prioritise Digital

Our Aspirations

The world is changing around us, our customer demand and expectations are evolving, and we need to become more responsive to meet their needs.

We recognise the increasing demand for self-service and digital access across our district, we believe that, where it is feasible and appropriate, we should enable our customers to interact with us digitally and access services directly.

Technology moves at a fast pace, and we recognise the need for us, as a council, to remain connected with new advances in technology.

Our Commitment

Make Digital Available and Accessible

- We will aim to provide digital access to all our services where it is practical to do so, and support customers to embrace digital opportunities

Deliver Hybrid Services

- We will be innovative in our use of technology, to reduce costs, be more responsive and develop our readiness to adopt new technology

Embrace New Technologies

- We will explore the utilisation of new technology such as process automation to deliver services in more innovative and efficient ways

Our Plan

2024 Focus Area – Digital Blaby – As an organisation we will focus on increasing digital capability across our district, working with communities and businesses to break down digital barriers.

Action	By When
We continue to improve our self-service offer, implementing new digital systems to enable customers to make service requests and amend account information through our website	Apr 2025
We are transitioning to SharePoint which will enable us to start our journey into automation and free up our time to support customers	Oct 2024
We plan to explore working with community groups and parish councils to promote digital literacy across our District	Dec 2024

Section 5 – Challenge The Way We Work

Our Aspirations

Our people, as our greatest assets, are valued and committed to delivering quality services to our residents, businesses, and visitors, we recognise that ways of working have changed since 2020 and continue to learn lessons from our experience.

We understand the need to continuously review our processes to ensure they remain fit for purpose and are responsive to the needs of our customers.

We are committed to reducing the carbon footprint of our council, embedding a low carbon culture, and supporting our residents, businesses, and community to reduce their carbon emissions.

Our Commitment

Invest in Our People and Systems

- We will give our teams the transformation tools and headspace required to encourage innovation, personal wellbeing, and resilience

Efficient and Effective Processes

- We will use our new Corporate Project Framework and Business Planning System to prioritise and deliver strategic projects
- We will transform our processes to improve the customer experience and deliver cost effective services, utilising our Transformation Programme to embed a culture of continuous improvement

Net Zero Focus

- We will prioritise projects and investment which support our Net Zero ambitions
- We will proactively seek government funding opportunities to accelerate our journey to Net Zero

Our Plan

2024 Focus Area – Drive Out Duplication – As an organisation we will review our ways of working to ensure that teams are joined up and processes are efficient.

Action	By When
We have invested in a small Transformation Team to act as enablers for change. Our team will continue to work with staff to empower them to challenge ways of working and deliver process efficiencies	Apr 2026
We have implemented Project Management and Business Planning Frameworks. We will continue to use and embed these to ensure all our activities are joined up and deliver what they should when it is needed	Apr 2026
We have a renewed focus on performance data and will further develop and use management information to ensure our processes are managed efficiently	Apr 2026

Section 6 – Financial Resilience

Our Aspirations

Post-pandemic financial pressures are affecting all aspects of our work, we recognise the need to adopt a commercial approach as a means of shoring up our future financial position and provide stability for Blaby District.

We recognise the need to ensure our services continue to be affordable and are of the appropriate quality.

We need to be pro-active and outward looking so we are able take advantage of future opportunities and innovations.

Our Commitment

Commercial Approach

- We will embrace business-like thinking to seek new and innovative ways of maximising income to support service delivery
- We will embed a commercial culture and ethos, adopting the right behaviours to strengthen service provision and manage our assets

Value for Money Services

- We will ensure our core service is delivered efficiently, working with partners, and embracing digital solutions to reduce our costs
- We will identify tangible savings to support delivering actions as identified in our Medium-Term Financial Strategy

Innovation and Horizon Scanning

- We will take inspiration from those leading the way with innovation to identify new transformation opportunities

Our Plan

2024 Focus Area – Closing The Gap – As an organisation we will look for opportunities to deliver tangible savings and generate income to ensure we can continue to operate with a balanced budget.

Action	By When
We will review our services to ensure that we are delivering our statutory duties at the appropriate quality and efficiently	Ongoing (review quarterly)
We will review our non-statutory provisions to ensure we meet the needs of our communities in the most cost efficient and appropriate manner	Ongoing (review quarterly)
We will offer our expertise to residents, communities, and businesses to promote development in Blaby District, earning additional income to ensure we can retain the right level of in-house expertise	Apr 2025
We will actively engage with other authorities through the Local Government Association to ensure we maintain awareness of current thinking and engage with transformation initiatives	Apr 2025

