



The Planning Inspectorate  
Yr Arolygiaeth Gynllunio

# The Inspector Workforce Planning and Scheduling Project (IWPS)

Supplier Event – 27 June 2017



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Yr Arolygiaeth Gynllunio

# Welcome and Introduction

Will Jenkin, Transformation Programme Manager



# Strategic Priorities

Run

Change



**Provide  
excellent customer  
service**



**Improve efficiency  
&  
effectiveness**



**Increase  
staff  
engagement**

**Strategic Plan Priorities**



# Transformation Programme

Run



Change



## Core workstreams

1) Customers

2) Processes

3) People

## Enabler workstreams

4) Digital Transformation

5) Delivery

6) Organisational Agility



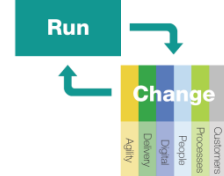
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# The IWPS Project Overview

Kiran Patel, IWPS Project Delivery Manager



# Our Vision



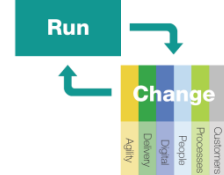
‘To provide a scalable and sustainable capability for the efficient and effective management of our Inspector workforce.’



# What is the IWPS project?



# IWPS



IWPS is a consolidation of two previous projects. The result is the IWPS project which will deliver a programme of people and process change enabled by technology.

To answer your questions today, we have Director level representatives from the IWPS Board and Programme and Projects Leads.

Present today:

- Ben Linscott (Director of Inspectors)
- Phil Hammond (Director of Volume Casework)
- Mark Southgate (Director of Major Casework)
- Will Jenkin (Transformation Programme Manager)
- Kiran Patel (IWPS Project Delivery Manager)
- Gemma Warren (Senior Commercial Lead)





# IWPS project focus

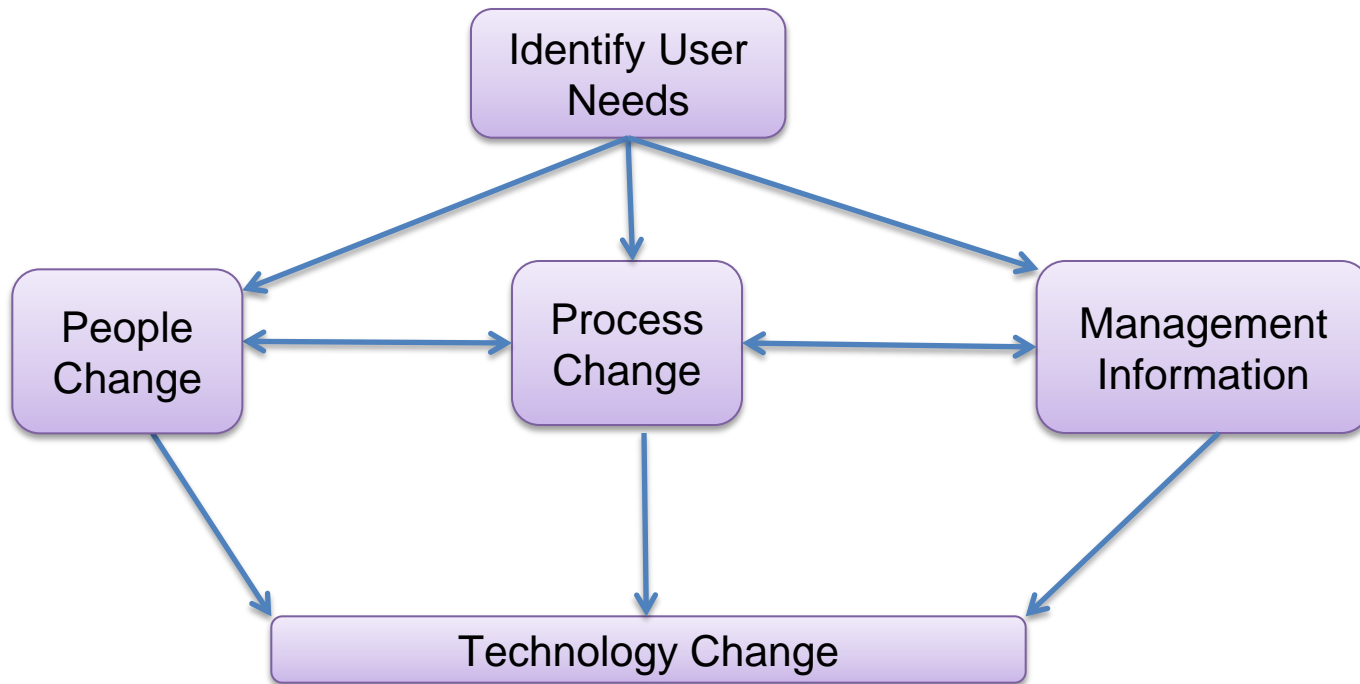
Run



Change



We will focus on people and process change and deliver improved management information - The new technology will be embedded to support these outputs





The Problem	Discovery Workstreams
Inefficiency of time reporting practices	Inspector time recording
Inspectors are unable to control their own efficiency	Exploration of the Inspector role
General scheduling assumptions need reviewing	Alignment of organisational structure to demand
Complexity of scheduling	Allocation of cases to Inspectors
Dealing with last minute change in the programme of work	Dealing with change
Accuracy of forecasting	Planning and forecasting improvements
Management of work queues is incomplete	Management of work queues
Cost of travel is not directly controlled	Cost of Travel and Subsistence



