



Productivity Plan

BCP Council

Bournemouth, Christchurch and Poole

July 2024

bcpcouncil.gov.uk





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Introduction

In April 2024 the government wrote to councils outlining requirements of productivity plans, as part of a review of productivity across public services.

Productivity is about being responsible with our limited resources, transforming and streamlining services, creating centres of expertise to be at the forefront of best practice, being innovative and digitally-led to create efficiencies, monitoring our performance and benchmarking ourselves against others. In doing this we can continue to deliver vital statutory services, improve outcomes for our people, communities, place and environment and provide value for money for our residents. This plan explains how we are doing this, led by the criteria set out by government.

This productivity plan demonstrates our approach of being an open, transparent and accountable council, putting our people at the heart of our services. A guiding principle in achieving our shared vision for Bournemouth, Christchurch and Poole. It provides a strategic overview of a number of projects and programmes. More information is detailed within our strategies, plans and policies.

→ [A shared vision for Bournemouth, Christchurch and Poole](#)

→ [BCP Council strategies, plans and policies](#)



Our transformation journey

Background

BCP Council is the tenth largest urban local authority, the thirteenth largest unitary council by population and the largest urban authority without an upper tier of combined or regional governance above it.

Over 400,000 people reside across our three coastal towns of Bournemouth, Christchurch and Poole, home to some of the most affluent and some of the most deprived areas in the country.

When BCP Council was formed on 1 April 2019, it was the result of the most complex local government reorganisation seen in the country for over forty years, bringing together district and county level services, each from three different sources, across four preceding councils. It was an opportunity to transform public services, remove duplication and inefficiencies and leverage economies of scale.

Not all the preceding councils supported the decision and so there were delays in decision-making, with the resulting restructure being completed in ten months from the final statutory instrument being laid, a year faster than other local government reorganisations.

We appointed KPMG as a Strategic implementation Partner for the transformation programme in 2019 and worked with them to develop and implement a new council-wide operating model, along with new platforms for Customer Relationship Management (CRM), Enterprise Resource Planning (ERP) and a new data platform. This has enabled us to create the fundamentals of a more connected, less siloed and more financially sustainable organisation and provides the foundations for further transformation in future years to deliver new efficiencies and productivity gains.



We have worked relentlessly to overcome challenges, from the covid-19 pandemic, which occurred less than a year into our new council forming, to responding to increasing demand on services, inflationary cost pressures and reestablishing a financial baseline after political aspirations in a complex political environment led to a depletion of reserves.

The journey has not been a smooth one by any means, but we have remained committed to our goals and aspirations of being the most digital and insight-driven local authority in the UK. We have utilised regional and national peer networks, to continue to improve and deliver better services for our residents. As part of this we have embraced peer challenge and acted as catalysts in the sector. Our local system transformations have been used to build regional equivalents, from our integrated neighbourhoods to creating family hubs.

In a time of unprecedented economic challenge and increasing demand for public services and interventions, we have established a balanced budget plan for the next four years; achieved through making tough decisions, some service cuts and a council-wide voluntary redundancy scheme.

All of this contributes to our ability to achieve our vision, of **a place where people, nature, coast and towns come together in sustainable safe and healthy communities**, through our key objectives of focusing on our place and environment and our people and communities and ensuring that we are an open, transparent and accountable council, putting our people at the heart of our services.



Transformation programme

Our transformation programme has been the main vehicle for driving organisational productivity and improvement, creating capacity, realising savings, improving service delivery and making more effective use of data. It is supported by cross-party councillor oversight and leadership as well as an officer Transformation Board which monitors progress with implementation and delivery. This has been supplemented by service-specific improvement boards in Planning, Children's Services, SEND and Adult Social Care.

