

Orbis Performance Summary

	People		Customer		Innovation	
	Activities this quarter	Impact	Activities this quarter	Impact	Activities this quarter	Impact
Orbis Performance & Change Team	<ul style="list-style-type: none"> • A range of online courses and virtual workshops were developed and delivered to support staff and managers with the challenges associated with the rapid shift to remote working • A wider eLearning strategy in development • The Development Pool relaunched September 2020 	<ul style="list-style-type: none"> • 450 members of staff attended between April and June with consistently positive feedback received (+70 net promotor score) • There will be a suite of available resources for use by all Orbis staff which can be accessed 24/7 • Provides an opportunity for people looking to develop themselves and their career, to access activities and experiences to support their aspirations. Also provides dedicated resource 	<ul style="list-style-type: none"> • Second cohort of Developing Partnering Excellence Programme starting September 2020 	<ul style="list-style-type: none"> • The programme has been developed to equip colleagues with tools and techniques to work effectively in the complex partnership environment and to build 'Partnering' skills in order to add value and provide the best possible service to our Customers across the three Partner authorities 	<ul style="list-style-type: none"> • An online eLearning style Orbis induction has been developed accompanied by a virtual 'new starter network' and will be launched September 2020 	<ul style="list-style-type: none"> • To help new starters feel a sense of belonging to the Orbis partnership; understand the nuances of cultural differences and a way to build relationships and a peer network with people outside of their immediate team

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Business Operations (fully integrated)	<ul style="list-style-type: none"> Collaborative Transformation and Shared Services Leadership Apprenticeship programme developed and first cohort of 8 apprentices starting pilot programme in November 	<ul style="list-style-type: none"> The 18 month apprenticeship will: <ul style="list-style-type: none"> Provide the skills and opportunity to accelerate the scale and pace of Bus Ops collaborative transformation journey as a service Build a culture of collaborative working within and across the service and with partners Build in house skills that will support Bus Ops' strategic objectives Enable multi-disciplinary & multi-agency team working between organisations 	<ul style="list-style-type: none"> Programme to further develop the commercial acumen of the service and to embed a more commercial approach into the standard operating model 	<ul style="list-style-type: none"> Will allow service managers to better assess their competitive positioning and the potential for both further growth and increased profitability 	<ul style="list-style-type: none"> A pipeline of activity to deliver further opportunities to support the delivery of business plans through the deployment of well-placed and purposeful automation. Working closely with IT&D looking to expand the use of automation at the Lewes site and where possible as well as test and implement new technologies such as chatbots. 	<ul style="list-style-type: none"> Will support the delivery of business plans through the deployment of well-placed and purposeful automation. To aid enhancement of self-service offerings
Finance (partially integrated)	<ul style="list-style-type: none"> Apprenticeships and professional development programmes continuing 	<ul style="list-style-type: none"> Effectively supporting our 'grow our own' strategy to supplement our usual recruitment methods and to ensure staff development needs are being met 	<ul style="list-style-type: none"> Assessing the resource and skill requirements needed to be able to appropriately support customers with their reset and recovery plans – the ask from customers is different and that therefore requires a different way of thinking. 	<ul style="list-style-type: none"> Will ensure customers are able to successfully be supported in terms of the Financial advice required to deliver their reset and recovery plans and reshaping of their service offer 	<ul style="list-style-type: none"> Chatbot in development stages working in partnership with HROD and IT&D 	<ul style="list-style-type: none"> Will enable customers to have access to advice from Finance outside of "normal" office hours

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HROD (partially integrated)	<ul style="list-style-type: none"> Virtual investigation skills training programme rolled out to integrated HR Advisory team and other members of wider HROD service 	<ul style="list-style-type: none"> Achieves a consistent quality standard and approach to a core part of the HR Advisory offer 	<ul style="list-style-type: none"> Review of the People Promise at BHCC and the People Strategy at ESCC in response to changes to the way staff are working in the short and longer term An enhanced customer offer including updated templates and approach to investigations Procuring new Occupational Health and Employee Assistance Programme across all three partners Dedicated Business Partner resource assigned to support the Adult Social Care and Health transformation programmes in both authorities 	<ul style="list-style-type: none"> These strategies are essential to ensuring that HROD initiatives and approaches are aligned to needs of the business Offer across the partnership is consistent and utilises best practice learning between the organisations which means customers receive the benefit of wider expertise Will enhance the wellbeing offer to include a virtual element Large scale transformation to enable new ways of working will be able to be supported and successfully delivered without impact to BAU 	<ul style="list-style-type: none"> Proof of concept chatbot in development with IT&D with the learning being used to inform similar works in Finance 	<ul style="list-style-type: none"> Important step in encouraging more user independence and driving channel shift away from high volumes of telephone calls. Also provides customers with a resource to gain HR advice on a 24/7 basis which is important given the large number of customers who do not work normal office hours and who are further reviewing their service offer in response to Coronavirus.

