



MF BRIEFING

News and information from WCC's Chief Executive

Welcome

June 2019

It's difficult to believe we are half way through the year - where did that time go? I talk about pace a lot, and how important it is to keep up the momentum of the pace of change as we work through our transformation programme, as well as delivering our business as usual activity.

It is busy. There is a lot going on, and I appreciate how much everyone is doing to ensure we maintain this pace, so at this halfway point in the year I want to say a huge thank you to you all. This is a really exciting time for us, as the changes we have been talking about for some time are becoming visible. We have a lot to do, and there will be a lot happening, but by working together we can all contribute to making this a success.

Remember if you have any comments or feedback on anything you read in MF Briefing, or have any suggestions for things you would like me to talk about - please use this [feedback form](#)

This month our senior leadership profile moves on to Rob Powell, Strategic Director of Resources Directorate.

Meet Rob



I joined the Council three months ago from the Legal Ombudsman, where I was the Chief Executive and led a major transformation programme over the last two and a half years. I've absolutely loved my first 100 days with WCC and have got to all five districts and boroughs and met a lot of staff and stakeholders. The agenda is ambitious, challenging and very exciting - I am relishing the opportunity of such a broad strategic role in a great organisation, and am enjoying the process of learning about the opportunities and challenges we face as we develop the new five year Council Plan.

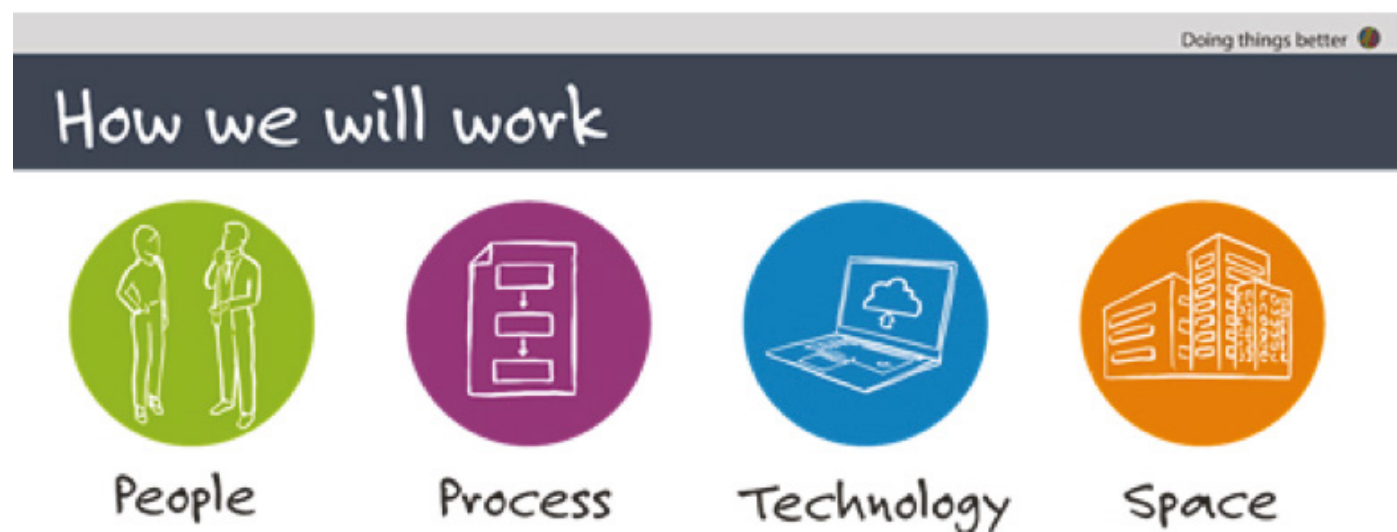
Coming to Warwickshire brings me full circle as I started my career (in the last century!) in local government as a graduate management trainee in Cardiff Council following a national

student summer sponsorship at Rochdale MBC. In between times, I've largely been in central government but also worked as a business transformation consultant for Logica/CGI. I've had externally-facing director roles at the Wales Audit Office doing value for money studies and the Local Better Regulation Office working with local authority trading standards and regulatory departments. I moved to Ofwat where I moved from a front-line director role to take up the role of finance director and qualified as an accountant on the very rapid Cipfa fast-track programme, so I've done a wide variety of roles over the years.

Outside work I live just up the road in south Birmingham. I'm married to Sarah who is a hospital doctor, and we have two young daughters, Isabel (aged 7) and Anna (aged 5) who keep us very busy and well entertained. My passions in life are sport related, I still just about manage to play cricket for Harborne where I'm the 3rd XI captain, am a delighted Aston Villa season ticket holder, and I love running which I try to combine with my train journey to Warwick as often as I'm able. Outside sport, I love travel and good food.