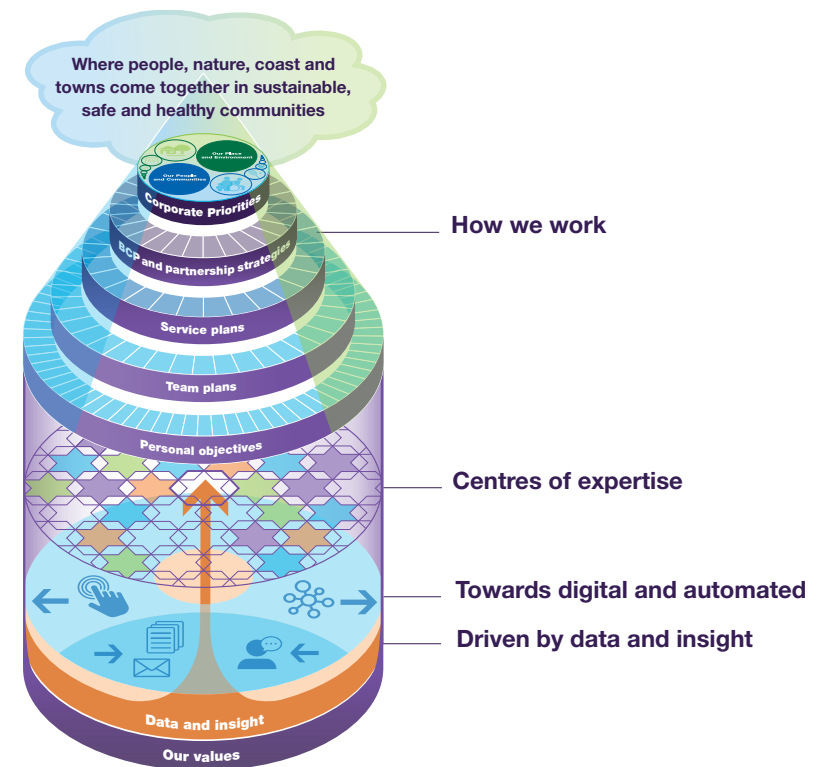
As of 31 March 2025, after a total one-off estimated investment of £50 million in the transformation programme, the council will have made net revenue savings of £38.7 million with ongoing net annual savings of around £25 million per annum every year after that.

Significant progress has been made through the three main elements of the transformation programme:

- 1 Organisational design** – including the implementation of a new council-wide operating model, enabled by three new enterprise technology platforms (CRM, ERP and data platform)
- 2 Where and how we work** - including modernisation of office accommodation at the main Civic Centre, rationalisation of legacy estate closing down many other offices, and wide-ranging deployment of Microsoft 365 to enable flexible working
- 3 Supporting our colleagues** – working to harmonise Pay and Reward from the preceding councils, implementing a new values and behaviours framework and new Talent Acquisition and Wellbeing strategies, and performance management frameworks as well as underpinning the savings required by the Medium-Term Financial Plan.

We have implemented a new operating model, built on the foundations of our organisational values and behaviours because we recognise that a positive workplace culture where colleagues feel proud to work for BCP Council, is key to our success and long-term productivity gains.

Operating model



Future transformation and improvement programmes

As we develop productivity further within the council, we have a number of programmes running across the organisation. These include implementing:

- Our new corporate strategy -
A shared vision for Bournemouth, Christchurch and Poole
- Adult Social Care Services Transformation programme
- Children's Services Transformation programme
- Children's Social Care and SEND Improvement programmes
- Libraries Strategy to provide a comprehensive and efficient library service

More information is detailed in the subsequent sections and within our strategies, plans and policies.

Fundamentally we have built an organisation that can continue to evolve rapidly, beyond the formal transformation programme, working with contemporary technologies to drive efficiency and productivity gains throughout our services and operations, maximising the value of the money we spend and the resources we bring to improve the lives of our local communities and achieve our vision and ambitions.

➔ [A shared vision for Bournemouth, Christchurch and Poole](#)

➔ [BCP Council strategies, plans and policies](#)



Enhancing productivity

Insight and data-driven productivity

Data and analytics technology skills and capabilities are being used to automate previously manual paper-based processes, connect data sets and move to real-time, self-service reporting for improved service planning and delivery and subsequent productivity. A case study example is available at appendix 1 of how technology is being used to improve the delivery of family outcomes. Another example is where we are integrating in-cab technology software across frontline operations including waste, cleansing and highways services to improve our speed of response and the ability of our customers to access rapid and responsive services.

We have delivered a new digital front door via our new **Customer Relationship Management System** (Microsoft Dynamics CE). This is live, currently as a Minimum Viable Product (MVP), but due to be expanded. The initial new customer journeys have been launched successfully, with work scheduled to deliver the remaining functionality and complete the transition to the new platform.



Once completed this will deliver a simplified customer experience, efficiencies and associated savings. The next phase will be to deliver further enhancements via links to our new integrated data platform.

Our new **Finance and Operations System** has already driven a change in the relationship between service and budget managers and the central support teams, developing greater financial awareness amongst managers and placing direct accountability onto our service providers to manage spend. Greater visibility and transparency for budget planning will enable further efficiencies to be identified and more effective performance monitoring. The new system has already helped councillors to make informed decisions about budget savings and to monitor strategic delivery.

