Item 8 APPENDIX 1



Programme Director's Update

September 2020

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- 1) Programme Status Summary
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Programme Status Summary

Overall FN programme RAG rating as at 29th July 2020

Programme	Programme Lead	Programme Status	Commentary	Estimated Direction of Travel for next period
Place North	lan Vincent	G		G
Place West		G		G
Finance	Barry Scarr	A	The programme is progressing well but has only been in existance for 6 weeks and further scoping activity and dependency mapping is required to move from amber status.	G
Corporate	Martin Cox	A	Whilst Councils are supporting where they can, the issue of releasing resources due to COVID impact remains a material issue that could impact the delivery of key areas.	A
Childrens	Liz Elliott	A	Good progress has recently been made on the children's trust although this requires close management and programme governance to keep on track. Education Services require considerable work to fully establish the requirements for day one and potential costs of disaggregation being affordable in the wider context. Whilst amber at this stage the next few weeks will be critical in establishing this and some choices may need to be considered.	A
Adults	Anna Earnshaw	A	This has moved from green to amber. This related to Adults moving ahead at a faster pace to the other areas of the programme, Adults are testing some of these approaches in the context of HR and working through the matters arising.	G
ІСТ	Richard Ellis	G	Good progress has been made following the introduction of specialist resources and intensive work in moving the status of key systems. Some work still required on the Capita Education System . The next phase requires more detailed work on the service specific systems and what is required for day one in line with aggregated and disaggregted services and further reports will be provided should risks be identified.	
Customer and Digital		G		G

Programme Notes

Trade Unions – Engaging with trade unions on blueprint progress.

Blueprint Preparation – See separate report

Implementation reporting and preparation – Ensuring we have captured the assurance framework and the methodology for reporting implementation by North and West (slide 5).

Programme Health check – Undertaken by LGA representatives across the programme in July. The report is attached as an appendix to the Programme Directors update.

Finance – See separate report as appendix to Programme Directors update.

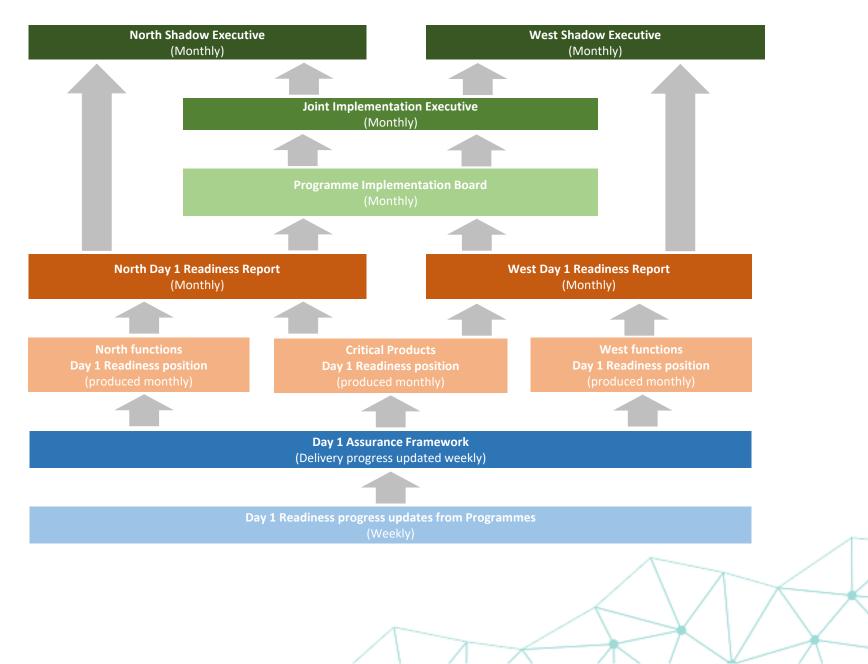


Programme Health Check

- Undertaken throughout July
- Covered all programmes of work
- Undertaken by the LGA
- **u** Full report attached in appendix, overall positive with recommendations included.
- Purpose: to assess the planning to date prior to the commencement of the implementation phase with an opportunity for independent assessment in order to strengthen the approach.



DAY 1 ASSURANCE: MONITORING AND REPORTING APPROACH



Change Management



Actions through July

Slack Channel launched ✓

Benefits Include:

- Providing Change Champions with a . way to communicate & collaborate
- Networking in real time ٠
- A safe space to access peer support.

