

AC23. Council of the Future Update

The committee considered a report by the Director of Corporate and Housing Services providing an update on the Council of the Future project.

The committee had requested, at its meeting on 21 August 2017 (ref AC8), updates at each meeting on the project plan progress.

Council had, on 20 September 2017, agreed the Council of the Future programme (ref FC38) and that update reports would be provided to the Executive. The Council of the Future Board had agreed a risk register for the programme. The risks would be monitored by the Board and the update reports to the Executive would provide oversight of the management of the risks.

The committee discussed the risk register, highlighting political support and decision making for the programme as a risk to the delivery of the programme, stating that consistent support across the parties was vital. Similarly, there was a need for clear communication in regard to the project, its aims and progress between the Board and all elected members and with all staff. The Chief Executive echoed members' comments, particularly in regard to the need for the strategic direction to be maintained and for distractions to be minimised.

Following a question in regard to ownership of the project, the Chief Executive stated that the Board, group leaders and the Corporate Management Team all had an ownership and leadership role. Beyond this, all staff were encouraged to buy-in and come forward with initiatives. The Head of HR and Business Transformation agreed, stating that the Board would take decisions but the success of the project would rely on buy-in from all members and staff. The employee survey had shown that the majority (85%) of those who responded understood the need for change but only 16% felt involved. The Head of HR and Business Management gave details of staff engagement events including listening events involving 600 members of staff and the Chief Executive explained the role of the Change Agents Network (CAN). The committee agreed that there was enthusiasm for change and members remarked that presentations given by Project lead officers on their change projects had been inspirational. Following discussion on the Contact Centre proposals, the Chief Executive to arrange a briefing for all members at an appropriate point in the project timeline.

Decision

The committee noted the report.