New HR dashboards provide staff and managers with real-time organisational structures, reporting lines, absence levels, and head count. Data quality management, particularly concerning HR data, is a continuous process due to ongoing organisational change and these dashboards are helping us to ensure that data is effectively maintained. Moving forward, we are looking to establish a programme of work around information and data management at an organisational level, to drive departmental data quality and ensure that we are capturing the content we need to support required analysis and modelling. This remains an area that offers much opportunity for us.





Microsoft Power Apps are being used to develop automated solutions and remove complex manual processes in various areas across the organisation. This is helping to save time and effort for staff, examples of which are available in appendix 2.

We have developed a **corporate performance dashboard** where staff, councillors and residents can view key performance indicators and high-level progress updates against each of our corporate priorities and ambitions, as well as the capability of viewing the data through different lenses. This includes a productivity view. Future development phases will see integration with service plan performance. This will improve transparency, accountability and data and insight-driven decision-making.

Dashboards are also key in commissioning and procurement, where we are developing them to make it easier and quicker to assess provision needs and evaluate potential risks of new contracts and models.

In addition to this we have an **AI workstream**, made up of enthusiastic and innovative test users from across the organisation to identify and embed opportunities to improve service efficiencies



and prepare the organisation for the roll out of **Microsoft Copilot**. We are already seeing how Copilot will secure greater efficiency and reduce the cost of providing our services. We are also exploring how AI and natural language models could help us to manage demand more efficiently through our Customer Services function.

We would like to look at better ways of managing and sharing data with partners, moving away from siloed data and creating data hubs, particularly where it can help with productivity and early intervention. This requires investment in technology and people. We must remain focused on the next phase of the **Digital Strategy**, driving organisational understanding and data quality. Additionally, funding the Data and Analytics team to enable us to retain critical highly skilled resource and recruit against our pipeline of activity within a competitive market to deliver the tangible benefits we will realise from this investment, both material and social.

This leading use of technological solutions is creating an environment where excellence is expected and where data is at the heart of decision-making, leading to better decisions being taken with more open accountability. This will help to drive efficiency and make BCP Council an attractive employer.

Amplifying efficiencies in service delivery

We continue to redesign our services to create flatter structures with appropriate areas of scope, reducing duplication and inefficiencies and leveraging economies of scale, with a focus on statutory and core services. We also continue to leverage the benefits of our transformation programme to measure and improve our outcomes.

We are currently developing a new service delivery model for our **Children's Services**, 'Strengthening Families, Supporting Communities', to meet strategic and operational requirements to improve service delivery, as well as achieving financial efficiencies and savings. This uses an established model based on research and best practice from high performing authorities, building in system resilience. The new model will continue our improvement journey to deliver better services to children and young people at reduced cost, localising and streamlining delivery and embedding an early intervention culture to reduce demands on statutory social care services.

Improving our Children's Services has been our priority following disappointing "Inadequate" ratings by Ofsted in 2021 for **Children's Social Care** and also **Education SEND Services**. We have worked hard to meet key milestones in our improvement plans, stabilising our services and staffing, employing more permanent colleagues and focusing on service quality to meet needs in a timely way. Progress so far has been encouraging and evidenced through our performance data, quality assurance activities, Ofsted monitoring visits and the feedback from children, young people and their families.

We have transformed our **Early Help Services** by designing, creating and implementing an automated IT system that enables staff to record the 'Supported Troubled Families Single Framework Outcomes' for every child, providing evidence of the impact of our work for children and their families. This data can then be used to better understand the needs and demands in our local area, helping the council to focus spend on the right services for the best outcomes for children.

We have also just finished consulting on a proposal which could save the council £1.1 million across different sections of the early help service whilst maintaining a high quality of service in the community. We are collating responses to understand from our communities how best to take this forward. A key aspect of the proposal is using a one-off family hub transformation grant from government to develop our family hubs and early help offer, working alongside health partner services to create efficient 'one-stop-shops' for families to get the right help at the right time, delivered in the heart of local communities and with a virtual offering.





Our **Adult Social Care Services** are also being reconfigured to provide more effective statutory services, including improvements to our contact centre to ensure we understand people's strengths and empower them, using a preventative social work approach. This includes working closely with partners on early prevention for key health and wellness issues and offer community-based support, providing better outcomes for individuals as well as reducing need for longer term services. For example, we are working with LiveWell Dorset, offering free health checks across the county to pick up preventable cases of hypertension and other risk factors which can lead to cardiovascular disease, advising and supporting lifestyle changes, which prevents pressure and demand on services later down the line.