Section 6 – Equalities Impact Assessment

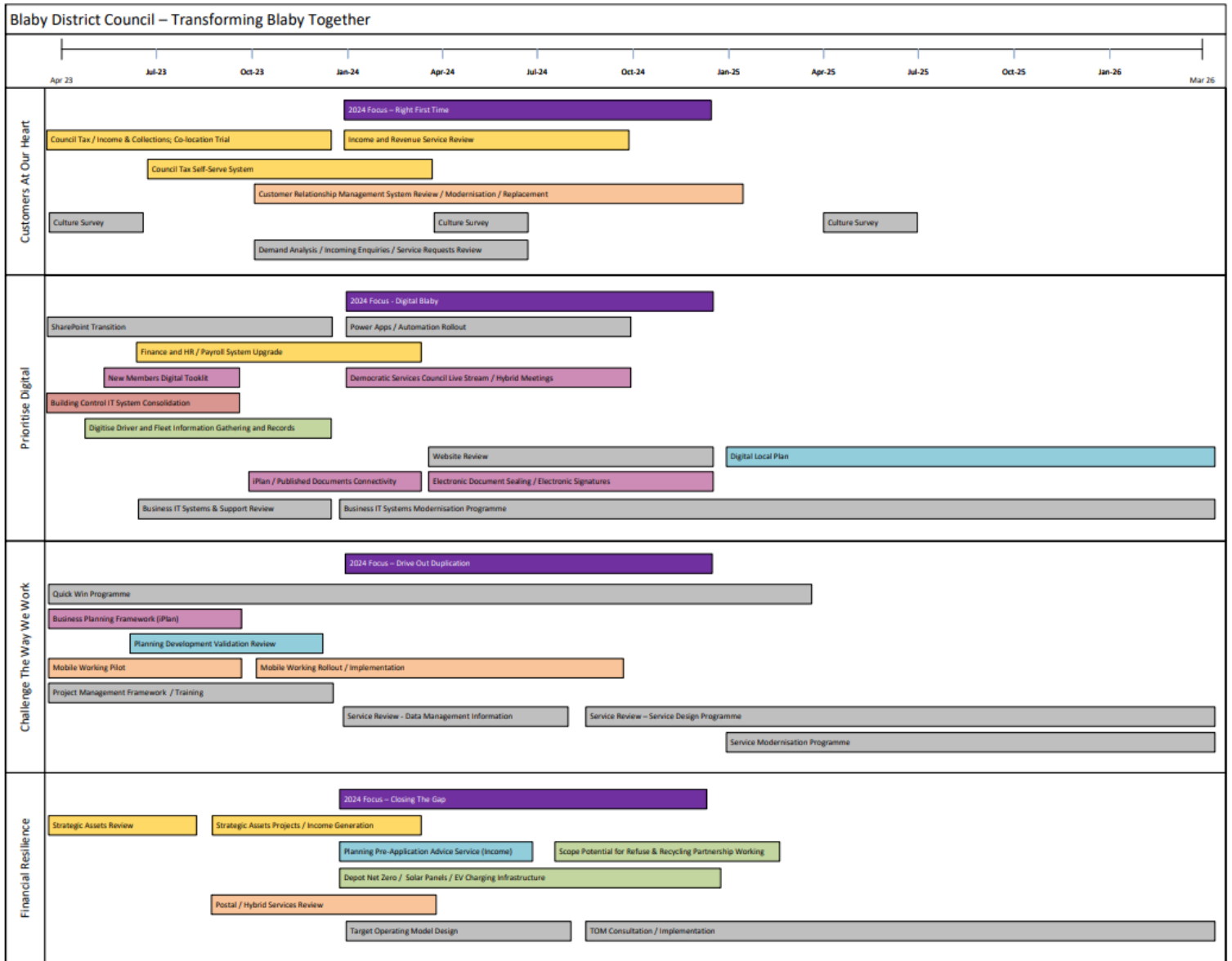
- Individual projects will be assessed with respect to Equalities Impact in line with corporate policies and processes

Section 7 – Carbon Neutral / Net Zero Benefits

- 'Net Zero' is one of the commitments cited under the 'Challenge the way we work' theme. The subsequent objectives and resulting action plans will focus on supporting the Council's ambition to be net zero by 2030, and the district net zero by 2050.
- Individual projects will be evaluated with respect to Environmental Impact in line with corporate policies and processes.

Appendices

Roadmap



Blaby District Council – **Strategy**

Objectives and Delivery Plan (Transformation, Projects and Digital) – part of the [Transforming Blaby Together](#) Strategy.

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* 'Approved by' and 'approval date' are in relation to the most recent version.

Review History			
Version*	Reviewed By (Job Title)	Review Completion Date	Brief Description of Changes (add 'no changes required' if applicable)
001		31/10/2023	New Document

*Version number remains the same if no significant changes are made upon review.

Document Definition / Approval & Review

A Blaby District Council strategy 'outlines specific plans and actions that are designed to achieve a longer term or overarching objective.'

Key published documents are approved for publication in line with the approval matrix illustrated in the Key Published Document Procedure.

Unless agreed by exception, key published documents must be reviewed at least **every 3 years** from the date of approval.

Significant updates/changes must also seek reapproval in line with the approval matrix.

Scope

This strategy applies to the work undertaken by Blaby District Council

Terms & Definitions

The following abbreviations are used within this document.

Term	Definition
CIEE	Customer Insight, Experience and Engagement
EDI	Equality, Diversity, and Inclusion
POD	People and Organisational Development
TPD	Transformation, Projects and Digital
TBT	Transforming Blaby Together