

CHANGE BOARD

MINUTES of a meeting held on 23rd January, 2003.

Present: Councillor H.J.W. James (Chairman); Councillor A.J. Williams (Vice-Chairman); Councillors G.J.M. Fletcher, G.C. Kemp and N. Moore.

Also present: Councillor E.T. Williams.

(a) Minutes of the meeting held on 17th December, 2002 -

AGREED - T H A T the minutes of the meeting of the Board held on 17th December, 2002 be approved as a correct record.

(b) Staff Attitude Survey (CE) -

Expressions of interest from various companies had been received in respect of undertaking the Staff Attitude Survey for 2003 and 2004, and the tendering exercise was being progressed. A corporate framework for undertaking and responding to the Staff Attitude Survey was being developed around the following principles:

- Questions to be asked:
Whilst it was recognised that each company expressing an interest in the work would develop their own questions and use different language to express those questions, it was important that the questions were framed in such a way that the Council could make a comparison with other public and private sector organisations.
- Structure of Staff Attitude Survey:
The following work plan and timescale had been developed –

Activity	Timescale	Lead
Purpose of Staff Attitude Survey	December, 2002	James Cawley
Tendering Process completed	January, 2003	Carys Lord
Award of contract	End of February, 2003	CMT
Managers/Trade Union Briefing	March, 2003	CMT
Staff Briefing Note	March, 2003	Carys Lord
Questionnaire distributed	April, 2003	Directorates
Questionnaires to be returned	End of April, 2003	
Analysis to Council	End of May, 2003	
Staff Newsletter – headlines	June, 2003	Estelle Hitchon
Directorate staff work place briefings	June/July, 2003	Directorates
Cabinet Report	July, 2003	Carys Lord
People Management Group ‘response to survey’ workshops	June and July, 2003	James Cawley
Directorate ‘response to survey’ groups	September, 2003	Directorates

Activity	Timescale	Lead
Cabinet report on proposed action	October, 2003	Carys Lord
Review of progress	January, 2004	Carys Lord
Review of progress	May, 2004	Carys Lord
Repeat of Staff Attitude Survey	April, 2004	

As previously reported, the Survey was anticipated to cost approximately £30,000-£35,000 per year and all staff would be given an opportunity to contribute.

AGREED – T H A T the progress to date be noted.

Reason for recommendation

To apprise the Change Board.

(c) “The Change Plan” – Change Programme Monitoring (CE) -

The Change Programme was defined as the major pieces of work emanating from the various key reviews and inspections of the Council which, together, formed a coherent programme designed to move the Council, corporately and in respect of its services, towards the achievement of excellence. The draft document appended to the report drew together the key actions from the following five documents:

- Corporate Governance Action Plan.
- Priority Implementation Plan.
- Corporate Plan.
- Corporate Improvement Diagnostic.
- Risk Assessment.

The draft document categorised actions into the five themes where Working Groups had already been established, namely People Management, Customer Care, Systems and Processes, Communications and Community Leadership. An additional two – Change Process and Management Team – had also been added, plus the key services of Education and Social Services. Each action was accompanied by a clear outcome, and milestones were/were to be identified as part of achieving that outcome.

It was considered that the document as a template for information which would be readily updated would become an essential tool for monitoring the implementation of the Change Programme.

AGREED –

(1) T H A T the progress to date be welcomed and that a copy of the final report, following consideration by the Change Team, Change Programme Working Groups and the Management Team, be submitted to the next Board meeting.

(2) T H A T it be noted that the Directors involved in driving forward the process would make a presentation to a future Board meeting on each of the themes they were championing.

Reason for recommendations

(1)&(2) To apprise the Change Board.