We have also taken bold steps to change how we deliver **Public Health Services**, separating from the shared service agreement with Dorset Council, to realise opportunities to better discharge our public health functions and have a greater impact for residents. Public Health is a core function of the council and has a wide range of positive effects on our communities and these new arrangements will help to fully integrate the service and deliver better outcomes.

Housing Services have also had improvements, with BCP Homes created on the 1 July 2022 replacing two separate organisations. Savings were made through the implementation of a single senior management structure and rationalising office space. Having one organisation has enabled consistent service delivery across all of the council's housing stock and a consistent service for council



tenants. It has also made the council more financially resilient to responding to regulatory changes and demands. In addition, having one single team helps us support the council's approach to reducing homelessness. We continue to work towards procuring a single housing management IT system and aligning charges to tenants and leaseholders.

Increasing staff productivity

We have workstreams underpinning our **People and Culture Strategy**, to create an environment where colleagues feel proud to work for BCP Council and enjoy their time at work. We are encouraging a sustainable work life balance with wellbeing and healthy practices, implementing transparent and fair pay and reward frameworks to ensure colleagues feel valued and want to excel in the services we provide to our customers.

We have also launched a new **corporate strategy**, establishing a single set of key priorities and ambitions for our people and places, setting a clear strategic direction for our organisation and partnerships whilst ensuring our ambitions are aligned with our resources.

Alongside this, we have launched a new **Performance Management Framework**, embedding a golden thread through individual, team and service objectives up to our corporate priorities and ambitions. As part of this we have introduced minimum requirements for annual incremental progression. Staff will also soon benefit from an enhanced rewards offer as we have made improvements to our benefits package as part of the consolidation and alignment of our terms and conditions and new pay structure.

Our recognition scheme, **Our Stars** (see appendix 2), underpins our values and behaviours and colleagues are recognised and rewarded for role modelling these. Staff receive in the moment feedback on their performance and this package of measures will help us value and encourage high performance and productivity at individual and team levels.

Our values



We treat everyone with **respect**



We are **passionate** about our communities



We have **integrity**



We embrace **innovation**



We take **pride** in what we do

Furthermore, services have been restructured including our executive leadership team, to enhance the delivery of our operating model. We have brought together similar roles from across the organisation into new **Centres of Expertise (CoE)**, including the creation of a new Data and Analytics function. These teams share knowledge and best practice across the organisation, improving the quality and effectiveness of services and ensuring our policies and operating frameworks are aligned to national drivers.



Utilising partnerships

We recognise the importance of aligning our partnership goals, aspirations and values with our resident's needs and so our key partners were engaged in the development of our shared vision for Bournemouth, Christchurch and Poole.



We seek opportunities to strengthen our partnerships, in particular place-based and multi-agency approaches such as through the **Integrated Care Partnership**, as well as the Community and Voluntary Sector. We value expertise outside of the council to work together to achieve common goals more effectively as well as delivering integrated and cost-effective services, share best practice, and work together to access external funding.

An example of this is the nationally recognised **BCP Access to Food Partnership** (A2FP) which works with over 300 individuals from more than 150 organisations, supported by over 1,400 volunteers, all working to address food insecurity locally. Early intervention stems the flow and reduces the need for greater resources further down the line. The partnership includes a breadth of knowledge, skills and experience from across the Integrated Care System, local businesses, Community and Voluntary Sector groups and organisations. The partnership uses strengths-based approaches to build food skills and confidence across BCP communities. This includes developing the skills and access to grow and cook food, so people can feed themselves and their family's nutritious

food. The A2FP is also a critical trusted social and connection point, linking people with timely additional support, such as money management and debt advice, as well as other services and information.

Another example of this is our cutting-edge is the partnership work in delivering our cutting edge **Green Infrastructure Strategy**, with collaborative cross-sector work to: increase health and wellbeing outcomes for our communities and visitors, thereby reducing pressures on health and social services; reverse biodiversity loss and nature recovery; strengthen the resilience of people, places and nature to a changing climate; and support high quality placemaking.



Empowering communities

People and communities are a priority in our shared vision for Bournemouth, Christchurch and Poole. We want everyone to lead a fulfilled life, maximising opportunities for all. As part of this we are adopting a council-wide strengths-based approach for engaging and empowering our communities to make decisions, take local action and enable community ownership. We are actively encouraging a culture of working that seeks out those whose voices are seldom heard in decision-making processes, encouraging the formation of strong and strengthened trusting relationships. We are exploring different models and looking at ways of building on

existing examples of best practice in working with our communities. We are also working closely with partners in the Community and Voluntary Sector to remove barriers for them to excel, valuing the wraparound services they provide for our communities and ensuring they have a voice at the table as part of the wider development of the Integrated Care System.