Survey and Updates ✓

Benefits Include:

- Identification of Engagement & Support needs through recent Survey
- Sustained momentum with third, change champion update

Change Champion Gap Analysis 🗸

Benefits Include:

- Demonstrated need for Change Champions in the majority of services across the Boroughs and Districts
- Recruitment campaign developed
- Focused recruitment where identified

Key Product Roll-out 🗸

Benefits Include:

- Supporting ICT colleagues to roll-out plans for MS365.
- Pilot areas realised

Empower colleagues to be part of the unitary journey. Seek opportunities to develop networks that aid adoption of change. Respond and adapt quickly to circumstances to realise the benefits of change. Improve awareness and perception of change by encouraging open conversation to inspire trust. Role model behaviours and mindsets to motivate, reassure and enthuse others and inspire a culture of growth.

Place Programme Initiatives

Benefits Include:

- Effective Transition to new Programme
- ٠ A Revised Place Programme Change Approach Endorsed at Place Board on 15 July.

Customer & Digital Programme

Benefits Include

Working with 68 of our Change Champions to support the testing of the voice and email automation pilots.

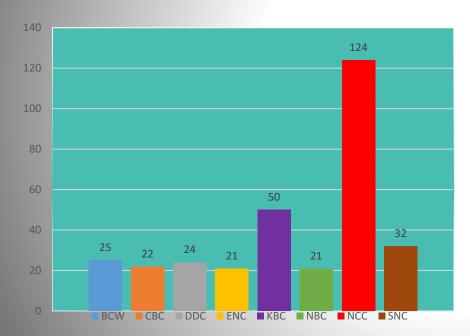
Communications & Engagement in Adult Social Care Programme 🗸

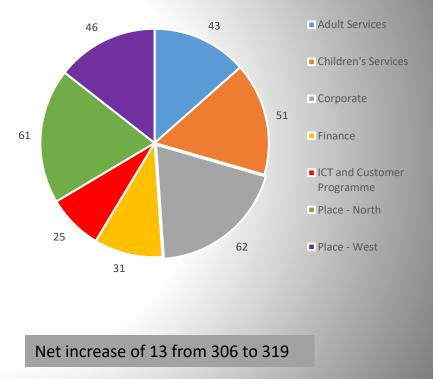
Benefits Include:

- Use of innovative media ideas for effective / personable communication purposes - videos
- · Workforce updates via Newsletters
- Opportunity for ASC Change Champions to test principles for wider Change Champion sessions via Zoom sessions

Change Champion Gap Analysis 🗸

The numbers...





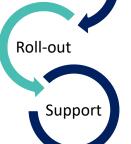
Change Charter launched for Change Champions to complete with their teams.

oto for the Change Discuss and agree with your team a /hat does the team want to achieve by esting Day (1st April 2021) to prepare fo statement that describes how you will all prepare for Vesting Day. If you choose to, create a team moto to reflect the orth or West statement. oles and Responsibilities: Who will fulfil Discuss who will fulfil the roles and agree what the responsibilities are. ading up to the change hange Champion/s (registered with Consult with your team to understand and kills and Strengths: What skills and identify what skills and strengths the team have which will support the changes needed esses and Risks: What weaknesses Consult with your team to understand and identify where there may be areas of challenge and what risks need to be managed. Team Values: What top 5 attitudes, attributes or beliefs will the team need in Consult with your team to understand and identify the team values which relate to successful change. upport and Information: What support Consult with your team to understand the support and information which will assist you in all preparations. Team Commitments: What will the team Use the data from the consultations you have carried out with the team to identify what your team commitments need to be. Discuss with the Change Sponsor and line managers what activities may help the team to progress through the change effectively. E.g. team meeting discussions, team event, fun quiz. Get commitment from sponsor and managers to lead on activities with you.

Actions through August

MS365

Colleague Support Activities Continue.....



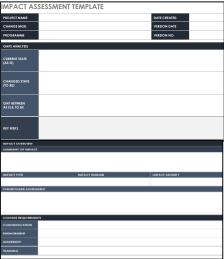
Staff Engagement Activities Continue......





Change Maker: Completion of team profiling with role out of team workshops per programme team/role team.

Change Impact Assessments completed.



Communications and engagement

Comms and Engagement Resources – Increased capacity in specialist comms and engagement support to provide expertise and capacity as we move into the implementations phase. We have also recruited interim support at senior level and seconded three people from District and Borough Comms and Engagement teams.

Planning engagement on the blueprint with elected members, trade unions, approach and consultation, engagement with the workforce.

Recent activity

- ✓ Shadow authority logos approved and rolled out for us
- ✓ New council logos in development by Task and Finish Members Group; See agenda item
- ✓ Branding audit progressing
- Launched consultation on harmonising opening hours through website and social media platforms
- ✓ Developing jargon buster for stakeholders
- ✓ Vision & culture support
- ✓ Social media policy & protocols in development

Finance Report Summary

APPENDIX 2