I was very keen to use my first 100 days to get to know the organisation, and its people, and to listen to your views. Everyone has made me feel very welcome, and I look forward to getting to meet more colleagues as I continue to settle into Warwickshire.

How will we work launch



We reached another key milestone in our transformation journey last week as I launched our How We Will Work programme. This is focused on changing the way we work so that we can meet the needs of our business in the most effective way. It focuses on four key themes:

- People: working in locations where they are most effective, at the most effective times and always respecting the needs of the task, service, team and individual
- Process: ensuring we have the right processes and policies in place
- Technology: implementing the right technology and making the best use of it
- Space: designing our work spaces to support our new ways of working

Over the coming months we will be introducing new processes and policies. Corporate Board have agreed a set of organisational principles and we will be working with you to set out new How we will work team principles - look out for more on this in my briefing next month.

We want to change the way we work to become a more agile, flexible and high performing organisation - and one of the things that will help us do that will be the roll out of Microsoft 365.

As I'm sure you will be aware by now, Cabinet agreed earlier this month our plans to move from Google over to Microsoft 365. And last week I was joined by Microsoft's Director of Local & Regional Government Faith la Grange in signing the contracts which signalled the start of our move to Microsoft.



We currently work across a number of different applications so we want to move to a single productivity suite. Microsoft 365 offers a host of benefits - it will make it easier for us to work more flexibly and collaborate, there is greater functionality and improved security, better information governance, offline capability, an integrated telephony solution and team based collaboration. As well as all of the applications you would expect to use on a daily basis.

We know that there will be a lot of questions about the move and we will put in place a range of support to make the transition as smooth as possible. To kick this off there are some initial [FAQs here](#) and we will add to this as we go along. Microsoft are now on site with us working through all the technical details of the transition and we will keep you updated every step of the way.

Good housekeeping

In terms of what you need to do right now, it's all about preparation. We need you to have a good sort out of your Google Docs and your email. Please review and rationalise what you are storing, [More information on how to do this is available here](#).

Your emails and documents will automatically transfer from Google to Microsoft 365 but we need to make sure that we only take with us what we need, and avoid the additional costs of transferring data we don't actually need. This will save us money in storage.

It is also vital that you check your personal details are up to date in People Finder and Your HR. Moving forward, the security of our information and systems is based on personal identity. If your details are not up to date this may affect system access.

Your Say goes live

Thank you to everyone who has already completed this year's Your Say survey.

As of Tuesday this week we had over 700 responses which is a great start, and with the survey open until 12 July there is still plenty of time to make sure you have your say on how it feels to work for Warwickshire in 2019.

As part of the build up to this year's survey we wanted to address some of the common reasons for not completing the survey and I hope you've seen the short animations that are designed to put your mind at rest about things like anonymity.

You can see the full set of animations [here](#)

With the council going through such a significant period of change and transformation, it is more important than ever that we check in with you. Corporate Board agreed that we need to run the survey annually, reflecting our commitment to listen to your feedback and find out how you are feeling as a WCC employee. We really do want to hear from you so please set aside ten minutes when you can to complete the survey.

www.warwickshire.gov.uk/yoursay

Committed to customer service excellence

WCC has recently been accredited with the continued award of the Customer Service Excellence (CSE) Standard.

We were first awarded the CSE Standard in 2014, and were the first County Council to be awarded this on a whole organisation basis. And following our most recent assessment, it was brilliant to hear that we continue to hold the award.

Customer Service Excellence focuses on person-centred services with the emphasis on developing customer insight, understanding the user's experience and measuring service satisfaction.

The ethos of the standard supports our vision and desired outcomes which are set out in our Customer Service Strategy. The standard allows us to measure our success in achieving these while also identifying areas needing further attention.

The audit included an assessment of a number of customer journeys from each directorate and an eight day on-site visit from an external assessor. During this time the assessor met with staff, partners and customers to check that WCC is working on the areas for improvement highlighted in our last reaccreditation, that we still comply with the elements of the standard, and that we continue to maintain our high standards of customer care.

Following the assessment, we were found to have a deep understanding of, and commitment to, customer service excellence. The report noted that we use customer journeys and feedback to improve our services and user experience, and that commitment to customer service was displayed from Senior Management levels through to operations and frontline staff.

Thank you to everyone who was involved in the re-accreditation process.

For more information, visit www.warwickshire.gov.uk/customerserviceexcellence

Thumbs up for web transformation

While we're on the subject of customer satisfaction - I've spoken before about how important it is for our customers to be able to find the information they need quickly and easily online and the recent redesign of our website has served that very purpose.

