

# Business Transformation

As part of Birmingham City Councils Business Transformation Programme Capita Symonds are leading the Working for the Future, Cross Portfolio Programme to transform the environment within which Council and Public Sector Services are delivered.

## Location:

Birmingham

## Client:

Birmingham City Council &  
Service Birmingham

## Start / completion dates:

July 2007

Programme Completion  
2016

## Project construction value:

Confidential

## Services provided:

Programme Management

Strategic Estates

Consultancy

Solution Architecture

Project Management



The Strategic Property and Workplace Projects teams within Capita Symonds are providing expert consultancy services to Service Birmingham who are responsible for the overall governance and implementation of an extensive Business Transformation Programme for Birmingham City Council, the largest metropolitan district in Europe.

A significant Programme within the Business Transformation agenda is 'Working for the Future' (WFTF) which seeks to transform the Councils portfolio of properties, the working environment and practices of the Council staff, along with the way in which the estate is managed and maintained.

Our team, led by Mark Bradshaw, were commissioned in July 2007 to develop and prepare a Strategic Framework and outline, yet detailed business case for the largest single element of the property portfolio review, the Cross Portfolio Programme.

The vision for the Cross Portfolio programme is to provide by 2016, a single portfolio of highly accessible, community-based, multi-functional properties supporting a joined up approach to service delivery across the services of the Council and its strategic partners.

The programme will ultimately lead to the rationalisation of some 370+ existing service delivery premises into a significantly reduced number of strategically placed, fit for purpose Customer Service Centres occupied both by the Council and its strategic partners.

### The problem

The Council recognised the need for a significant change in the service delivery portfolio as a result of it being on the whole inefficient, unfit for purpose, high backlog maintenance liability along with the recognition that it was restricting the future potential for service transformation / improvement. The challenge would be to delivery a response to these issues whilst at the same time seeking ways to enhance the public sector service provision,

Significant work has been undertaken during the initial stages of this 9 year programme to develop innovative solutions to enhance the benefits available to the Council not only in respect of the property asset portfolio, but also in respect of Service Delivery integration with other Public Sector service providers through close working with partnering organisations such as the Primary Care Trusts, the Police and Fire Services, 3rd/Voluntary Sector.

The objective for the remainder of 2008/9 is to secure Client approval to the Strategic intent of the Programme, to maintain and develop the Council and Partners statement of future requirements in line with their respective transformation programmes and to commence a series of pathfinder projects across the City with a focus on the Yardley Constituency.



integrate further with partners and arrive at an 'affordable' solution.

### Our actions

Capita Symonds have, and continue to support the Council through the development and implementation of a Strategic Framework, outlining the intentions of the Council for the service portfolio across the city, in addition to developing business cases for a zone within the Council and also a series of in-flight projects with other partner organisations.

### The outcome

Ultimately the outcome of the Cross Portfolio programme will be the provision of a fit for purpose portfolio of highly efficient and flexible service delivery facilities enabling the integrated services provided by the Council and its partners to be delivered to the citizens of Birmingham.

Further business cases will be developed initially to facilitate the delivery of a series of in-flight projects and long term during the whole life of the programme to enable the transformation of the service delivery portfolio for the remainder of the city in line with the Strategic Framework guidance.

### Key outcomes of the Cross Portfolio Programme

- To enable the Council and its partners through co-location and integration of services to transform the approach to service delivery providing a greater, more efficient and effective service to the citizens of Birmingham.
- To improve and simplify access to public services.
- To support, align to and catalyse physical and social regeneration across the City.
- To generate a more effective and efficient use of the property asset base and stimulate opportunities for investment across all services.
- To enable the growth of true partnership working with other Public Sector Services.
- To transform the working environment for employees of the Council

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