

**SB Cares Business Transformation Programme**

**Appendix 1**

Project	Project Description	Overall RAG Status	Reason For Status	Updated Savings Target 17/18	Investment Required	Executive	Progress to date	Key next steps	Notable Risk
<b>BAES Sales</b>	Maximise income from direct sales of equipment	Amber	Dependent on effective marketing plan, delays to promotion of this service result in challenge in achieving efficiencies	£0	£5,000	Lynn Mirley	SBC not supporting direct contact to clients not eligible to receive funded equipment. SBC have agreed full time placement of OT in BAES but , this is not in place due to NHS led delays on split role. Significant delay from CGI on delivering new website (outstanding since Oct 17)	Get product list on new website and all supporting POS. (for POS drafts, website ) Finalise end to end sales process Ensure Smart Care directly links clients to SB Cares(timing dependent on SBC and out with our control)	Sales dependent on Marketing Investment and development work. Current delays in establishing FT Professional Advisor post and also SBC lack of direct referrals places risk on ability to achieve target income. No notable progress in implementing SmartCare.
<b>Alarms Service New Income</b>	Maximise income from direct sales of alarms services	Green	Assumption of 15% drop off and 500 new customers. Risk that drop of alarm numbers could be higher	£100,000	£45,000	Lynn Mirley	Alarms cancellations remain comfortably within forecast. 3% price rise forecast for April has been removed by SBC.	Continue to monitor cancellations and report on net loss/gain Continued development of marketing POS and website development with Bright Light	Move to East Lothian may result in pressure to review / lower prices. This risk is reduced due to East Lothian agreed price rise (to £4 p/w)
<b>Alarms Service Delivery Review</b>	Review alternative options of service delivery for Personal Alarms Service	Green	Challenging time pressures to implement transfer by 1 Apr 18	-£4,000	£20,000	Lynn Mirley	Proposal approved by Council on 30 Nov 17. PM appointed and project work underway to prepare for transfer on 1 Apr 18	Agree contract, SLA and KPI's Implement HR plan, agree and transfer all processes.	Extremely challenging timescale for implementation. Staff transferring will result on staffing cover risk until point of transfer to ELC
<b>Rota and Scheduling</b>	Implementation of 8 Week Rota	Amber	Ongoing Trade Union challenge	£250,000	£60,000	Lynne Crombie	Every home care team now implemented new rota. Positive relationship with JTUs with ongoing support. Testing of payroll report underway	Complete testing of payroll report development with CM2000 (required for paying for full shift), continue negotiations with TU's.	Successful implementation of payroll report is required before movement to payment for full shift. Contract size adjustment to meet rota demands may result in TU challenge.
<b>Shopping Service Review</b>	Review of Shopping Service model	Green	Completed	£25,000		Project Complete	SBC to moved clients based along A7 corridor over to new provider on 2 Oct 17. Awaiting decision from SBC as to whether this service will now be expanded to areas still serviced by SB Cares (mainly Berwickshire area)	Clarify TUPE position in anticipation of new provider increasing reach across Borders	None
<b>Supplies and Services Savings</b>	Efficiencies through procurement	Green	Ongoing, £50k achieved to date	£64,000		Lynn Mirley	Project ongoing and supplies contracts subject to continued reviews to ensure continued efficiencies.	Continued focus on securing procurement savings	None
<b>Travel Cost Reductions</b>	Reduce cost of Business Miles and make best use of Fleet options including electric vehicles currently in use.	Green	Options appraisal complete, vehicles ordered.	£30,000	£15,000	Lynn Mirley	x10 Home Care cars delivered during Nov18 and now on the road. Five CES vans now in service. Access secured to new SBC pool cars for Head Office based staff.	Agree SLA for fleet management function . Review larger fleet issues and develop action plan (Feb 18). Introduce e-learning module for fleet drivers (Feb 18). Place order for next batch of 10 cars for homecare. Fully evidence savings to date	
<b>Kitchens in care homes</b>	Review remaining on site catering provision	Green	Complete	£0	£5,000	Lynne Crombie	Project complete and ongoing savings achieved, redundancy costs in 17/18 offset savings in year.		None
<b>Day Services Review</b>	Relocate clients to alternative day service to meet their outcomes	Green	Budget saving removed from forecast so no savings expected 17/18	£0		Lynne Crombie	Closure of Ability centre confirmed . No Progress on other day services pending decisions and strategy from SBC		None
				£465,000	£150,000				