

Great Place Great Service briefing

Good afternoon Service Managers and welcome to the first Great Place, Great Service (GPGS) team briefing.

We have introduced this briefing as a direct result of the feedback you and your teams provided following the employee opinion survey earlier in the year.

The plan is that I will update you all via this email briefing every couple of weeks, following the Executive Board meeting.

This means you will be informed of all the key decisions in real time as they are made.

I would be grateful if you could use this email as an agenda item at your forthcoming team meetings to update your staff on GPGS. I am very interested in the feedback you receive, so please let me know.

As it's the first briefing it is on the long side. Future briefings will be shorter, sharper and more to the point.

The first item I want to highlight is the wider governance map that sits on the intranet. This has been highlighted as something that staff are not aware of.

This is a simple high level document that shows the purpose, membership, investments and returns of the GPGS programme. It can be found here.

(<http://cbcportal/GreatPlace/Shared%20Documents/GPGS%20governance%20map.pdf>)

The second, and more general point that I want to highlight, is that GPGS is a council wide programme of activity which will be delivered by **all of us**, with the support and guidance from the GPGS programme team.

The success of this programme depends on all council staff delivering the different elements of the plan, whether that's making it easier for customers and citizens to contact us to working in a much more modern environment.

A great example of this is the brilliant work that has seen the merger of East Lodge and OSD. GPGS played a supporting role, but the credit for making this happen falls with the respective teams in Housing and Environment.

The GPGS team: Tara, Karen, Scott, Chris and myself will provide help and support to teams as they carry out necessary changes but all employees will be involved in delivering change in their own sections.

General update following the Executive Board meeting held on Friday 3rd October 2014

Branding

During the summer of this year it was agreed that the council will carry out a rebranding exercise and a local company, Crush Design, were appointed.

You may have even got involved in some of the employee consultation events. On Friday, the board received a branding strategy presentation from Crush design.

The presentation explored and analysed Chesterfield Borough Council current brand values then discussed how a new council brand could build on its current values and how it could be improved further.

Further consultation events offering feedback to staff and residents have been held.

Model Office

The delay to the model office stemmed from the need to formally request listed building consent and subsequent heritage assessment. This delay has in fact provided an opportunity.

The workspace planning volunteer group recently visited Sheffield City Council and spoke to staff that had gone through a similar process.

The feedback was clear: if Sheffield City Council had their time again they would ensure they had one plan rather than a phased plan (which is

what we were planning with the model office, members and register office moves.)

The Executive Board listened to this feedback and decided to spend the resources and effort in having one master plan for the Town Hall that took into account the needs of staff, members, Derbyshire County Council, Register Office and our partners, arvato and Kier.

The newly refurbished Visitor Information Centre back office is due to be completed in early November which will show the look and feel principles of the new offices.

It was agreed that a model office will be on display in the Town Hall that staff will be able to look round and ask questions.

General update following the Executive Board meeting held on Friday 17th October 2014

Milestones of the project report

A key document you can share with your staff is the high level milestones of the Great Place, Great Service (GPGS) project.

This sets out a brief summary of the timescales and latest progress for some of the major initiatives that are contributing towards GPGS. Please talk your staff through the projects and feed back to me any questions or comments staff may have so that I can respond to them and make the executive board aware of them.

You can find the latest copy here:

<http://cbcportal/GreatPlace/layouts/xlviewer.aspx?id=/GreatPlace/Shared%20Documents/GPGS%20High%20Level%20milestone%20plan.xlsx&Source=http%3A%2F%2Fcbcportal%2FGreatPlace%2FSitePages%2FHome%2Easpx&DefaultItemOpen=1>

Offices of the future

A key part of our strategy for the future is that, where allowed by listed building status, our offices will have a standard look and feel, with teams having the same standard of equipment.

This will involve specifying certain types of chairs and tables, as well as sofas for meeting breakout areas.

The GPGS board has discussed the cost of doing this. They have asked the GPGS team and Kier to look at other councils and suppliers to find the cheapest options that meet the right standard, possibly through economies of scale that can be created by combining our furniture order with that of another council or organisation that has similar needs.

It has now been agreed that the Town Hall model office will be created on the second floor in the office used by Neil Johnson and Bernie Wainwright.

Once the work is completed they will both use the office and IT equipment daily to test it out but other members of staff will be able to call in and spend days there if they wish to try out some of the other types of desk.

I would be grateful for any feedback from you or your teams on anything in this briefing from format to content.

Many thanks

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