



MD BRIEFING



July 2018

Welcome

With our current spell of warm weather set to continue we hope that you get to enjoy and make the most of the sunshine over the summer.

The end of the school year marks the start of the holiday season, but we know that our teams are working just as hard over the summer as at any other time of the year. Certainly the pace of our transformation activity will continue and progress over the next few weeks.



Missed our last briefing? [MD Briefing June 2018](#)

Doing things better update

In our last briefing we talked about our New Operating Model and how this will shape how we will do things in the future and get the best out of the resources we've got.

If you've not had the opportunity to look at the video where we explain more about the model you can view it here [view the video here](#). We are really pleased to see that the video has had well over a thousand views.

We are now working on the detailed design of our new operating model. This means working out the detail of how we will work in the future. We have got a lot to achieve and a busy summer ahead, but we are making excellent progress. Look out for further Doing things better updates which will provide more information.

Hopefully you will have seen the new look intranet homepage - mi.warwickshire.gov.uk which was rolled out to all staff earlier this month.

mi.warwickshire, which should launch automatically when you log in to your work laptop or PC, provides personalised access to Google functionality: your emails, Google docs and hangouts and news stories; and it is the homepage for the main i.warwickshire site.

This is a good example of internal digital transformation activity that is helping us to get the most out of our Google assets, making it easier for you to use these tools, work collaboratively, and keep up to date with news from around the council.

To continue to improve the site please share your feedback on what you think of [mi.warwickshire here](#).

If you've not got access to the new homepage yet - take a look back at the email we sent on 9 July (from David's email address) to remind you what you need to do.

Good housekeeping

You will know that as part of Doing things better we want to encourage much more of a one organisational approach to the way we do things, and act as one unified council. Last month Corporate Board agreed a relatively small but significant step forward in relation to this with the introduction of a standard email signature for all WCC staff.

As an organisation we send on average 20,000 emails every day. This communication traffic gives us a great opportunity to present ourselves as one organisation.

A few small changes will make a big difference to the look and feel of our emails. As a minimum your email signature should contain the following information

Full name

Job title

Service/team

Directorate

Warwickshire County Council

Tel: 01926 xxxxxx (incl. internal extension)

(If appropriate - Mobile/Fax/alternative contact numbers)

Email: @warwickshire.gov.uk

www.warwickshire.gov.uk

Like us on Facebook: www.facebook.com/WarwickshireCountyCouncil

Follow us on Twitter: twitter.com/warwickshire_cc

This should be presented in black, arial font (within gmail please use the default sans serif font)

Images and logos should not be inserted into email signatures unless expressly agreed by Corporate Board.

Additionally we are also requesting that if you choose to have an image associated with your work google account that first and foremost this is of you in a professional setting, or alternatively the WCC logo can be used. There is not requirement to use an image at all if you would prefer not to.

This is also a good opportunity to remind everyone of our [customer care standards](#) and recently revised [voicemail policy](#). While the voicemail policy may not apply to everyone now it is important that those with a voicemail facility are aware, and longer term Project Connect will see the roll out of voicemail to all colleagues as standard.

Your Say 2018

As you'll have seen from a recent email, this year's Your Say survey is now closed. Thank you to everyone who completed it. The responses will be analysed over the summer and results will be shared in the autumn.

Thank you also to the teams who took part in the face to face team talk sessions which have also provided valuable insight and have enabled us to reach more staff this year to get their views.

Once the results are circulated you will discuss them within your team, looking at areas to celebrate and where improvements could be made. Resources and support, including an updated toolkit, will be made available to managers to help with this work.