

24th March 2011

Shaping the Future Group – Update on organisational culture

The former Customer Focus Board and Shaping the Future Culture Group have recently amalgamated to form the Shaping the Future Group. The new group has met once and at its first meeting drafted its key objective, outcomes and areas of work.

The key objective of the group is that it;

Programme manages key areas of work to deliver a high performing, healthy organisation.

This will include;

- making systems thinking integral to the way we do things
- making customer care integral to everything we do
- being champions for culture and leadership and encouraging champions across the organisation
- programme managing the council's work on organisational development – to include;
 - o performance management and learning and development
 - o core values – understanding of these and the expectations for individuals*
 - o behaviours – acceptable and not acceptable
 - o systems and processes
- fostering a desire 'to be the best'

A key outcome will be;

- high customer satisfaction levels as a direct result of staff attitudes and behaviours

The group is currently drafting a work plan with key tangible actions to deliver the objectives and outcomes above. The plan will split into three key areas of work;

- o culture and behaviours
- o systems and processes
- o performance, learning and development

*The three agreed core values – that came out of a series of staff focus groups held late last year are:

- Can do – approach to everything that we do
- Customers – at the heart of all our work
- Communities – helping them to help themselves

The current group representatives following the amalgamation are Andrew Kerr (Chair); Laura Mayes, portfolio member organisational culture; Allison Bucknell, portfolio member customer focus; Laurie Bell, communications; Mandy Bradley, health and public protection; Mark Stone/Julie Anderson-Hill, workplace transformation programme; Helen Knight, neighbourhoods and planning; Mark Boden, corporate director; John Rogers, customer focus; Barry Pirie, HR; Stephanie Denovan, children and education; Niki Lewis, communities and social care; Ian Gibbons, legal.

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