Pragmatic financial approach

We continue to work closely with our cabinet members to maintain our balanced budget position, ensuring our ambitions align with our limited resources in a challenging financial environment and that we are not wasteful with our minimal reserves. We have implemented spending controls alongside careful corporate communication. The organisation is focused on providing statutory and core services, with service provision beyond this operating on a cost-neutral basis. We have also been reducing the use of agency staff.

We are rationalising our civic estate by selling unused or underused assets, investing in energy saving and carbon reduction initiatives and plan to use capital funding more flexibly and sustainably. Part of our transformation journey included moving to one civic building, through an invest-to-save approach.

Further, we have implemented a new digital finance and operations system in the last twelve months, allowing managers to oversee their budgets and staff more efficiently.

Challenges and how government could help

In a nutshell, we need certainty of our long-term funding to support long-term strategic planning. This needs to be underpinned by stability in policy, legislation and direction to enhance productivity.

The high needs funding system is at the forefront of our challenges. We need a radical new approach from government to enable local areas to meet the needs of children with SEND. It is the single biggest issue we face in maintaining our balanced budget.

Central government have made several U-turns on net zero policy, resulting in a dilution of national commitments and funding potential which has resulted in additional pressures on local authorities to meet 2030 targets. Steadfast commitments are needed.

Social care and housing management and delivery are other vital areas that need long-term funding and stability in legislation, to offset the pressure of high local housing costs and extra care housing needs.

We have struggled, like many other councils, with the increased costs to providers, increased demand to our services, key staff shortages and profiteering by providers. Government can help by managing or capping the profiteering of providers in areas such as children's placements.

Across a number of key delivery areas, we rely on bidding for funding, which is resource-intensive, and the inconsistent and complex reporting processes hinder productivity. For example there is a lot of time-intensive audit reporting we have to do as part of the transforming cities fund which hampers progress.

Central funding also does not recognise the true demand and when it comes to funding criteria, we often lose out as changing demographics or smaller geographical high-need areas are not acknowledged. We also have limited bidding opportunities in areas like our Children's Services, due to our Ofsted ratings, where government does not recognise the cost of failure and the financial support needed to make improvements.

Government can help us overcome these challenges in several ways; by offering capital funding to support invest-to-save initiatives, intervening on high public sector borrowing rates, providing better income funding certainty, reviewing funding criteria and streamlining reporting processes.

Capital spending is helpful to assist in transforming existing services, but ongoing and maintenance costs need to be included. We have faced barriers in consolidating legacy systems due to ongoing transformation costs. Government can support by factoring in these extra costs and funding innovation pilots.

Additionally, government should help with committing long-term funding for training and development where there are national skill shortages, such as social workers, teachers, regulatory and health professionals.



There also needs to be greater recognition and funding for the role that non-statutory functions play in intervening early in order to stem the flow and reduce the need for greater resources further down the line.

We need clearer, concise messaging from central government departments, ensuring that departments work together so there is more equitable statutory scrutiny across service areas. This would provide a clearer strategic direction and aid regulatory accountability for the delivery of services.

Ending lengthy consultation and reporting periods would put a stop to legislative uncertainty which delays resource-heavy implementation of legislative changes.

We need greater transparency and honesty about what local government can and cannot do. Power is centralised in a number of policy areas including setting council tax and parking penalty charging notices. Blanket policy approaches do not recognise local pressures or disparities.

We fully support the priorities and opportunities outlined in the LGA's [Local Government White Paper](#) as a necessary step change for local and central government.



Monitoring productivity

Further to the work already undertaken within services, we will monitor productivity as part of our corporate performance and budget monitoring processes, drawing on key measures to assess progress, reflecting on resources available, factors impacting staff productivity, delivering value for money for residents and areas where service efficiencies have been made. This is set out in the table below.