# Discovery done to date



# Inspector time recording

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Time recording is one of 8 Discovery topics

Time Recording Discovery delivered:

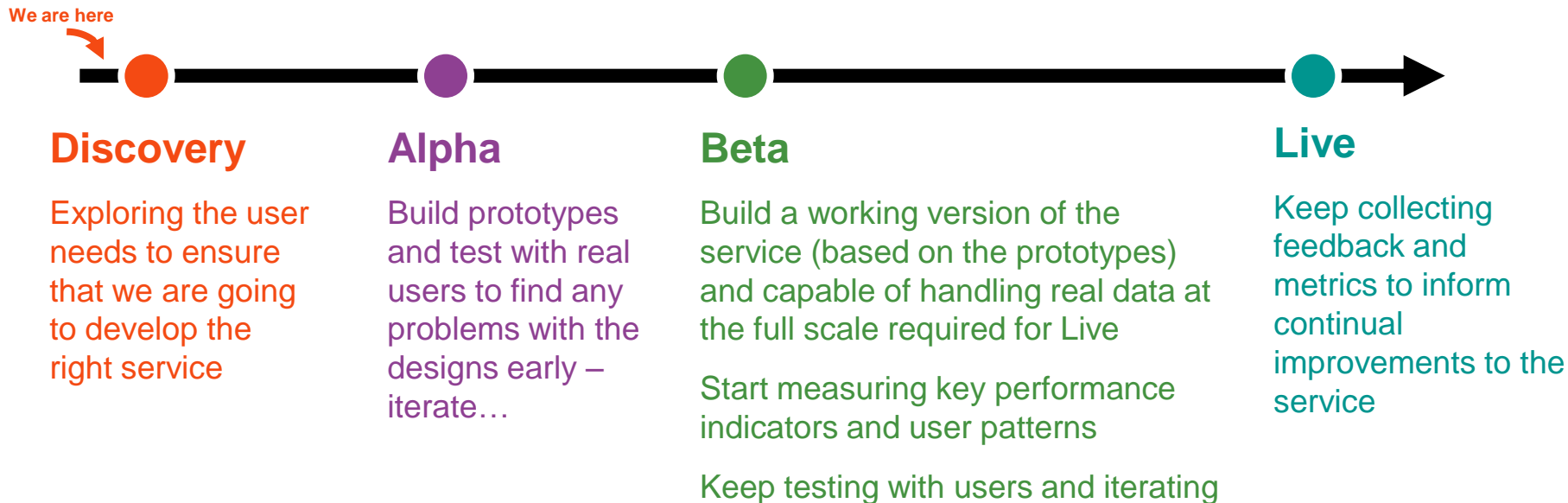
- Analysis and user stories
- Key questions to progress
- High-level research on the additional 7 workstreams
- Key questions to progress for each 7 workstreams

The above details can be found on our online information board. Access will be given to the 5 shortlisted supplier.

How the project will be  
delivered



# IWPS will be delivered using Government Digital Service (GDS) guidelines and principles





# The Discovery Team

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The Planning Inspectorate will supply the following resources:

- Service Manager
- Product Owners
- Project Delivery Manager

The chosen Partner will supply the following resources:

- Discovery
- Change Management

Discovery





# Project Timeline

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**Change Management -----> 52 Weeks**

Discovery		Procurement		Alpha		Beta			Live
Aug '17	Sep '17	Oct '17	Nov '17	Dec '17	Jan '18	Feb '18	Mar '18	Apr '18	May '18

**Please note: Your proposal is for the 8 week Discovery period and 52 weeks for Change Management.**



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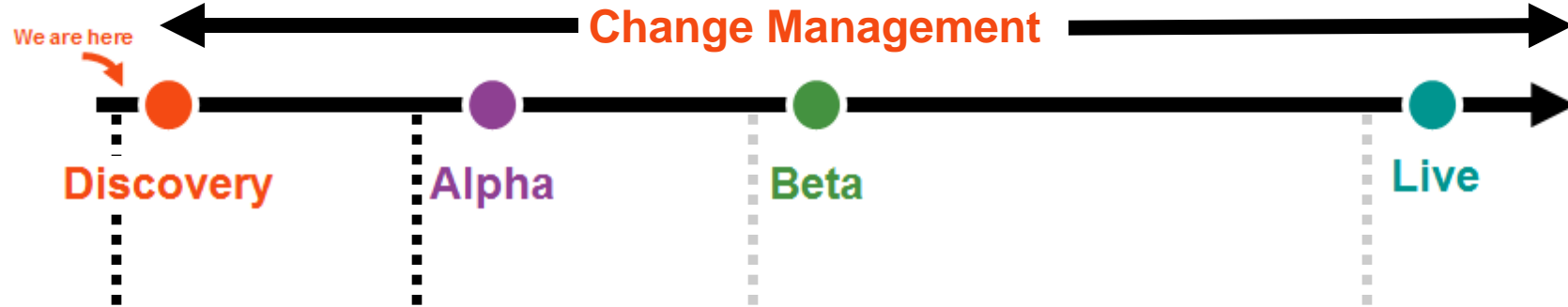
# The Procurement Process

Gemma Warren, Senior Commercial Manager



# Procurement Process

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**Procurement 1**  
**For:**  
**Lot 1: Discovery**  
**Lot 2: Change**  
**Management**  
**June 2017**

**Procurement 2**  
**For Alpha, Beta & Live**  
**Oct 2017**



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# Break

## Conference Room 6



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# Group Q&A Session



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End