



MD BRIEFING



September 2018

Welcome

We hope those of you who have had a break over the summer managed to make the most of the weather, which now seems somewhat of a distant memory. It's been a busy summer with the continuing rapid pace of our transformation programme, and there's also been a lot of number crunching as the results of the Your Say survey were analysed. You can read about both of these subjects in this bulletin.

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



Doing things better update

As you know our council-wide transformation programme of work, Doing things better, is well underway. We thought it might be useful to recap on the progress to date and look ahead to what's next.

In March we introduced our design principles which state what we do, how we will do things and how we will work. In April the concept and shape of our new operating model, was launched. Our new operating model will enable us to transform in the way we need to, so that we are fit for the future.

You can find an overview of the work to date in this [updated roadmap](#)

We are now working on the detailed design of our new operating model - this means working out all of the ways in which our organisation needs to change in order to put our operating model in place. This includes: changes to our organisational structure; the redesign of service areas; the development of new planning frameworks; and the introduction of new strategies.

All of the changes being proposed and developed focus on a single approach to everything we do, they all focus on reducing demand for our services whilst maintaining quality and providing better experiences for our customers, and that we achieve value for money.

It has resulted in a busy summer of transformation activity and everything is on track for this detailed design phase to be completed by the end of March 2019.

We will continue to update you on these changes as they progress, and please make sure you take part in managers briefings and visit the Doing things better intranet pages.

Your Say 2018

Last week Corporate Board had first sight of this year's Your Say staff survey results. And everyone has now had an email from us both providing a link to the high level WCC results and a summary infographic.

As we said in the email, overall it is good news - and we are pleased with the results. The survey this year also marked a real step forward in how it was conducted and how the results are presented, and we hope you find the infographic summary useful - each business unit will also be provided with a summary in this format too.

This year face to face team talk sessions have also helped to gather the views of staff in areas where we've traditionally had lower response rates, to make sure we are really listening to what you all have to say.

A really notable milestone was the increase, once again, of our employee engagement score which now stands at 75% - this score has improved by 5% since the last survey, and 9% in the 6 years we have been measuring it. It is pleasing to see that even while the organisation is transforming, we have such an engaged and motivated workforce. You're also a workforce that think a lot of your colleagues. This came out time and time again that the people you work with are the best thing about working for WCC.

Local results will be distributed over the next couple of weeks and you will be looking at the results within your teams. It will be important to keep on top of actions and make sure at a local level that you keep it on the radar within your teams. Resources to help with this will be made available with the release of the wider results.

Windows 10 progress update

ICT are working on a major project to upgrade all WCC laptops and desktops to the Windows 10 operating system. The aim is for all 4,500 devices to be upgraded by December 2019 in time for Microsoft withdrawing support for Windows 7 in January 2020.

The project has now been running for over three months, so it seems an appropriate time to provide an update on how it is progressing. As of the end of August 1,024 devices have been upgraded, more than double the target for this point in the project.

Teams are being contacted by ICT to arrange their upgrade so if you've not been upgraded yet, or don't have a date booked, don't worry, you can expect to hear from ICT over the coming months. Thank you to all colleagues for their support so far.

You can find out more on the Windows 10 project in this [Intranet article](#).

Singing for fun

The Council's singing group was launched four years ago and is on the lookout for new members. Joining is easy - no audition, just bring your enthusiasm. The group meets most Thursdays in Warwick, sessions are pay as you go and are led by a professional vocal coach.

The group's first meeting back after the summer is 27 September with a Greatest Showman takeover. For more information contact Jacky Lawrence or Jenny Shirley.

In case you missed it...

[Introducing Wellbeing Wednesday](#)

[Zero tolerance to fraud](#)