		Measure	Source
Finances	Core Spending Power	Total core spending power per dwelling	LA Data Explorer
	Level of financial reserves	Non-ringfenced reserves as percentage of net revenue expenditure	
		Non-ringfenced reserves as percentage of service spend	
	Debt	Debt servicing as percentage of core spending power	
		Total debt as percentage of core spending power	
	Income generation	Council tax revenue per dwelling	
		Council tax collection rates (in year)	
		Level of band D council tax rates	
		Non-domestic rates collection rates (in year)	
	Proportion spent on social care	Social care spend as percentage of core spending power	
Staff	Factors impacting productivity	Staff sickness rates	People and Culture
		Staff turnover rate	
Resident satisfaction	Value for money	Percentage of residents who think BCP Council provides value for money	Resident's Survey
		Percentage of residents who are satisfied with the way BCP Council runs things	
		Percentage of residents who are satisfied with their local area as a place to live	
Service efficiencies	Technology	Proportion of interactions from online platforms	Corporate Performance Measures
	Adults	Number of people with a learning or mental health disability living independently	
	Children and young people	Percentage of children and young people stepped down from Early Help (targeted support) with no re-referral within 12 months	
	Economy	Number of jobs created and/or safeguarded through government and/or other external funding	

Appendix 1 Supporting families case study

The Department of Levelling Up Housing and Communities (DLUHC) set BCP Council a target of claiming 564 successful family outcomes (April 2023 -March 2024).

Where were we?

- Monthly manual data collation across a range of 17 defined outcomes for DLUHC Phase 3
- Data cleansed, analysed and validated manually
- Data correlated into Outcome Report in Excel to provide holistic overview of family outcomes

Where are we now?

- Collaborative effort to combine automated and manual work to identify families risk indicators
- Monitor progress across an increased range of 34 defined outcomes
- Making best use of new technology in line with BCP Council's transformation programme
- Produce outcome analysis for approximately 1,600 families for DLUHC Phase 3

Key figures

(See PBI Performance report for more detail)

- To date (2023-2024), we have achieved 95% of our Payment by Result target (514 claims)
- Equates to £411,200 of outcome payments, which support existing council programmes
- Q4 target to claim for a further 50 families and secure additional income

“Once automation is optimised, reducing manual processing, more time can support evidence collection to demonstrate impact on outcomes and value for money across the early help partnership system. Assisting in prioritising commissioning and service delivery.”

Pippa Emmerson, Service Manager –
Targeted Support and Safeguarding

Data and Analytics (D&A) Team

- Working with children's services to further enhance and automate elements of the model, in addition to using new tools like Power BI to supplement remaining manual processes
- Automated cleansing and analysis of Education, Keeping Children Safe and Secure Housing data in Azure Lake, Semarchy & Azure Synapse
- Developed management dashboards in Power BI to visualise and track progress of Supporting Families (SF) Performance
- SF Eligibility Report and Outcome Report can assist in three key headline criteria - Education, Keeping Children Safe and Secure Housing - to aid monthly risk and outcome analysis.

Appendix 2 Microsoft Power Apps

Why Power Apps and why developing low-code apps?

Modernise, automate and innovate faster apps to eliminate inefficiencies and solve complex business challenges.

Microsoft Power Apps uses an easy-to-understand interface with drag-and-drop simplicity and quick deployment.

It enables users to:

- develop and launch low-code apps using in-built templates;
- access a host of advanced development functionalities – previously available to professional developers only;
- use both canvas and model-driven scenarios to build apps specific to certain roles and tasks;
- generate immersive applications, which are tailor-made to solve individual business problems and can run on any device;
- develop low-code websites for external users by integrating Power BI reports and dashboards;
- extend Power Apps with more than 200 connectors – especially useful for professional developers.

Power Apps combines less coding with automated testing.

It leads to decreased costs for the authority in the long run because less coding means more apps can be developed in a shorter span of time and with low-code development, basic and quick apps like a visitor management app can be built by business users themselves. Whilst more advanced apps involving complex processes can be built by professional developers – but in a much shorter time and with reduced costs.

Power platform @BCP Council overview

App	Status	Access	Author	Audience
Facilities Management Request App (example attached)	Live	Power Apps Portal & MS Teams	IT Development	Corporate
Mailroom Delivery/Tracking App	Live	Mobile phone	IT Development	Mail Room
Parcel Tracking App	Live	Mobile phone	Business user	Mail Room
BCP Our Stars (example attached)	Live	Power Apps Portal & MS Teams	IT Development	Corporate
Fire Incident Reporting Form (app)	Live	Power Apps Portal & MS Teams	IT Development	Corporate
Absence from school unlawful	Live	Power Apps Portal	IT Development	Public
BCP Signage App	Live	Power Apps Portal & mobile phone	IT GIS	Environment
BCP Audit system	Live	Power Apps Portal	Business user	Audit
BCP Risk Register	Live	Power Apps Portal	IT Development	Corporate
BCP Enterprise Application Repository	Live	Power Apps Portal & MS Teams	IT Development	IT Services
BCP Decision Impact Assessment tool (DIA)	Live	Power Apps Portal & MS Teams	IT Development	Corporate
BCP Fair Access Panel-Portal	Live	Power Apps Portal (public facing)	IT Development	Public
Breach App	In development	Power Apps Portal & MS Teams	IT Development	Corporate
BCP User Lifecycle Management	In development	Power Apps Portal	IT Infrastructure	IT/HR
BCP RFI Tracker	Gathering requirements	Power Apps Portal	IT Development	Corporate

Future plans include:

BCP intranet ChatBot supporting HR functions, Fly Tipping mobile app, Power Apps as part of the new Microsoft Dynamics CE implementation

Example: Facilities Management Request App

Purpose

Centralising all Facilities Management service offerings from one centralised, corporate application.