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Internal Audit (CoE)	<ul style="list-style-type: none"> Successfully appointed five new staff at entry level, with a focus on training and development to effectively 'grow our own' with support for appropriate professional development, including utilising apprenticeship schemes. 	<ul style="list-style-type: none"> Has successfully addressed the historic challenge of recruiting suitably skilled and experienced staff at the Senior/Principal Auditor level and therefore reduced the cost associated with supplementing internal resource with external contractors. 	<ul style="list-style-type: none"> Identified the most important changes rapidly made by services in response to Coronavirus and associated lockdown/social distancing measures in terms of those most likely to undermine, weaken or expose the organisations to new risk and provided advice to management including the production of an updated fraud risk assessment specifically in relation to Coronavirus 	<ul style="list-style-type: none"> Ensured, as far as possible, an appropriate internal control environment is being maintained in all partner councils. 	<ul style="list-style-type: none"> Started to develop a programme for delivering assurance over key financial systems through use of data analytics, utilising entire data populations. 	<ul style="list-style-type: none"> Will ensure that each partner's internal audit plan 2020/21 is able to be completed in a Covid secure environment and is not unduly affected by social distancing measures or remote working.
IT&D (fully integrated)	<ul style="list-style-type: none"> Schools ICT Customer Experience and Business Systems teams have achieved accreditation to support the scholarpack IT system IT&D wide staff surveys and engagements have taken place to reflect upon the last 6 months of largely remote working and start developing plans for future ways of working 	<ul style="list-style-type: none"> Opens up avenues for Schools ICT Services to offer support to schools who are looking to change their MIS provider and therefore remaining highly attractive within the competitive schools IT market. Results will be combined with insights from earlier polls and used to shape a renewed vision of service agility for IT&D and to further inform corporate plans such as space planning. 	<ul style="list-style-type: none"> IT infrastructure work underway at Woodhatch in Reigate to get it fully operational within a demanding timescale Device refresh programme resumed post Covid to enable replacement of Windows 7 and Windows 8 devices 	<ul style="list-style-type: none"> To enable Woodhatch to become the new civic heart for SCC Vital that staff have the right tools to help them work efficiently in increasingly flexible ways 	<ul style="list-style-type: none"> In response to sudden and dramatic change to ways of working, IT&D rolled out new method of connecting remotely to the BHCC network called 'Always on VPN' to over 2,600 windows 10 devices 	<ul style="list-style-type: none"> Allowed the business to lift the restriction on connecting via DirectAccess that were put in place in March. Colleagues from all business areas can now connect to the corporate network from any location without limitation. Number of Orbis build Windows 10 devices that have reliance on DirectAccess is zero.

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Procurement (fully integrated)	<ul style="list-style-type: none"> • Futures Board: People has mobilised, tasked developing people and talent initiatives • Collated training schedule for procurement staff • Purchased “Achiever” licence 	<ul style="list-style-type: none"> • Enhanced engagement from team around staff development and modernisation programme • Ability to better identify resource pressures • Provision of capacity to move online with contract management training offering 	<ul style="list-style-type: none"> • DC intro meetings – understanding scope • Futures Board: Perception mobilised, tasked with looking at the customer journey • 2 new customer additions: Provision of resource to delivery certain aspects of procurement into Lewes District and Eastbourne Borough councils, and engaging with Tandridge to support a full analysis of their workload with a view to provide further support in the future 	<ul style="list-style-type: none"> • Enhancement of customer feedback at Director level • Additional resource devoted to enhancing the customer journey • Retained a member of staff who would otherwise have left • Delivering on our growth ambitions and testing technology solution with minimal resource 	<ul style="list-style-type: none"> • Further development of plans on path to Procurement 2.0 • Work commenced on the project and MI tracker for procurement • Futures Board: Modernisation mobilised, tasked with assisting SLT with development of the modernisation programme 	<ul style="list-style-type: none"> • Enhancing ability to communicate with team on the ambition for the service • Opportunities to fully utilise existing software and introduce automation with support from IT&D

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