Our website was upgraded earlier this year as part of our Digital by Design programme and a recent report to the Resources Overview & Scrutiny Committee revealed that the new site has been awarded a score of 98.9 out of 100 by SiteImprove, which measures website quality.

Our previous website scored 88.8, but better quality content has led to the new site scoring higher. The industry benchmark score for government website is 84.6, so we are going above and beyond expectations.

Since improvements were made to the website, the experience for visitors using mobile and tablet devices has also got better, as has the accessibility of the site for visitors with disabilities.

Warwickshire Vision Support, an organisation that helps people with sight loss in Warwickshire, were consulted throughout the design process.

The improvements in accessibility and quality of content have led to a 12.64% increase in users (visitors) and a 17.78% increase in sessions (visits).

The website is also faster, as the time it takes for a page to load has also improved by 2.3 seconds on average, which is 52% faster than the old site.

Another positive change is that our website statistics are now recorded and used to inform improvements to the site. For example, the order of links on navigation pages will now reflect the most popular pages that are visited.

Going forward, the new platform and website will give us the opportunity for digital solutions for more of our customer contact in the future.

This is all brilliant news and really shows our transformation in action and that it is having a real and tangible impact on our customers.

Introducing Warwickshire Insights tool

[Warwickshire Insights](#) is an updated version of the Council's local information system, providing statistical information about local areas in Warwickshire, along with interactive mapping and reporting tools to inform decision making.

The tool provides intelligence from across the Business Intelligence service and replaces a number of tools, including the old Warwickshire Observatory website.

Warwickshire Insights allows anyone interested in local data to access information on the population of Warwickshire, and at various geographical levels within Warwickshire including district and borough, ward, electoral division and lower super output area (LSOA). In addition the tool has been developed with the [place-based Joint Strategic Needs Assessment \(JSNA\)](#) in mind allowing users to access data for the 22 JSNA areas via the JSNA tab.

Users can find data on demographics, deprivation, health, social care, education and economic indicators. The content of Warwickshire Insights will continue to be developed, including adding new datasets as they become available.

For further information and to provide feedback contact insight@warwickshire.gov.uk. The Insight Team would like to hear how the tool is being used, along with suggestions for additional data that would be useful to include.

Careers strategy consultation launches

Last week we launched a public consultation to gather feedback on our draft Careers Strategy.

Effective careers and employability advice and support are critical components of a successful local economy. They can help people gain the skills needed by local employers, and pursue careers that match their talents and interests, as well as support those who want, or need, to change occupations. Good careers advice can also facilitate social mobility by raising aspirations and highlighting career pathways individuals may not have thought of.

With the number of vacancies posted online in Warwickshire growing, and the ratio of vacancies to working age population almost double the national regional average, according to Office for National Statistics figures, an effective careers strategy for the county is vital.

Key audiences for the consultation include residents - particularly, vulnerable groups such as care leavers; young people, parents and adults looking to retrain; businesses; education and training providers. We will be running a series of formal and informal meetings and consultations to reach these groups across the county with the help of schools the Local Enterprise Partnership; Coventry & Warwickshire Chamber of Commerce, and the Federation of Small Businesses.

Through our Careers Strategy we want to expose Warwickshire students, their influencers and educators to careers in local growth sectors and increase the number of people taking up further education and higher value employment in those sectors.

We also want to enable all our residents – whatever their age – to access the education and skills they need to secure fulfilling, appropriate, sustainable and well paid employment throughout their lives, which supports the growth and prosperity of Warwickshire's economy.

We want to hear from as many voices as possible during this consultation period, to ensure our strategy takes into account the needs and views of all sectors of our community.

To take part in the online consultation follow this link: <http://www.warwickshire.gov.uk/ask>

Continued commendation for Kenilworth Station

Following recent regional recognition for Kenilworth Station, it has now gone on to be highly commended by the Chartered Institute of Highways and Transportation in their National awards.

The CIHT commended the project that brought a station back to Kenilworth for the first time since it had initially closed in 1965 in the Best Public Transport Project category.

It's been great to see the station receive national recognition from industry experts and it reflects the huge complexity of the project which has resulted in a much-loved building and a well-used service. All partners worked so hard to realise the station so this, along with the outstanding user figures, is just reward for that.

In case you missed it...

Recent news you might not have seen yet:

[June's W4W out now](#)

[Appraisal - It's all about the conversation](#)

[Find out more about wellbeing support](#)

[Northgate works update](#)

[Static bike race is back](#)