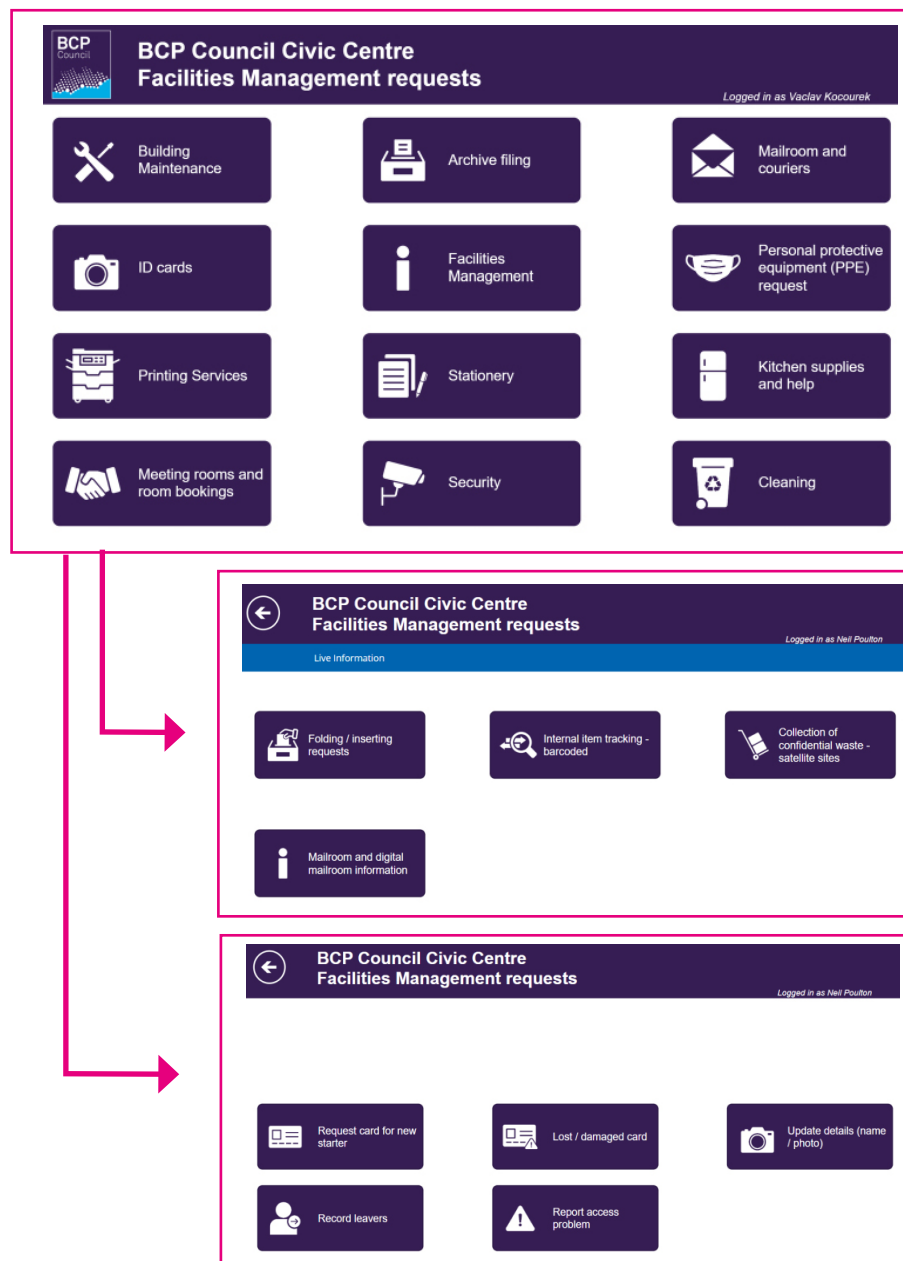
Overview

Corporate Power App to enable officers to report and raise various service requests/issues to Facilities Management teams. e.g., Building Maintenance Issues, ID cards, Printing Services, Meeting Room Bookings, Archive Filing, Stationary Orders, Report Building issues, Security, Mailroom and Couriers, PPE Requests, Kitchen Supplies, Cleansing issues and requesting Confidential Waste bags.

Functionality

Digital transformation from paper forms, emails and SharePoint sites to a dedicated Microsoft Teams applications available to all BCP employees.

Functionality includes ability to report/request services/issues online including ability for officers to take photo for Staff ID Cards from their works device, include data entry forms and workflows to send emails/ MS Team messages to key officers to action.



Technology

- Electronic Forms
- Ability to take photo from web cam or mobile phone
- Ability to uploads images
- SharePoint Data Repository
- Linked to BCP Azure AD

Author

IT Development Team

Maintenance

IT Development Team

Tech Stack

Microsoft Power App available in MS Teams

Status

Live

Example: BCP Our Stars

Purpose

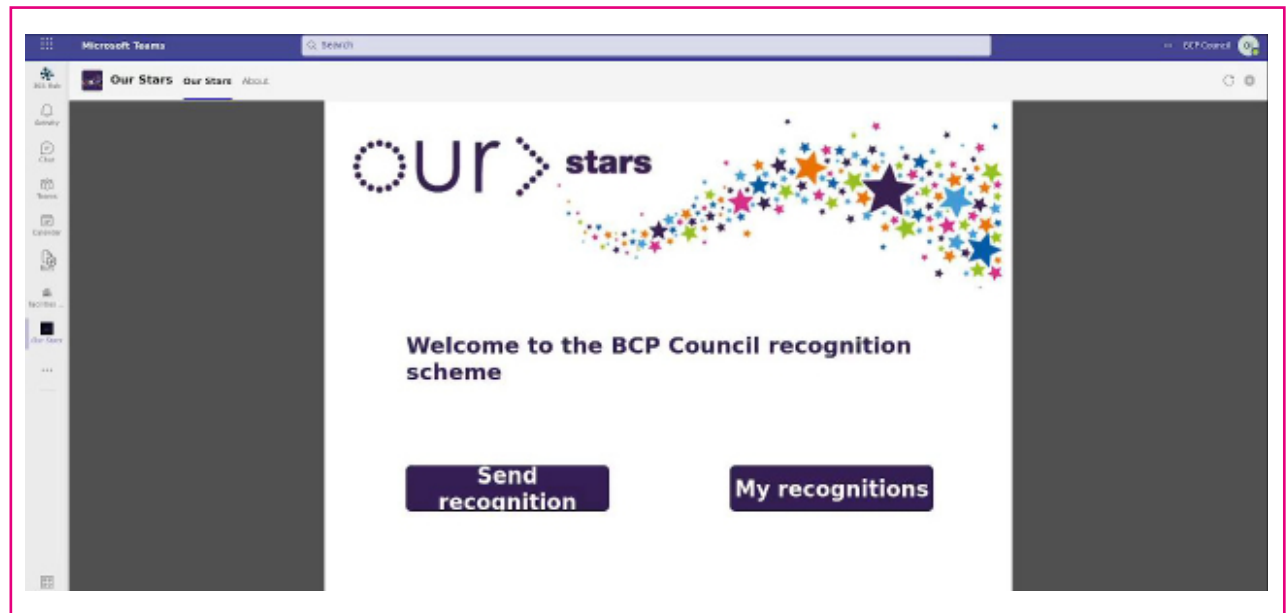
Online recognition scheme for officers/managers to nominate colleagues/teams/project groups according to BCP Council Values and Behaviours.

Overview

Staff recognitions scheme for officers/managers to nominate colleagues/teams according to BCP Council Core Values and Behaviors. Officers/groups get notification of nomination with a message including their managers. Quarterly report submitted to Executive Directors to review and nominate those exceptional behaviors for a personal response.

Functionality

Form to enable officers to nominate fellow colleagues for an our star award, nomination outcome sent to individual/group in addition to informing the individuals line manager. Quarterly report provides HR and the Executive Team with dashboards of those Our Star recognitions which meet specific criteria for further review/commendation.



Technology

- PowerBI Reports for quarterly reports
- Electronic form
- Linked to BCP Azure AD
- SharePoint data repository
- Email prompt automation of nominations to individuals and line managers
- Utilises Workflows
- Back end administration console for management by HR

Author

IT Development Team

Maintenance

IT Development Team

Tech Stack

Microsoft Power App available in MS Teams

Status

Live